

Residents' Guide

2026



Orwell Private
112 Orwell Road
Rathgar
Dublin D06 TN66
Tel (01) 4999000
Email: info@orwellhealthcare.ie

Contents

Welcome	3
Introduction	3
Mission Statement.....	4
Care Levels Provided	5
Staffing and Skill Mix	7
Services and Facilities/ Activities	8
Contract of Care	9
Fees	11
Nursing Home Support Scheme (NHSS)	11
Additional Service Charges	12
Environmental Facilities	15
Complaints	16
How to Make a Complaint.....	16
Where can I find details of the complaints and appeals procedure?	18
Regulatory Compliance and Quality Assurance	20
Confidentiality.....	20
Your Rights	21
Your Care Plan.....	22
What to bring with you.....	23
A to Z of Relevant Information.....	24
Local Health Service Executive Contacts.....	42
Getting Here	43
Contact Details	44
Appendix 1: Social Programme	45
Appendix 4: List of Advocacy Services.....	46
Appendix 5: Privacy Statement	48
Useful Information	49

Welcome

We would like to welcome you to Orwell Private and we hope that we will meet the needs and requirements that are important to you within the service we provide. This guide has been designed to provide you with clear, accessible information about the care and support you can expect while living here. It also outlines how we meet the requirements set out under Theme 1: Person-Centred Care and Support, as part of the National Standards for Residential Care Settings for Older People in Ireland, updated by the Health Information and Quality Authority (HIQA).

These standards are underpinned by the Health Act 2007, (as amended in 2025), and the associated Care and Welfare of Residents in Designated Centres for Older People Regulations.

Our service is fully committed to promoting your rights, dignity, independence, and safety, in line with these updated national standards and legal requirements.

Further information and more detailed explanations of the running and management of the nursing home can be found in our “Statement of Purpose and Function” which can be accessed at the Main Reception or can be accessed anytime through the centre’s website.

Introduction

With over 40 years’ experience in the healthcare setting, the fantastic team at Orwell have applied their insight and expertise to develop the wide range of services now offered by Orwell Healthcare. Our vision is to provide a continuum of care in a holistic approach in your own neighbourhood. This will be provided by familiar faces – all of whom have trained in the Orwell Healthcare ethos – under a stringent framework of clinical governance, accountability and continual self-improvement.

Mission Statement

At Orwell Private, we are committed to providing the highest quality of care for you in a homely, comfortable and safe environment. We strive to maintain our reputation for operating an excellent care centre, with a family ethos. We aim to achieve this by promoting evidence based best practice in every aspect of our service in line with the Health Act 2007 (as amended, 2025) and the National Standards for Residential Care Settings for Older People in Ireland (HIQA). We carefully choose and train our staff, so that they are competent to fully assess, understand, and meet your needs based on your pre-admission assessment and throughout your residence in Orwell Private. We try to ensure that you are always treated with dignity, respect and compassion and that you enjoy the right balance of privacy, independence and community living.

The staff of Orwell Private actively listen to feedback from you and your family regarding our service and we will act on any constructive feedback to improve our services. We aim to provide a person-centered, inclusive, and rights-based environment where everyone is valued, protected, and supported to live a life of meaning and choice.

Care Levels Provided

Orwell Private can accommodate up to 170 residents with the following care needs: long term care, short term care, acquired brain injury, convalescent care, respite care as well as residents with dementia requiring higher nursing and medical needs.

We can provide these services through the following staffing expertise and training:

- 24-hour nursing care
- General nursing, including Percutaneous endoscopic gastrostomy (PEG) feeding, urethral and suprapubic catheter care, tracheostomy care, stoma care, oxygen therapy, dementia care
- Management of Actual and Potential Aggression (MAPA®) training for staff caring for residents with reactive and responsive behaviours
- Sub-cutaneous fluid therapy for re-hydration
- Changing of gastrostomy tubes, changing of tracheostomy tubes and urinary catheters
- Phlebotomy
- End of life care
- Palliative care
- GP site visits
- Pharmacist and Pharmacy services
- In-House Multi-Disciplinary Team (Physiotherapy, Occupational Therapy)
- Outpatient services for physiotherapy.

We also have links with:

- Harold's Cross Hospice- palliative care team
- Dietician/ Speech & Language Therapist
- Tissue Viability Nurse
- Optician

- Dentist
- Chiropodist
- Community Intervention Team
- VHI Homecare (for residents who have VHI cover)
- Nursing home outreach team in St James' Hospital
- Integrated care programme for older people (ICPOP)
- Department of Psychiatry of Old Age, St James' Hospital
- Stoma Nurse.

Staffing and Skill Mix

Orwell Healthcare is an Equal Opportunities Employer. We ensure that staffing levels and skill mix are appropriate to meet the assessed needs of residents at all times, in line with the requirements set out in the Health Act 2007 (as amended, 2025), and relevant National Standards. Staff are recruited in accordance with safe recruitment practices, ensuring that all personnel are appropriately qualified, Garda vetted, and competent for their roles. The service maintains a balanced and skilled workforce that includes nursing, care, allied health, support, and management staff as appropriate to the nature of care provided.

All staff receive a structured induction programme and will work alongside a senior member of staff who acts as a mentor during their training and thereafter. You will be assigned a Key Worker and a Named Nurse who will have a special interest in all aspects of your care. Staff are supported to continue their professional development.

All staff receive mandatory training and refresher courses in safeguarding, infection prevention and control, manual handling, fire safety, alongside role-specific and person-centered care training. A formal supervision and appraisal system is in place to promote staff performance, accountability, and continuous improvement. Rostering practices ensure adequate coverage, continuity of care, and responsiveness to the evolving needs and preferences of residents.

We promote an open, transparent, and positive working environment where staff are encouraged and supported to contribute to the ongoing improvement of the service. Regular staff meetings are held to provide opportunities for open communication with the senior management team.

In line with the Health Act 2007 (as amended in 2025) and the revised regulatory standards, staff are actively facilitated and empowered to raise any concerns relating to the quality and safety of care and services. All concerns are taken seriously, and appropriate action is taken in a timely and confidential manner, ensuring a culture of continuous learning, accountability, and resident protection.

Services and Facilities/ Activities

Orwell Private is situated close to Rathgar village which is serviced by numerous restaurants/ public houses/ chemists and convenience stores. It is also adjacent to Dodder Park. There are occasional day trips for residents organized by the nursing home, at the same time you are encouraged to participate in external activities organized by the parish, Active Retired or other groups, where possible. Additional costs may be incurred e.g., travelling expenses and refreshments.

We believe that all residents have the right to participate in meaningful activities that reflect their interests, abilities, and preferences both within and outside the nursing home environment. In line with the Health Act 2007 (as amended in 2025) and the National Standards for Residential Care Settings for Older People in Ireland (HIQA), we are committed to promoting choice, autonomy, and social inclusion in all aspects of daily life.

Your views and preferences are actively sought on a regular basis through individual care planning, resident questionnaires, and the Residents' Committee. We use this feedback to ensure that the activities, outings, and events offered are engaging, culturally appropriate, and genuinely reflective of your wishes, promoting your wellbeing, independence, and enjoyment of life.

Contract of Care

In accordance with the Health Act 2007 (as amended, 2025) and related regulations, all residents must be provided with a written Contract of Care. A draft copy of this contract will be shared with you and/or your family prior to admission, allowing time for you to review it thoroughly. We strongly encourage you and your family to take the time to understand the Terms and Conditions and to seek independent legal or financial advice if needed.

You will be asked to sign the Contract of Care on the day of admission, as this is a legal requirement, and admission cannot proceed without a signed contract of care.

The contract clearly outlines:

- The type of accommodation you will be provided.
- The fees and charges for services.
- The circumstances in which you may be moved from your room.

You will not be moved from your room unless it is at your request, or for clinical, safety, or operational reasons that are necessary to protect your wellbeing or that of other residents or staff. Any such decision will be discussed with you and your family in advance, and your wishes will be considered as far as possible.

We are committed to ensuring that the Contract of Care is transparent, fair, and person-centred, and that it upholds your rights under current legislation and national standards.

Any changes to the Contract of Care following admission will be updated by the Contracts Coordinator, who is responsible for informing you and/or your family about these changes. The Contracts Coordinator works closely with the Accounts Team to ensure transparency and clear communication.

Upon admission to the facility, you have the right to be fully informed about the care and services. You will meet with the Hospitality Manager or their deputy, who will ensure that

you receive the Resident's Guide and you will have the opportunity to review and sign the Contract of Care and relevant consent forms in an informed manner.

Can you be asked to leave Orwell Private?

While we are committed to supporting residents to remain in our care for as long as it is safe and appropriate to do so, there are specific circumstances under which an involuntary discharge may be necessary. In line with the Health Act 2007 (as amended, 2025) and our obligations to protect the safety and wellbeing of all residents, staff, and visitors, you may be discharged for the following reasons:

- Non-payment of agreed fees (as outlined in the Contract of Care)
- If your continued stay presents a serious risk to your own health or safety, or that of others
- If your care needs exceed the capacity of the service to safely and appropriately support you, including complex medical, physical, or psychological needs
- If your presence poses a threat to property, staff, visitors, or the orderly operation of the centre.

If you are a long-term resident, a minimum of 28 days' written notice will be given before the agreement is terminated, as set out in the Contract of Care. Every effort will be made to support you in securing appropriate alternative accommodation, and to ensure that the transition is managed safely and respectfully. Before any decision is made, there will be full consultation with you and/or your family. The Registered Provider will work to explore all reasonable alternatives and to resolve difficulties collaboratively, ensuring that the process is fair, transparent, and consistent with your rights and legal protections under the amended legislation.

Exceptional circumstances

We also reserve the right to discharge you in certain exceptional circumstances where "the provider forms the opinion that the behavior of any member of the residents' family or a visitor to the resident is disruptive or a risk to the health and safety of any resident of the Nursing Home and / or any member of staff in the Nursing Home".

Fees

Orwell Private is registered as providing services under the Nursing Home Support Scheme (“Fair Deal” Scheme). Under the Fair Deal scheme, the amount a resident pays is calculated by the Health Service Executive and depends on their own individual circumstances. The total weekly fee payable along with a comprehensive breakdown of the Service Charge will be detailed in the Contract of Care.

All rooms are charged at a daily rate, and the Resident’s fees are payable one month in advance. Prior to admission, the monthly tariff will be calculated, and we can offer a direct debit facility for the amount due. There will be a booking deposit for convalescent care. You may pay weekly if your stay is only for a short period. Convalescent/Respite patient accounts will be issued and cleared on the day of discharge. Should you require your account prior to the day of discharge, please contact Reception. Payment by cheque, Visa or online payment can also be facilitated. Additional services or charges incurred during the month/week will be invoiced separately. If a bed is retained for a hospitalized resident, the daily bed rate will remain the same.

Nursing Home Support Scheme (NHSS)

We provide the following services and facilities to residents who avail of the Nursing Home Support Scheme:

- (a) Bed and board; (in a single occupancy room / in a multi-occupancy room with other residents.
- (b) Nursing and personal care appropriate to the level of care needs of the resident.
- (c) Bedding other than specialist beds.
- (d) Personal laundry service to include washing, drying and folding of clothes but not including hand washing, pressing or dry cleaning of specialised items and.
- (e) Basic aids and appliances necessary to assist the Resident with the activities of daily living.

Additional Service Charges

There are several services and facilities available in Orwell Private. The following is an explanation of what is included and what is not included in your fee.

These services are included in your fee and Service Charge Fee*

- *Activities programme* - access to the social programme includes any of the items listed in **Appendix 1**. Activities are provided seven days a week. Any activities that are not listed may incur additional charge- please contact our Activities Coordinator for further details. This list will vary from time to time according to the preferences and choices of the residents who are in the nursing home.
- You will have a *physiotherapy baseline assessment* on admission. If you have a fall, you will be assessed again by the physiotherapist who will advise on your treatment plan.
- *Phlebotomy* - We will take any necessary blood tests and send them to the laboratory for testing. Samples are taken on Tuesdays and Thursdays, any emergency samples taken outside of these days will incur an extra transportation charge.
- *Infection control screening, wound swabs, urine tests, sputum and stool culture tests* - if your GP advises, we will arrange for these tests to be done and sent to the laboratory. Samples are taken on Tuesdays and Thursdays, any emergency samples taken outside of these days will incur an extra transportation charge.
- *Stoma care advice* - if you have a stoma, the stoma care nurse from your HSE area will attend at the request of the GP.
- *Optician service* - we can arrange for the optician to visit free of charge if you have a medical card.
- *Dental service, oral cancer screening* - this is provided annually, when necessary or as requested by the GP. This is available through GMS scheme. New dentures are available under the GMS scheme every 5 years.
- *Advocacy Services*- Sage Support, National Advocacy Services and Patient Advocacy Services are available free of charge.

These services are not included in your fee and will require you to pay an extra cost:

- *Incontinence Wear*- this may be covered if you have a medical card otherwise will incur an extra cost.
- *Reflexology and Massage*- we have a therapist available in Orwell Private by appointment- services are priced individually.
- *Special carer, nurse, escort* - if you require extra services or escort, we can provide a staff member at extra cost.
- *Equipment* – such as pressure relieving mattress, pressure cushion, falls prevention device, personal neck pendant call bell etc.- these items are individually priced, and we may recommend that you purchase them. We will discuss this with you, tell you the price and add it to your small bills.
- *Transport* - we can arrange taxis for you and will add the cost to your small bill.
- *Hairdresser* - we can arrange an appointment for you, the cost is added to your small bills.
- *GP services* – if you have a medical card, the cost of GP visit is covered, otherwise the GP will bill you for the visits.
- *Pharmacy services* – Orwell Private collaborates with Cara Pharmacy to deliver your medications in blister packs. They can also provide you with advice if you wish. Charges will depend on whether you have a medical card or not. Also, there may be items that incur a charge (dressings, sundry items) which are not covered under the medical card- these charges will be added to your small bill. The Government also charges a Prescription Levy on all prescriptions.
- *Newspaper delivery* - we are happy to deliver the newspaper of your choice to your room every day. There is a charge for the newspaper.
- *Laundry service* - Laundry is included in the fee (“wash and fold”), however if you need any dry cleaning this will incur a charge.
- *Day care centre visit* – this may be available from the HSE; however, some centres charge a fee for lunch.
- *Physiotherapy support*: if you require ongoing physiotherapy, this is available 6 days a week but will incur an extra cost.

- *Occupational Therapy*: Residents with a valid medical card can avail of the Occupational Therapy services offered by the HSE, however the referrals are placed on a waiting list and will be seen on a priority basis.
- *Dietician/Speech and Language Therapist*: The dietician oversees our menu, and we can refer you to them if you have issues with your nutrition. The Speech and Language Therapist is available to do a swallow assessment if necessary. These therapeutic techniques are covered as part of your fee. If you require extra Speech & Language Therapy, this will incur an extra fee.
- *Chiropody* - The Chiropodist visits from the HSE every 4 months and you may be entitled to this service if you have a medical card. If you require the services of a chiropodist outside of the visiting times of the HSE service, or if you do not have a medical card, we can refer you to a private chiropodist- this will incur a cost.
- *Optician service* - There is a cost for bifocal lenses. There is a charge for a private optician visit.
- *X-ray service* – An x-ray service can be provided on-site if required, organised by the HSE and facilitated by Orwell Healthcare
(See **Appendix 2- Tariff Sheet- for details of charges**).

* *Service Charge Fee*: is charged monthly and is reviewed by the Deputy Director of Care & the Chief Financial Officer to ensure equity and fairness. The fee for private residents is inclusive of the Service Charge Fee.

Environmental Facilities

We provide the following facilities:

- Single and twin bedrooms (all have en-suite facilities).
- Ensuite facilities comprise of shower, toilet and wash hand basin, there are seats for the showers, most of which are level access and there are grabrails in all bathrooms to assist residents. In a few cases, wash hand basins are in the bedroom.
- There are communal toilets accessible to residents and visitors alike.
- Small living units to promote socialisation and sense of community.
- Each unit has its own domestic scale kitchenette/ dining area.
- Easy access to the outdoors to secure garden spaces and/or boardwalk/balcony. Facilities include multiple seating areas and arrangements, power for outdoor concerts/activities, hen enclosure, planting areas, picnic tables and putting green. There is a heated marquee erected for concerts and activities around Christmas time and Easter.
- Clearly designated outdoor smoking areas in the sheltered and secure grounds, for residents' use only.
- There is an assisted bath and an assisted shower room in The Raglan.
- A physiotherapy gym for rehabilitation.
- An onsite café and shop.
- An onsite hairdresser.
- A Therapy Kitchen where residents are assisted to carry out normal household tasks including meal preparation and laundry.
- The facility provides internet access throughout the premises, allowing residents to stay connected with family, access online resources, and engage in digital activities.

Complaints

Names of Complaints Officers

Mr Luca Chevalier, Email: hospitality@orwellhealthcare.ie

How to Make a Complaint

We welcome concerns and suggestions, whether oral or written. We will take them seriously and handle them appropriately and sensitively. There is a Suggestion Box near Main Reception on the Ground floor of Orwell House, and you can lodge your concern here.

Stage 1: Local Resolution at the Point of Contact

You can give a verbal complaint or concern to any member of staff about any aspect of service at any time. If you have a complaint about your care, you should discuss it with the staff nurse on duty, who will record the details, discuss the complaint with you and try to resolve the issue. A **Nominated Advocate** can be appointed from Sage Advocacy services to assist you with making a complaint. Sage can be contacted by phone: (01) 536 7330 and by email info@sageadvocacy.ie

Stage 2: Formal Investigation

If your verbal complaint cannot or should not be resolved at the point of contact, you will be advised to submit the complaint in writing for investigation; you can however put your complaint in writing at any time. It may be possible to resolve the complaint informally without needing a formal investigation. A pre-investigation will take place first to ensure that Orwell Healthcare can proceed to investigate the complaint. A written complaint will be formally acknowledged within 5 working days. Where a formal investigation is being carried out, the Complaints Officer will aim to complete the investigation within 30 working days of the complaint being acknowledged. An update will be provided every 20 days.

Nominated Person reviews complaints management procedure

There is a nominated person to review the management of complaint outcomes to ensure that the complaints policy has been followed correctly. This person will advise the complaints management team if any deviation from the complaints policy has occurred.

Nominated Person to oversee Management of Complaints: Ms Diana Rose, Director of Care.

Stage 3: Independent Review by Review Officer

Appeals against the decision, findings or recommendation of the Complaints Officer can be made to the Review Officer. The nominated Review Officer may appoint an external independent party to conduct the review. Permission/consent will be sought to access confidential documentation to enable a full and proper investigation to be carried out.

The review is conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review; If the timelines set out cannot be complied with, a written response should be given, and the reason for any delay in complying with the applicable timeline.

The Review Officer shall decide in writing in relation to the review affirming, varying or setting aside the finding or recommendation concerned and shall communicate the determination (including the reasons) to the complainant and the Registered Provider (if appropriate).

Review Officer: Ms. Laura Dunne laura.dunne@orwellhealthcare.ie

Stage 4: Complaints Procedure and the Ombudsman

If you have complained to us and you are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you.

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.

Telephone (01) 6395600 or make a complaint online using the online complaint form “Make a Complaint” at www.ombudsman.ie

Where can I find details of the complaints and appeals procedure?

- In the Residents’ Guide
- There is a Complaints Poster displayed at Reception and in the units.
- Request a copy of the Complaints Policy
- Website: www.orwellhealthcare.ie

What if you need our help?

We will aim to help you make your complaint known to us. If you need extra assistance, we can contact services such as the Patient Advocacy Service (PAS) or SAGE advocacy service who can support you through the complaints process. PAS are professional, experienced, and bound by code of practice. They offer free, independent and confidential complaint advocacy service to the residents in Private Nursing Homes.

PAS can be contacted by email info@patientadvocacyservice.ie or by calling the national line 0818 293003. You can also make your query online at www.patientadvocacyservice.ie

Other Agencies who deal with Complaints relating to residential and homecare

HSE

If your fee is funded by the HSE, you can request a HSE review by writing to:

Complaints Manager, HSE Oak House, Millennium Park, Naas, Co Kildare. Telephone (045) 880400 Email yoursay@hse.ie or by completing an online “Your Service, your Say” feedback form.

- The Complaints Manager will examine the request for a review and appoint a Review Officer if appropriate to carry out the review of the complaint.
- The Review Officer will review the processes used to carry out the investigation of the complaint and the findings and recommendations made post –investigation.

- The Review Officer will either uphold, vary or make a new finding and recommendation.

If the complainant is not satisfied with the outcome of the complaint's management process, they may seek a review by the Ombudsman.

HIQA

HIQA welcomes information about designated centres for dependent persons, such as nursing homes, or any concerns people may have about the health or social care services they are receiving.

While they do not have the legal power to investigate individual complaint or concerns, they do review all information or concerns about services they receive and assess them against the regulations and the standards. If there is a serious risk to the health and welfare of service users, the Authority may decide to take appropriate action in relation to that service. They may also undertake or be required by the Minister of Health to undertake, an investigation into the safety, quality and standard of healthcare services.

If you wish to contact them regarding a concern about a service, you can:

Phone (021) 2409646

Email concerns@hiqa.ie

or

Post information to: Concerns about Services, Health Information and Quality Authority,
George's Court, George's Lane, Smithfield, Dublin 7, Ireland.

Regulatory Compliance and Quality Assurance

The centre operates in full compliance with the standards and regulations set by the Health Information and Quality Authority (HIQA). Regular HIQA inspections are conducted to ensure that we maintain the highest standards of care, safety, and quality of life for our residents. Inspection reports are publicly available and can be accessed on the HIQA website or the centres website. Residents, families, and staff are encouraged to review these reports for transparency and to stay informed about the quality of care provided in the facility.

Our current report can be accessed through:

<https://www.hiqa.ie/areas-we-work/find-a-centre/orwell-private>

If any resident or family member requires assistance in accessing these reports, staff are available to provide guidance and support.

Confidentiality

Under the Health Act 2007 (as amended, 2025), you have the right to appoint a designated contact person or advocate to support you in making a complaint and throughout the complaints management process. You may also access an independent advocate, who can act on your behalf to ensure your voice is heard and your rights are protected.

You are assured that any complaint you make, and the personal details associated with it, will be treated with the highest level of confidentiality, in line with data protection laws, your right to privacy, and the public interest. (*A list of Advocacy Services is available in **Appendix 4***).

Your Rights

At Orwell Healthcare, we are committed to respecting and protecting the human rights and diversity of every resident. In line with the Health Act 2007 (as amended in 2025) and the National Standards, we follow a person-centred, rights-based approach to care.

This means that every resident's dignity, privacy, choice, and equality are valued and upheld at all times. Residents are supported to express their beliefs, culture, identity, and personal preferences without discrimination. These rights are reflected in both individual care plans and in how we build a welcoming, respectful, and inclusive community for all.

Each person is supported, as far as is practicable, to make informed decisions about their own care and daily life. This includes:

- Being provided with the time, information, and support needed to understand their choices.
- Being heard, respected, and central to the decision-making process.
- Receiving support with communication or decision-making if required, in line with legal frameworks such as assisted decision-making legislation.

Your Care Plan

Regulation 05 of the Health Act 2007 (Care and Welfare of Residents in Designated Centers for Older People) Regulations 2013 require that there are arrangements in place to review and develop a care plan for you when you are admitted to Orwell Private.

This is the procedure:

1. Develop

Your care plan will be started with your participation within 48 hours of admission. We will work with you, and whoever you wish to be involved, to draw up a written plan of care. This plan will set out the objectives for your care and how we hope to achieve those objectives and will incorporate any assessment of risk. It will also provide guidance to staff members who care for you. You will have access to your care plan, and you will be encouraged to participate as fully as possible in the process of developing the plan. Our care plans are electronically based.

2. Review

Your care plan may change on a regular basis, depending on your medical and nursing needs –the care plans will be updated to reflect any changes. Every four months your full care plan is reviewed. We will also invite you to a 6 monthly care plan meeting, which will be attended by the relevant staff who care for you and a representative of your choice.

3. Care Plan and Review

Your care plan will be started with your participation within 48 hours of admission. You will be asked to complete an “It’s all About Me” on admission. This will enable the staff to get to know you a lot better and will assist in providing person centered care. At the time of your admission, we will work with you and your family to draw up a written plan of the care. The plan sets out objectives for care and how we hope to achieve those objectives and incorporates any necessary risk assessments. You can access your care plan at any stage, and we would encourage you to participate as fully as possible in the care planning process. Our resident care plans are electronically based. A meeting should take place within 2 weeks of admission, if possible, to review and develop the care plan in conjunction with you and your family. A follow-up meeting should take place within one

month of the first meeting to review how things are going, and thereafter at 6 monthly intervals as required.

We employ a physiotherapy team who will provide a baseline assessment of your mobility, moving and handling needs and subsequently provide a post-fall assessment and follow up treatment plan, should you have a fall. Outside of this, you may be referred to the physiotherapist by your doctor for a broad range of conditions.

What to bring with you

All rooms are en-suite and are furnished with suitable flooring, curtains, light fittings and furniture. We encourage you to bring small personal items and small pieces of furniture. We are more than happy to assist in personalizing your bedroom, hanging up pictures or other items that will assist in providing homeliness in your room.

Under the Health & Safety (General Application Regulations) 2007 all electrical appliances (radios, shavers etc.) must have a Portable Appliance Test (P.A.T.) when initially brought into Orwell Private with an annual test thereafter. Appliances which have not been tested will not be allowed in the home. We would also request that any specialized aids or appliances which are being brought into the nursing home have an up-to-date service certificate- otherwise we can arrange to have this completed.

A to Z of Relevant Information

Activities

When you are admitted, a member of our Activities Team will make an appointment to meet you to discuss your interests. A planned schedule of activities is arranged every week, to include group activities such as quizzes, bingo, exercise, music, art, and outings. There will also be an opportunity for one-to-one activities. Daily Activity schedules are posted up at different locations throughout the building. A copy can be delivered to your room daily on request. If you have any ideas, please tell us about them.

Address (your new address for all correspondence)

To avoid confusion, it is best to refer to your room number and your building. We have 3 buildings: Orwell House, The Elgin and The Raglan. An example of your address would be:

Mrs. Ruth Clarkson

Room 1021, Orwell House

Orwell Private

112 Orwell Road

Rathgar

Dublin D06TN66

or

Mr. Richard Clarkson

Room 2201, The Elgin

Orwell Private

112 Orwell Road

Rathgar

Dublin D06TN66

Your incoming mail will be delivered to Reception, where it will be sorted and delivered to your room by a member of the clinical staff. However, there may be circumstances where certain items of post are opened in the presence of the Director of Nursing or the Assistant Director of Nursing for some residents relating to hospital appointments or other medical care needs, with the consent of the resident or their family.

Advocacy Services

At Orwell Private, we are committed to promoting your rights, dignity, and independence. As part of this commitment, you have access to independent advocacy services that can support you in having your voice heard, especially when making decisions or expressing concerns about your care.

Two key advocacy services available to residents are:

- SAGE Advocacy (Support and Advocacy for Older People)
- The National Advocacy Service (NAS)

These services are fully independent and are available to support you in:

- Understanding your rights and options
- Making informed decisions about your care
- Raising concerns or complaints in a safe and supported way
- Ensuring your voice is central to all decisions that affect you

Both SAGE and NAS are here to help you speak up, ensure your choices are respected, and promote your autonomy, dignity, and participation, in line with the Health Act 2007 (as amended in 2025). If you would like to speak to an advocate, a member of staff can help you make contact, or you may contact the services directly. (*Contact details for SAGE and NAS can be found in the Appendix 4 of this guide*)

Alcohol & Drugs

Orwell Healthcare is committed to providing a safe environment for the benefit of residents and staff alike. We are aware that alcohol & drugs can affect co-ordination and concentration, including interacting with other prescribed medications. Drugs are defined as legal or illegal mood-altering substances, including alcohol, prescribed drugs and other medications. We respect your right to make personal choices, including the choice to consume alcohol, where it is safe and appropriate to do so. However, alcohol can sometimes interfere with prescribed medications or may not be suitable if you are following a medical or alcohol abstinence programme. For this reason, we kindly ask that any alcohol brought into the centre or consumed either on-site or during outings be discussed in advance with your General Practitioner and/or the Clinical Nurse Manager.

This helps ensure that your health and wellbeing are always protected, while still supporting your personal preferences where possible. To promote a safe and welcoming environment for everyone, we ask that visitors do not enter the premises while under the influence of alcohol or drugs.

If alcohol is brought in for you, it should be given to the Nurse on duty, who will label and store it safely, in accordance with your care plan.

We also ask that no medications, including creams or tablets, are brought into the centre without first informing the Nurse on duty. If you would like to manage your own medications, we will support this wherever possible following an assessment by the nurse and your GP to ensure it is safe for you to do so.

Assisted Decision-Making

At Orwell Private, we believe that you have the right to make decisions about your life and your care, and we are committed to supporting your independence and autonomy in every way possible.

In line with the Assisted Decision-Making (Capacity) Act 2015, which now works alongside the Health Act 2007 (as amended in 2025), you will be supported to:

- Make your own choices
- Be involved in decisions about your care, treatment, and daily life
- Get help understanding information so that you can make informed decisions
- Appoint someone to support you in decision-making, if you wish.

This means:

- We assume you have capacity to make decisions unless it is clearly shown otherwise.
- If you need help in making a decision, we will support you through clear information, time, and communication support.

- If you choose, you may appoint a Decision-Making Assistant, Co-Decision Maker, or Decision-Making Representative, or have an Enduring Power of Attorney in place.
- Your will and preferences will always guide the decisions made about your care.

If you have any questions or would like to know more about how this works, a member of the team will be happy to talk it through with you and your family.

The Avenue


The Avenue is the social hub at Orwell Private which connects the three buildings Orwell House, The Raglan and The Elgin. On the Avenue you will find The Shop, The Salon and The Café where residents, visitors and staff can come together in a relaxed atmosphere and enjoy food which is freshly prepared in our own kitchen.


Boardwalk Rules

Some floors in The Elgin have outdoor balconies which we call boardwalks. We would like to offer the facility of safe accessible outdoor space to our residents. The benefits of fresh air are well known. However, we must adopt a responsible approach to safety and be vigilant of the risks of being on an open balcony. For us, the benefits outweigh the risks.

Your privacy, dignity, and comfort are our priority. We want to ensure you feel secure and at ease in your room while still enjoying natural light and outdoor views. Your room has curtains and blinds to help you control your privacy. While the boardwalk in Elgin building is a lovely space for people to enjoy, it is close to resident rooms, which may allow for some visibility.

To help maintain your privacy, we kindly suggest:

 **In the evening:** Please close your blinds or curtains when your room lights are on.

 **During the day:** Adjust your curtains or blinds as you prefer to balance privacy and natural light.

To ensure everyone's wellbeing, we ask that all who use the boardwalk kindly follow a few simple safety guidelines.

- Access to the boardwalk will only be through the door beside the lift on each floor.
- Access to the boardwalk is managed for safety, and the doors from residents' bedrooms will remain locked.
- The boardwalk will be accessible from 9.00am to 9.00pm.
- Children always must be supervised by parents or guardians.
- Residents are welcome to enjoy the boardwalk with the support of staff, family, or friends whenever they wish.
- If you are using the boardwalk with your DCP/visitor, you must inform the nurse on duty when accessing it & on your return.
- Wet floor signs will be erected when it rains. Water can leak through from the balcony above.
- No chairs or tables may be brought out onto the boardwalk. All chairs on the boardwalks will be fixed to the walls.
- Ensure no items are left on the boardwalk.

The Café

The Café on The Avenue is open daily. It serves a wide range of fresh foods and baked goods all prepared in our own kitchen along with a full selection of teas and coffees.

CCTV

Please be advised that Orwell Healthcare provides Closed Circuit Television (CCTV) in all corridors and in appropriate public spaces for extra security. It is also in the grounds of the nursing home. The use of CCTV is for the safety of residents, staff and visitors. Please note that it is not used in private areas such as bedrooms or bathrooms.

Chiropodist

The HSE Chiropodist will visit every four months under the GMS scheme. A Private Chiropodist is available on request. You can pay for this directly or it can be charged through your sundries/small bills account.

Data Protection

Orwell Healthcare is required under the Data Protection Acts 1998 to 2018 to safeguard the security and confidentiality of the information/data it processes on behalf of its residents and employees.

On admission, you will be requested to give your consent and agree that your personal details and personal data will be processed by and on behalf of the Registered Provider in connection with the services you are receiving. By doing so, you are giving consent to the sharing of your medical information and records with medical practitioners/allied healthcare professionals to the extent necessary and in your best interests for the provision of medical and nursing care. You are also consenting to the sharing of information for billing and accounts receivable purposes, if required for the purposes of your care.

In Orwell Private, your medical, nursing and pharmacy records are held in an electronic system. All residents' files are protected by the Data Protection Acts, therefore any information regarding your care cannot be released unless you give written consent for the release of specific information under the Data Protection Acts 1988 to 2018.

(See Appendix 5: Privacy Statement)

Designated Contact Person

At Orwell Healthcare, we recognize family as those you consider important in your life. **"Family"** means a member of a resident's family, a close friend, carer of a resident or a person involved in promoting the health, welfare and wellbeing of a resident.

Upon admission, you will be invited to nominate a Designated Contact Person, someone you trust to be your main point of communication with the team at Orwell Private. This person will help relay information between you, the care team, and your family or support network, with your consent.

In line with the Health Act 2007 (as amended in 2025) and the principles of the Assisted Decision-Making (Capacity) Act 2015, all decisions about your care will be made with you,

and you remain at the centre of all communication and decision-making.

If you lack decision-making capacity for any reason, and you have appointed a Decision-Making Assistant, Co-Decision Maker, Decision-Making Representative, or hold an Enduring Power of Attorney, we will engage with those individuals as legally required and in your best interests.

Where a Designated Contact Person is nominated (and not a legal decision-maker), they will:

- Be the main point of contact for general updates and family communication.
- Support you in engaging with your care, as agreed by you.
- Be contacted in the event of an emergency or if important decisions need to be discussed.

We are committed to respecting your choices about who is involved in your care and communication, and to working in partnership with the people you trust always with your rights, privacy, and preferences at the core.

Fire precautions and emergency procedures

Evacuation Procedures in the Event of a Fire or other emergency

Orwell Healthcare places the highest emphasis on fire safety. As well as technical checks and periodical examinations of the systems and equipment, we undertake fire drills where the fire alarm is activated, and the staff assemble and undertake a simulated fire procedure. These drills may be undertaken on any day of the week. This is important, so staff have practical experience in the event of a fire. We also review the night staff's understanding of fire procedures during nighttime checks and audits. The fire alarm for the complete facility is connected and there are two different alarm sounds. Please follow the instructions of staff in the event of an activation. Visitors and other non-residents should go to:

Assembly point 1: Car park, in front of the main building

An intermittent alarm means that there has been a fire event but not in your building. An intense continuous alarm means that there is a fire event in your building. Fire instruction posters are on display beside every public phone and at the end of the corridors.

Please alert staff if you see any issues that need rectifying such as door closers. Also, in the interest of fire safety, multi-socket plug sockets are not allowed, all electrical equipment must be PAT tested. All other items may be checked for fire retardant properties and clutter must be avoided for safe passage of escape.

If you discover other scenarios/ circumstances which pose a risk to residents/ staff, please inform your nearest staff member immediately.

There is an Emergency Evacuation folder, & Fire Register in place at Reception. We have reciprocal arrangements in place with Leeson Park Nursing Home and the Clayton Hotel in Leopardstown should we need to evacuate the premises fully.

General Practitioner & Pharmacy Services

You can remain under the care of your regular GP, if they are within the local area and are willing to visit when required by the clinical team, or you may wish to transfer to our House GPs. The Orwell Healthcare GPs are involved where possible in both the emergency and the planned admission process. Likewise, you may choose to retain the services of your community pharmacist or transfer to the Orwell Healthcare appointed pharmacy. We are committed to ensuring that all medications are managed in a way that is safe, effective, and tailored to your needs. To support this, and in line with our Medication Management Policy, all resident medications are provided in blister packs.

Hairdressing

The Salon on The Avenue is open for full hairdressing service:

- Wednesday to Friday 10 am to 4.30 pm. Any changes to the days and times will be communicated to the residents by the nurse on duty.
- The Tariff Sheet sets out the prices on hair treatments available.
- Call Reception on Ext 1100 or The Salon directly on Ext 5017 for an appointment.

Hospital/GP Visits/Transport

We can provide transport to local appointments with or without an escort in our Orwell Healthcare “minibus”. All we ask is that as much notice is given as possible to enable us to plan. Transport will be charged at the local taxi rates and the escort’s time will be charged at an hourly rate as set out in the separate Tariff Sheet (See **Appendix 3**).

Housekeeping

The household staff will clean and tidy your room daily, always showing respect for your privacy and personal belongings while maintaining high standards of cleanliness.

Laundry

Our laundry is done outside of Orwell Private. If you are part of the Fair Deal scheme, the fee provides for wash, tumble dry & fold service of machine washable personal items. This service is also provided to private long-term residents, included in the weekly fee.

All clothes will be labelled by the accommodation staff on admission and inventory is compiled. Your personal clothes are sent to the laundry daily in a net bag which is just for your clothing. It will be returned within 48 hours in the net bag. Clean laundry is distributed back to the rooms during the day. Only clothes that can be machine washed and tumble dried are suitable for this laundry service.

If your clothing requires “special care” (for example, it needs to be hand washed or dry cleaned) we recommend that they are taken home. We will arrange to have them marked with a special label to highlight this to staff but unfortunately, we cannot guarantee the safety of special garments if they are sent to the laundry by mistake. The Nurse on Duty should be informed when you receive new clothes. He/she will put them in a bag with your name and room number and give them to the Accommodation manager/supervisor “for labelling”.

Manual Handling Policy- for Residents' Safety

Orwell Healthcare has adopted a safe moving & handling policy. This means that staff will avoid physically lifting you. At the onset of your care, a thorough assessment of your ability to move yourself will be undertaken and wherever possible you will be expected to move yourself to maintain your independence. This is nothing to be concerned about as you will not be expected to do more than you are capable of, and you will receive full support and advice from our staff.

Following your assessment, if it is found that you have difficulty in moving yourself, or that you cannot move yourself, staff will use or will provide a range of handling and moving equipment, to ensure that you are assisted in moving or are able to move safely and comfortably.

There may be times or circumstances that staff may need to use the assistance of a mechanical piece of equipment known as a hoist to move you. However, before any staff uses a hoist or any equipment, the procedure and equipment will be explained fully to you and staff will obtain your consent to proceed. If our standard slings are not suitable for your safe handling, we may have to recommend the purchase of a custom-made sling which is tailored to suit your individual needs. If you choose not to use certain equipment recommended for your care, we will always respect your decision and work with you to find the safest and most comfortable alternative. Our priority is to support your independence, dignity, and wellbeing, while also ensuring the safety of both you and the staff providing your care. In some situations, not using specific equipment may affect how certain care tasks are carried out, for example, it could limit your ability to move in and out of bed independently. However, with your co-operation and input, we will explore all possible options to support your mobility and comfort with the least amount of risk or discomfort.

We are committed to working in partnership with you, listening to your preferences, and ensuring that all care decisions are made in a person-centred and respectful way.

Mealtimes

Breakfast	8.00-10.00am
Morning tea/coffee/soup/drinks	11.00am
Lunch	12.45-2.00pm
Afternoon tea/coffee/drinks	3.00pm
Evening Tea	5.00-6.00pm
Supper/night refreshments	8.30pm

Newsletter-Keeping you informed

A newsletter is also produced by Orwell Healthcare on a regular basis to keep you updated and informed.

Nurse Call System

Every room will be equipped with a nurse call bell system. This is a hand-held push button or pull cord that you can have at your side while sitting in the chair or in bed. There is also one in every toilet and bathroom. You can use it if you need any help. Please do not be afraid to use it -it is there for your benefit and health and safety.

Optician

We can arrange for an Optician to visit you if necessary. The cost of this service is not included in your fees however Medical Card holders are entitled to receive free optician visits every two years. The charge may be paid directly to the Optician or charged to your account. The fee per session is outlined in the Tariff Sheet.

Personal Possessions

We will take reasonable measures to protect your valuables, clothing, possessions and money. A list will be taken of all valuables, money & other small items which you bring into the nursing home and recorded electronically. If you wish to keep valuables or money in your personal safe, the Bed Manager will help you to set the code. If you forget the code to your safe, the Duty Manager can override this and open the safe during office hours.

You may prefer to keep your valuables or money in the nursing home's safe. The valuables will be checked and recorded electronically by administration staff at Reception. (A printout can be given if requested).

The safe can be accessed 5 days/week, 9am-5pm Monday-Friday.

Orwell Healthcare accepts no responsibility for money or valuables that have not been placed in safekeeping, either in your room or in the safe provided in your room.

Regarding hearing aids/ glasses / dentures and any other small personal use items, we would strongly recommend that you take out extra insurance cover in case of loss or damage, due to the delicate nature of these items as we cannot accept responsibility.

Please bring your medication and any paperwork provided by your doctor. Your payment details and the name and phone number of your designated contact person.

Physiotherapy

A member of our in-house physiotherapy team will attend to you in your own room and will do a baseline assessment of your abilities on admission. The physiotherapist will also assess you following any fall, this is covered under the Weekly Service Charge fee. The need for extra physiotherapy may be identified through your individual care plan and your GP may suggest a referral for physiotherapy sessions. The cost of individual extra physiotherapy sessions is not included in your Weekly Service Charge fees. The charge may be paid directly to the physiotherapist or charged to your account. The fee per session is outlined in the separate Tariff Sheet in Appendix 2.

Postal Service

Stamps can be purchased from Reception, and greeting cards are available for purchase from The Shop on The Avenue. If you have letters to post, we would be happy to do this for you. Please hand your letters to Reception. Your post will be delivered to you unopened. However, there may be circumstances where certain items of post are opened in the presence of the Director of Nursing or CNM relating to hospital appointments or other medical care needs with your prior consent.

Religious Services

Mass is celebrated every Wednesday, Friday and Sunday. Rosary is recited in Orwell House on Thursdays.

Clergy from other denominations visit on request via the Activities Co-Coordinator.

Restrictive practice

At Orwell Healthcare, we fully respect and uphold your right to liberty, autonomy, and dignity from the moment you are admitted to our care. In line with the Health Act 2007 (as amended in 2025) and national policy, we are committed to maintaining a restraint-free environment, where your independence and freedom of movement are always supported.

We only consider the use of any form of restrictive practice when it is absolutely necessary to protect your safety or the safety of others, and only after all other less restrictive alternatives have been explored. If restrictive practice is ever considered, it will be used as a last resort, for the shortest time possible, and only following a full risk assessment, multidisciplinary review, and informed consent process, involving you and/or your legal representative.

Types of restrictive practice may include:

- Physical restraint, such as bedrails, chair belts, or equipment that limits freedom of movement.
- Chemical restraint, which refers to the use of medication with the primary aim of managing behaviour, not treating a medical condition.

In promoting a restraint-free environment, Orwell Healthcare supports what is known as positive risk-taking. This means recognising that while there may be some risk involved in allowing residents to move freely such as the potential for falls the right to autonomy, dignity, and freedom is fundamental and must be respected.

We believe that the benefits of supporting your independence and freedom of movement far outweigh the risks of unnecessary restriction. With the right support, supervision, and care planning, we will work with you to manage any risks in a way that respects your choices and keeps you as safe as possible.

Our goal is to create a living environment that empowers you to make decisions about your own life, while we provide the guidance and care needed to support both your wellbeing and your rights

Safeguarding

Developing positive relationships between staff and residents is a core value in Orwell Private. The development of such relationships relies on all staff being aware that the very foundation on which such relationships are built is based on respect, trust and dignity. Abuse is a violation of that relationship and of an individual's human and civil rights. The staff and volunteers in Orwell Private are committed to practices which promote the welfare of all our residents, uphold their rights and safeguard them from harm.

We accept and recognise our responsibilities to inform ourselves of the issues that cause harm and to establish and maintain a safe, person-centred environment for those we serve. We are committed to promoting an atmosphere of inclusion, openness and transparency and greatly welcome feedback from the people who use our services, their families, carers, our staff and volunteers so that we can continue to try to improve our services.

We will strive to safeguard those who use our services by adhering to the HSE Safeguarding Policy – *Safeguarding Vulnerable Persons at Risk of Abuse – National Policy and Procedures*.

We have a zero tolerance towards abuse and will not tolerate any form of abuse wherever it occurs or whoever is responsible.

If you have any concerns regarding your protection, please feel free to discuss this with any member of staff who have all been trained in this area. We have a Designated Officer who has overall responsibility for safeguarding issues in Orwell Private and you may contact them at any time.

Our Chief Designated Officer is: Anitha Mani
Ext 5016

The Shop

The Shop is located in The Avenue and offers a wide range of magazines, newspapers, sweets, snacks, non-alcoholic drinks and toiletries for purchase. It is open daily for your needs.

Smoking and Substance use policy

Orwell Healthcare operates a no-smoking policy within all buildings and enclosed areas. Smoking is strictly prohibited indoors, including bedrooms, communal areas, bathrooms, and corridors.

Designated Smoking Areas (Residents Only)

- Smoking is permitted only in clearly marked outdoor designated areas within the grounds.
- These areas are for residents only; visitors and staff are not permitted to smoke on site.
- Residents must use the provided bins and dispose of smoking materials safely.
- Smoking outside of designated areas is not permitted for health, safety, and fire-risk reasons.

Illegal Substances

- The use, possession, supply, or distribution of illegal substances is strictly prohibited anywhere on Orwell Healthcare premises, including residents' rooms and outdoor areas.
- Any concerns or incidents involving illegal substances will be managed in line with organisational policy and may involve safeguarding procedures and, where appropriate, external authorities.
- Residents are encouraged to speak confidentially with staff if they need support related to substance use.

Orwell Healthcare is committed to maintaining a safe, respectful, and healthy environment for all residents, staff, and visitors.

Telephone

There is a telephone line in each bedroom. There is no rental charge, and you will be billed monthly for calls. Calls are charged at applicable rates. All calls go through an automated service initially when dialing into the nursing home. Relatives or residents can dial your room directly by following the instructions and entering your extension number.

To make an outgoing call:

Dial 9 + the number required.

RECEPTION

Dial 1100

Television & Radio

All rooms have their own television. The television channels are set up and operated by remote control which is on your bedside locker. A satellite TV system is in place offering over 30 channels including RTE1, RTE 2, Virgin Media, TG4, UTV, Channel 4, Film 4, BBC1, BBC2, Sky News, and ITV. Radio channels are also available via the television. Orwell Private has its own channel of streamed programs broadcast daily on music, movies and subjects of interest to residents. Orwell Private facilitates the showing of high-profile sporting events. Full details of all the channels and their numbers will be found on a separate sheet in your room.

Visiting Arrangements

We recognize how important it is to stay connected with family, friends, and loved ones. In line with the Health Act 2007 (as amended, 2025) and national standards, you have the right to receive visitors in a way that supports your personal relationships, social well-being, and preferences.

To support a calm and enjoyable environment for all residents especially during mealtimes visiting hours are:

10:30 – 12:30, 14:30 – 16:30, and 18:00 – 19:00.

If these times do not suit your needs or those of your visitors, we are happy to discuss and arrange flexible alternatives, where possible. Just speak to a member of staff, and we will do our best to accommodate you. You can always choose who you want to visit you, and if at any time you prefer not to have visitors, we will respect your wishes.

In some circumstances, such as during infection outbreaks, public health emergencies, or if there is a risk to your safety or the safety of others, visiting arrangements may need to be temporarily adjusted. We will explain any changes to you and your family and ensure your rights and wellbeing remain our priority.

At Orwell Healthcare, we fully respect your right to independence, autonomy, and active participation in the community. If you wish to leave the premises independently for personal time, outings, or appointments we will support this, provided it is safe to do so and in line with your care plan.

In accordance with the Health Act 2007 (as amended, 2025), and to ensure your wellbeing, the following steps are in place:

- You may leave the centre independently once the clinical and multidisciplinary team have completed a risk assessment and a care and rehabilitation plan is in place to support you.
- Your family will be informed of your plan to access the community.
- When leaving and returning, we kindly ask that you sign out and sign back in the register at the Orwell reception. This helps us ensure everyone's safety and respond appropriately in case of emergencies.

If a family member or designated person is accompanying you on an outing, and they have been previously approved by you and noted in your care plan, they are warmly welcomed to do so. To help us ensure everyone's safety and wellbeing, we kindly ask that they also sign in and out in the register at the Orwell reception when taking you out

and bringing you back. This simple step helps us stay informed and ensures that we can support you appropriately while you're outside the centre

We would ask that in the interests of resident safety, visitors who are experiencing flu like symptoms or vomiting or diarrhoea would refrain from visiting the centre until free of symptoms for 72 hours, due to the risk of infection.

There are areas of the building which are accessed by use of a key code or security fob. Your family and/or the designated contact person, upon request, shall be issued with a fob. Each fob has a unique number, and this is linked to the Designated Contact Person on the access control system. Fobs may be disabled if being misused. Should a fob be misplaced, lost or damaged, a replacement fob will be issued at a charge of €20.00; this is considered reasonable to match the cost of the fob as well as the administrative work involved in replacing it. At the end of your stay, if the fob is not returned, Orwell Healthcare may add the cost of replacement to your final bill. Additional Fobs may be issued upon request, these additional fobs shall require a deposit of €20.00 to be paid per fob, and this will be refunded upon return of the fobs.

Voting

You can register to vote in Elections using your address in Orwell Private if you wish. A member of the Activities team will assist you in this process. At election time, a member of the Sherriff's office and a Garda will come to Orwell Private with a ballot box so that all residents who wish to vote can do so.

Wi-Fi

Please ask a member of staff about this service and any passwords required. We can also provide access to Skype and email facilities to keep in contact with relatives who live abroad.

Local Health Service Executive Contacts

Your local HSE office may be able to guide you on options for financing your care. You may contact: Nursing Home Section, HSE Dublin Mid Leinster, Telephone No. 045-880429

Nursing Home Inspections

Orwell Private is registered with the Health Information and Quality Authority and will be inspected regularly to ensure that standards of care are being maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration is renewed every three (3) years. The registration and inspection process is independent and reports are published after each inspection. A copy of each report can be obtained online at or available on the centre's website.

<https://www.hiqa.ie/areas-we-work/find-a-centre/orwell-private>

Further information from HIQA can be obtained by:

- Calling the advice line 021 240 9660
- Emailing inspections@hiqa.ie
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

Getting Here

By Car: Navigation co-ordinates are [53.306245, -6.268743](#). Limited parking is available in the grounds but there is free parking on Orwell Road.

Luas: The nearest Luas station is **Windy Arbour**, approximately 15 minutes' walk away. (*Windy Arbour is on the Luas Green Line, which runs between St. Stephen's Green in the city centre to Sandymount and Bride's Glen*)

Dublin Bus: Bus Stop No. 2999 is close to the entrance.

Direct Bus Routes: Number 14 and 14c (*cross Dublin via the City Centre from Dundrum Village to Beaumont on the North side of the city*) every 15-20 min Mon-Fri., and every 30-35 minutes at weekends).

Nearby Bus Routes: 15, 15a, 15b, 65, 65b, 142



Contact Details

Registered Provider:	MCGA Limited
Registered Provider Representative:	Mr. Peter Jones
Director of Care/Person in Charge:	Ms. Diana Rose
Complaints Officer:	Mr Luca Chevalier, Hospitality Manager
Address:	Orwell Private, 112 Orwell Road, Rathgar, Dublin 6, D06 TN66
Telephone:	(01) 4999000
Website:	www.orwellhealthcare.ie
Email:	info@orwellhealthcare.ie

Appendix 1: Social Programme

Social Programme - this includes but is not limited to:

- Current Affairs
- Hand Massage
- Chess Club
- Instrument/Singing Sessions
- iPad Sessions
- Pastoral Care
- Reminiscence
- Sensory Activity
- Arts and Crafts
- Baking
- Bingo
- Choir
- Classical Club
- DIY
- Dog Therapy
- Entertainment / Live Music
- Fitness
- Fun Fitness
- Fun Games
- Gardening
- Reflexology
- Hymn Practice
- Knitting Club
- Mobile Library
- Movement to music
- Movie Screening
- Music Quiz
- Nail Painting
- Outings
- Pamper Sessions
- Parties – Easter, Summer, Halloween, Christmas etc.
- Relaxation
- Sing- alongs
- Sonas – individual and group sessions
- Story Telling
- Table Quiz
- Trivia
- Walking

Appendix 4: List of Advocacy Services

Advocacy Group	Phone No:	Email address	Postal address
Age Action Ireland www.ageaction.ie	(01) 475 6989	info@ageaction.ie	30/31 Lower Camden Street, Dublin 2
Acquired Brain Injury Ireland www.abiireland.ie	(01) 2804164		2nd Floor Block A, Century House, 100 George's St Upper, Dún Laoghaire, Dublin A96 R2V343
Citizens Information Board	0818 079000	www.citizensinformation.ie	George's Quay House 43 Townsend St, Dublin D02 VK65
Equality Authority www.ihrec.ie/	(01) 8589601	info@ihrec.ie	16 – 22 Green Street Dublin D07 CR20
Headway www.headway.ie	(01) 6040800 Helpline: 1800 400 478		Blackhall Green Dublin D07 RX67
Irish Cancer Society www.cancer.ie	Support Helpline 1800 200 700 Mon/Fri 9am-5pm	supportline@irishcancer.ie	43/45 Northumberland Road, Dublin D04 VX65
Irish Patients Association www.irishpatients.ie	Send text or Whatsapp only to 087 6594183	info@irishpatients.ie	Unit 2, 24 Church Road, Ballybrack, Co Dublin
Irish Senior Citizen's Parliament	085 2604955	office@seniors.ie	Willie Bermingham Place, 14 Kilmainham Ln, Saint James', Dublin 8
Mental Health Ireland	(01) 284 1166	info@mentalhealthireland.ie	Second Floor, Marina House, 11- 13 Clarence St, Dún Laoghaire, Dublin A96 E289
National Advocacy services	0818 07 3000	info@advocacy.ie	www.advocacy.ie
Senior Helpline Third Age	1800 80 45 91 046 955 7766	www.thirdageireland.ie	Third Age Ireland Summerhill, Co Meath
Patient Advocacy service	0818 293003	www.patientadvocacyservice. ie	Patient Advocacy Service Level 3 Rear Unit Marshalsea Court Merchant's Quay Dublin 8, D08AEY8

		info@patientadvocacyservice. ie	
SAGE Rapid Response	0818 719 400	info@sageadvocacy.ie	24-26 Upper Ormond Quay Dublin 7 D07 DAV9
SAGE Support & Advocacy Services	(01) 536 7330		
Decision support service	+353 (01) 211 9750	queries@decisionsupportserv ice.ie	Waterloo Exchange, Waterloo Road, Dublin 4 D04 E5W7

Appendix 5: Privacy Statement

Collecting Your Personal Information

As healthcare professionals we hold information about you that we need to help us treat you. This information comes directly from you, from persons acting on your behalf or from other persons providing health & social care services to you. The personal data that we collect includes name, date of birth, address, contact details, next of kin details health and social history records related to your care and services that you have received from other healthcare professionals.

We also collect personal data in relation to staff that provide the health & social care services. The personal data may include name, date of birth address, CV and Garda Vetting forms.

Occasionally we may collect personal data about you from other sources if we have received your consent to do so or if the law permits.

We will only collect information that is needed in relation to your care and we will ensure that it is stored in a confidential and secure way.

Use of Your Personal Information

Orwell Healthcare will use and disclose your personal data to:

- Comply with legal and regulatory requirements
- Fulfil other functions permitted or required by law
- Support quality improvement initiatives
- Enable accurate billing and account processing
- Carry out research and compile statistics (we will anonymise personal data to the greatest possible extent)

Your rights

You have the right to:

- Access information about your personal data which is held by Orwell Healthcare
- Change, remove or update your details (subject to legal exceptions)
- Object, including in relation to direct marketing
- Prevent or restrict the use of your personal details (subject to legal exceptions)
- Receive the personal information you provided to us in a portable format (subject to certain exemptions). You may also request us to provide it directly to a third party.

Protection of the Privacy of Your Personal Information

In order to protect your personal information, we will do the following:

- Take all due care to protect your personal information from any loss, unauthorised access, modification, use, disclosure and disposal.
- Carry out Information Governance Audits to monitor compliance with policy.
- Have in place a Privacy Policy
- Give appropriate training to staff so that they are aware of their responsibilities around data security and confidentiality. All staff sign a confidentiality agreement as part of their terms & conditions of employment.
- We will only use your personal data for the purposes for which it was collected.

Storage of Information

We use a variety of secure technologies and procedures to help protect your personal information from unauthorised access, use or disclosure. The security of your personal information is exceptionally important to us and we put a huge effort into protecting it.

Consent

On admission, we will seek your written consent to share your personal information and with whom you wish to share it. As with any rules there may be exceptions where we are obliged to disclose information, for example, if there is a public health concern or when required to notify the Health Information Quality Authority (HIQA) or comply with a court order.

Request to obtain further information:

For more information about data protection, please refer to our Privacy Policy available at Reception.

Also, you may contact our Data Protection Officer.

Email: cfo@orwellhealthcare.ie

Tel: 01 4999000 Ext 5005

Peter Jones on behalf of
MCGA Ltd

Date: Jan 2026

Useful Information

Your Room Number is:	
Your Floor is called:	
Your Building is called:	
Your Phone Number is:	
Your Address is:	<p>_____</p> <p>(Insert Room Number)</p> <p>_____</p> <p>Orwell Private 112 Orwell Road Rathgar Dublin 6, D06 TN66</p>
To dial an outside number	First dial 9 and the number you require
Director of Nursing	
Accounts	
Nurse on your Floor	Dial _____ (Insert number)
Activities Coordinators	
Other Useful Information:	