

HIQA Outcome No. 002

COMMUNICATION

POLICY ON COMMUNICATION / CONSULTATION WITH RESIDENTS

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MOOREHAVEN CENTRE

Issue No: 1 Rev: 3

Approved by: Derry McMahon

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COMMUNICATION / CONSULTATION WITH RESIDENTS POLICY

OBJECTIVE:

To ensure that there is open and transparent communication between the MooreHaven Centre management and staff and residents.

RESPONSIBILITY:

The review of this Policy document lies with the management team.

PROCEDURE:

The PIC holds a weekly meeting with the residents in each house where any issues raised are dealt with on an informal / formal basis depending on whatever arises on the day. Residents can also meet with the PIC individually if needed. Staff hold planning meetings weekly to discuss purchasing of food and social outings for the week.

Monthly residents meetings are also held in each house and there is also a notice board accessible to all in each house.

Residents are treated with dignity and respect with regard to any matter of concern they raise. If deemed necessary the resident is afforded the opportunity to meet with an external advocate.

An annual questionnaire is administered by an independent person to the Service, to ascertain the satisfaction levels of residents in relation to all aspects of the service. Residents have their own easy to read advocacy and complaint booklet and they have their own residential handbook.

Reviewed: 19th September 2017

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