

Resident and Family Handbook



St. Patrick's Manor
Framingham, Massachusetts

Welcome

The Carmelite Sisters and the staff of St. Patrick's Manor thank you for choosing St. Patrick's Manor and extend our warmest welcome to you. We strive to provide the best possible care focusing on the needs of each resident and respecting their dignity. Our wish is that residents embrace St. Patrick's Manor as their new home. We are always available to answer any questions.

This guide addresses the most commonly asked questions by residents and their families. It was put together as a collaborative effort by our staff and the St. Patrick's Manor Family Council. We encourage any additional suggestions. The topics are listed alphabetically to allow easy access to information.

Activities

A variety of activities are held every day and on some evenings. They are announced over the public address system, posted on monthly calendars throughout the house and can be found at our website: www.stpatricksmenor.org. Schedules are delivered to all residents. Residents, family and friends are welcome to all events. Most holidays are celebrated with special activities.

Air Conditioning

Central air conditioning is provided throughout the facility.

Camera and Video Use

Pictures and videos of residents may not be taken without the written permission of the responsible party.

Care Plan Meetings

Care plan meetings are scheduled quarterly with the resident, the responsible party and the interdisciplinary team. The purpose of the meeting is to review care plans and to update the responsible party. Meetings are scheduled for fifteen minutes, should you need more time, need to reschedule or require a teleconference, please contact the resident's social worker prior to the meeting.

Clinics

Dental, Optometry, Auditory and Podiatry clinics are available for the residents at St. Patrick's Manor. These clinicians visit regularly. If the resident needs an appointment, please speak to the charge nurse who will assist you in making the arrangements.

Clothing

Clothing inventory is taken on admission and may be updated at the nurse's station on the resident's unit as needed. Clothing brought in after admission should be given to the nursing staff to be labeled. It is recommended that residents and their families bring in wash and wear clothes. Clothing should be checked periodically to ensure that there is sufficient apparel available. To save space, it is suggested that only current seasonal clothing be kept in the room. Slippers must be skid proof and have backings for safety. Hats, sunglasses and sunscreen are recommended for sunny days. Adaptive clothing can be ordered through catalogs that are located in the Social Services department. Clothing that requires alteration or dry cleaning is the responsibility of the resident's family. We are not responsible for and do not recommend bringing woolen clothing, ie. Irish sweaters.

Coffee Shop

The Coffee Shop is located on the second floor and is open daily for residents, families and friends to enjoy. Menus are reasonably priced and require payment with the exception of coffee and tea which is free for our residents. Please keep in mind any dietary restrictions when ordering. Coffee shop hours are posted on the door.

Dietary Services

Nutritious meals are provided three times daily and snacks are available on the units. Residents are offered therapeutic diets as ordered by their physicians, with consideration for food preferences and special dietary needs. Nutritional questions or concerns should be directed to Dietary Services. The Main Dining Room is located on the first floor and smaller floor dining rooms are located throughout the facility. A menu is posted daily in the lobby, and on the units. Dining rooms are for residents only. Visitors may join residents during mealtime either in their room or in the Coffee Shop. Food brought into St. Patrick's Manor should be labeled, dated and stored in a tightly sealed container.

Electrical Equipment

All electrical appliances or equipment such as TVs, lamps, etc. must be approved by Maintenance prior to being placed in the resident's room. Extension cords and heating pads are not permitted. These are fire safety requirement.

Family Council

The Family Council meets once a month and works together to improve the quality of life for residents and families. The family council exchanges information and/or concerns, assists to update and improve communication among family members, invites various guest speakers to monthly meetings and encourages greater involvement within the St. Patrick's Manor community. Family and friends are encouraged to join. For more information, please contact the Family Council moderator through the Social Services Director.

Financial Services

A personal needs account (PNA) allows a resident to have funds available for personal needs and may be arranged through the business office. It is recommended that large sums of money, charge cards, expensive jewelry, etc. not be left with the resident. If residents choose to keep valuables St. Patrick's Manor is not responsible.

Furniture

Rooms are equipped with a bed, nightstand, chair, dresser, adjustable tray table, draperies and bedspreads. Any bedding brought in from home must be fire resistant and washable. Check with the rehabilitation department prior to purchasing a chair. For safety reasons any additional furniture for the room, must be approved by the Maintenance Department. Wall hooks are provided in each room, we request that no additional items be hung. Refrigerators are not allowed, we can store properly sealed, labeled and dated items in our kitchenette. Our staff are available to assist you with moving heavy objects or furniture.

Gift Shop

The Gift Shop is located in the lobby on the first floor and is staffed by volunteers. Residents and visitors are welcome to browse or purchase items in the Gift Shop. Our gift shop offers many gift ideas for residents; greeting cards, postage stamps, gift certificates to the salon, etc. Gift shop hours are subject to volunteer availability.

Gratuities

Employees of St. Patrick's may not accept gratuities for any service.

Housekeeping

Housekeeping services are provided daily to assure a clean, comfortable and safe environment.

Infection Control

Frequent and appropriate hand washing is the single most important factor in preventing the spread of infection. All residents, visitors, volunteers and staff are asked to wash their hands often. Sanitizers are located throughout the facility. Please do not visit if you are feeling ill or have been exposed to an outbreak/illness. Quarantined units may be in effect during outbreaks and/or the flu season.

Laundry

St. Patrick's Manor offers laundry service without charge for resident's wash and wear clothing. Clothing should be placed in a labeled hamper provided by the resident and/or family. Families of residents may also choose to do the laundry themselves.

Library

The Library on the lower level is open daily for residents. Audio books and books on tape may be obtained by contacting the Activities Department. Large print book donations are always welcome.

Locked Drawer

On admission, residents are offered a key to a drawer where they may keep valuables. We ask residents to be cautious and recommend that any personal items of value remain in the locked drawer.

Mail and Deliveries

Incoming mail is delivered Monday through Saturday and distributed to the respective floors. Outgoing mail can be deposited in the mail slot at the reception desk. Postage stamps can be purchased in the Gift Shop.

Medical Services

Residents on each floor are assigned an attending physician. Physicians perform yearly physicals, regularly scheduled checkups and sick visits.

Newspapers

Residents and/or families are responsible for arranging newspaper delivery and payment.

Nursing Services

Twenty-four hour nursing services are provided. Medications are administered by nurses. The resident may self-administer medications with the written approval of their doctor and under the guidance of a nurse. Any prescribed or over the counter medication must be approved by the attending physician. Questions regarding resident care may be addressed at the nurse's station on the resident's unit.

Palliative Care/Hospice

Palliative Care/Hospice provides end-of-life care and works collaboratively with St. Patrick's Manor staff to fulfill the physical, psychological, emotional, and spiritual needs of residents and their families during this time. Pastoral Ministers and Hospice Chaplains are available.

Personal Items

St. Patrick's Manor provides toiletries for residents. Male residents are asked to bring in personal electric razors labeled with their full name. It is recommended that families provide unbreakable containers for loose personal items, and snack foods. Families may provide favorite brands of toiletries. Other items such as an illuminated clock, a portable radio and a small purse may be brought in as desired. Sunscreen and hats are recommended for warm weather. All personal items should be labeled with the resident's name.

Pets

Pets are welcome and must be well-mannered, leashed and immunized. Please be sensitive to residents who do not like or who are allergic to animals. Pets are not allowed in areas where food is being served.

Pub

The Pub is located on the first floor. Non-alcoholic beverages are available for residents and guests. Volunteers are needed and may sign up with the Activities Department. Pub hours are subject to volunteer availability.

Rehabilitation Therapies

St. Patrick's Manor has a resident-centered approach to rehabilitation. Programs are individually designed to meet the resident's needs, achieve maximum potential, and attain the highest level of function. The licensed professional staff includes occupational, physical and speech therapists.

Religious Services

St. Patrick's Manor addresses the spiritual needs for all residents. Mass is celebrated daily. The chapel coverage is on channel 6. Residents with cable can also tune into Boston Catholic Television. Rosary groups are also available and listed on the activities calendar. Family members attending Mass with residents are requested to sit on nearby pews so as not to obstruct the views of others. A Eucharistic Minister distributes Holy Communion to residents who wish to receive in their room. Anointing takes place quarterly and when requested during serious illness. Funeral masses are offered for deceased residents upon request. Memorial masses are offered monthly and annually for deceased residents. Ecumenical services are offered on a monthly basis in the Chapel. Shabbat services are offered every Friday afternoon from 4:30 pm to 5:00 pm for our Jewish residents. Ministers of all faiths are encouraged to continue to provide for the spiritual needs of their congregants.

Resident Council

All residents of St. Patrick's Manor are members of the Resident Council. The Resident Council meets monthly and allows participation in making decisions and suggestions on issues that affect the resident's way of life and also gives residents an opportunity to communicate and express opinions with other residents and Administration.

Responsible Party

Residents who are unable to take care of their financial affairs must designate someone to act on their behalf. This person, referred to as the "responsible party" is required to make payments for all the residents' financial obligations. Whenever there is the change in the name or address of the responsible party, St. Patrick's Manor should be notified immediately.

Restrooms

There are restrooms located throughout the facility. The key for the visitors' restroom in the lobby may be obtained at the reception desk.

Salon Services

St. Patrick's Manor offers a fully equipped salon. Appointments are made at the nurse's station on the resident's unit. Salon visits can be made every two weeks. The barber is available every six weeks.

Security

St. Patrick's Manor has twenty-four hour security. The security desk is located in the entryway. Surveillance cameras are used to monitor entryways as well as hallways and outside perimeters.

Smoking

St. Patrick's Manor is a smoke-free facility.

Social Services

The Social Services department focuses on developing and maintaining an ongoing relationship with residents and family members to help resolve any questions or concerns. A social worker is assigned to each resident and participates in continuous interdisciplinary programs of care and treatment.

Special Occasions

Rooms are available for special occasions such as birthdays and holidays. Please contact the Administrative Secretary through the reception desk.

Telephones, Televisions & Cable

Please contact Verizon to set up phone service. Televisions may be brought in from home and must be checked with the Maintenance department prior to installation. Cable outlets are available in all rooms. Please contact Comcast to set up cable services. Each utility invoices residents separately for each service.

Visiting

There are no formal visiting hours at St. Patrick's Manor but preferred visiting is from 9am – 9pm. Children must be supervised. All visitors are required to sign in and out at the reception desk. Visitors and residents are encouraged to take advantage of our lovely grounds and the many sitting rooms on the lower level. If family or friends wish to take residents off the premises, they must sign out at the nurses' station on the resident's unit and the Security Desk.

Visitors Parking

St. Patrick's Manor has a designated area for visitors parking. Please refrain from parking in the circular drive in front of the building unless picking up or dropping off a resident. This area must be kept clear for emergency vehicles.

Volunteer Services

St. Patrick's Manor welcomes volunteers. They are a necessary part of our commitment of excellence in the provision of healthcare to our residents. Under the supervision of a volunteer coordinator, they lend a helping hand in many varied activities. Please contact the Director of Activities and Volunteers through the reception desk.



Rev D. J. Williams

"The Difference is Love" sm