



Bishopscourt
Residential Care



"I just wanted to acknowledge the exceptional care and love given to my father by your staff. They have all shown such compassion and kindness and for that I will always be grateful."

Marie

"Thank you for all your kindness and care and for looking after Mam so well. We will be eternally grateful to you. Mam felt so safe and she thrived in your care. She never once complained about anything and always praised the food – a true sign she was happy!!"

Lucy & family

"Dear staff and friends, just a very sincere note of thanks for minding Mum while she was in your care. You are very special and I am so grateful to you."

Joan

Welcome to Bishops court Residential Care

Introduction

At Bishops court, we firmly believe in the power of community. Ours is built upon respect, compassion and care. Created in 1998 by two sisters in law, Catherine O'Connor and Patsy O'Sullivan, we combine the traditional rural values of a tight-knit community, with a commitment to innovation in wellbeing and healthcare to help residents live rich, fulfilled lives.



Our Promise To You

Bishops court brings together the best of traditional community values with a commitment to high quality healthcare and wellbeing that takes advantage of the latest thinking in residential care.

We believe that when our residents' physical, emotional and psychological needs are met, this can have a hugely positive impact on their daily lives – and the lives of the families and friends who care about them too.

Our experienced, responsive team is trained in the latest advances to help residents live life to the full, every day, no matter what their level of dependency. From fun activities to our Snoezelen room, we're committed to giving all our residents opportunities to engage with new therapies and explore fresh interests – and we see the wonderful results of that investment, every day.

Crucially, our residents aren't patients, they are people. We work with each individual to learn their likes and dislikes, to create a personalised care program and to accommodate what matters to them. We have clear, easy to understand policies, a strong commitment to residents' rights and a philosophy of transparency when it comes to listening to our residents and their support network of family and friends. Because communities care about each other.

What is day to day life like at Bishopscourt?

A relaxed and welcoming home

Situated within 2.5 hectares of beautifully landscaped gardens in Liskillea, Waterfall in County Cork, Bishopscourt offers 36 private rooms and 12 semi-private twin rooms to accommodate 60 residents. With a range of communal areas, plenty of activities and lots of spaces for quiet reading or relaxing, Bishopscourt makes it easy for residents to find a daily rhythm that suits their needs.

Our residents enjoy:

- High quality, locally-sourced menu with choice at every meal
- Assistance with meals if required
- Daily newspapers (except Sunday)
- Access to Skype and wifi
- Tea and coffee making
- Shop, well-stocked with useful items

Health and wellbeing essentials

The following services are easily available by request, including:

- Weekly hairdresser
- Beautician
- Chiropody
- Optician
- Denture work
- Taxi services

Room to feel at home

All of our generously sized rooms come with modern en-suite facilities to give every resident their privacy. Residents living in semi-private rooms will have plenty of space to call their own, with plenty of storage. All rooms are equipped with call bells and telephones.

Residents can choose from several relaxed lounge areas. While some are used for scheduled activities throughout the day, there's always a quiet space to read a book or a paper or listen to music. One lounge opens onto a small gem of an internal garden, which lets residents enjoy the quiet pleasures of nature, even in bad weather.



Life is for living

We're strong believers in encouraging all our residents to be active physically and mentally, whatever their level of abilities. Our lovely gardens have been purposefully designed to make it easy for residents to enjoy unhindered, with no awkward steps and plenty of benches along the walks for strategic rests.

Our Activity Coordinator is always on the lookout for new and diverting activities and entertainment. No birthday is ever overlooked and the wonderful breadth of options means there's usually something for everyone, which helps create a vibrant and welcoming atmosphere that visitors enjoy seeing, too. Naturally, residents are free to get as involved as they want.

Activities include:

- Beauty Day
- Music Sessions
- Film events
- Card games and bingo
- Mobile library
- Friday social
- Physiotherapy exercise classes
- Flower arranging
- Christmas, Easter and Halloween parties
- Visiting musicians and choir recitals
- Painting and exhibitions
- Knitting club
- Storytelling and poetry recitals



Secure, comfortable living:

- 36 private rooms and 12 semi-private double rooms
- Ensuite bathroom in every room
- Telephone in every room
- Three comfortable lounges
- Two dining rooms
- Secure, expansive gardens
- Covered Flower Walk for indoor exercise in poor weather
- Colour-coded hallways for easy wayfinding



What to always expect from us?

Security and safety

Our resident's safety and security are of paramount importance to us. We have strict protocols in place to ensure every resident is close to help if they need it. This includes ensuring a staff supervises showers in case of accident, and having a call bell in every room a resident can access. We also have sensible, clear policies on keeping cash and valuables. And our commitment to an atmosphere of openness and honesty ensures no resident or family member should ever feel concerned if they need to raise an issue – we want to hear from you.

Committed to quality care

We recruit, train and support staff with exceptional credentials and a real belief in the importance of their role in caring for our residents. We ensure we have the right staff to resident ratios and provide regular training in techniques, procedures and standards across hygiene, mobility, nutrition and recreation so our residents can feel safe, secure and supported.

Above all, we understand that moving to a nursing home can be a daunting experience. It can take time to settle in. Our staff are here to help residents create their new home, to raise concerns, to learn what we offer and to understand how it can work for them.

Our standards

Bishops court has built a strong reputation for high quality standards, from well-trained, empathetic staff to stringent compliance with standards. It's all part of our commitment to make sure our residents have the very



best care, every step of the way. We regularly review our procedures, ensure we're fully compliant with all relevant legislation and adhere to the National Standards for Residential Care Settings for Older People in Ireland. We welcome regular inspections from HIQA, EHO and HAS.

Individual care plans

Within 48 hours, every new resident will be thoroughly assessed and given a personalised care plan that is tailored to their needs. Our integrated medical team works with residents to understand their situation and we welcome input from friends and family who have insights that can help us make sure we're on the right track. As the needs of our residents change, we revisit their plan regularly to make sure it's still the right fit for them.

All our residents maintain their full legal rights and capacity for decision making and consent in their care plans. In some circumstances, when a resident may not have such capacity, we will work with their guardian or decision-maker, in compliance with the law.

Giving residents a voice

We believe strongly in providing an environment where residents may live independently, and are as involved in their care and daily life as possible. We make it easy to make personal plans, such as visits to the pub to meet friends or family, to go out, take mini breaks or even go on holiday.

We welcome our residents' views on everything from our menu to activities and offer a range of opportunities for feedback, including newsletters, noticeboards, surveys and suggestions boxes. A formal, independent Resident's Committee meets regularly to discuss concerns and issues.

What Care Options are available?

Bishops court cares for a wide spectrum of residential needs, including long term, short term, convalescent and respite care.

Long-term care offers residents an opportunity to live in a warm, welcoming and supportive environment with the right level of care for their needs. Respite and convalescent care is suitable for residents who need to rest and recover for a period, usually after a hospital stay. It can also provide carers with a chance to enjoy a well-deserved break to recharge.

Holistic care

Our residents are looked after by an experienced health and wellbeing team, including nursing care 24 hours a day and access to top doctors, with regular assessments to ensure their changing needs are being met.

We handpick our qualified team, who are specifically educated to understand the needs of the elderly. Our team undergo regular training and assessments around safety and infection protocol, including changing COVID measures, to keep our residents as well as possible.

We're just a few minutes' drive from the renowned Cork University Hospital, making medical appointments with specialists much easier. Residents and their family and friends can also feel assured there are world class acute-care facilities on hand, should they be needed.

A forward thinking approach

When a family member experiences a mental health issue such as Alzheimer's or dementia, it is a difficult and emotional experience for everyone. Our team is committed to understanding the different ways we can help care for your loved one, using the latest advances in research.

Memory Care focuses on the neurodegenerative conditions that interfere with memory, such as dementia and Alzheimer's disease. We provide residents who need this type of support with an individualised program that works to help maintain memory functions and improve them as much as possible, using a range of therapies and techniques.

Snoezelen Room is a specially designed space to help provide multisensory experiences that can help residents with Alzheimer's or dementia experience joy, engagement or a sense of calm. It's a wonderful way to enhance quality of life and it ensures all our residents have access to suitable activities that are life-affirming.

Sonas Therapy is a therapeutic group activity that involves all of the senses. Pioneered in 1990 by Sr Mary Threadgold, it can help improve mood, wellbeing and communication.

GET IN TOUCH

Please call or email to arrange
a chat or a site visit.

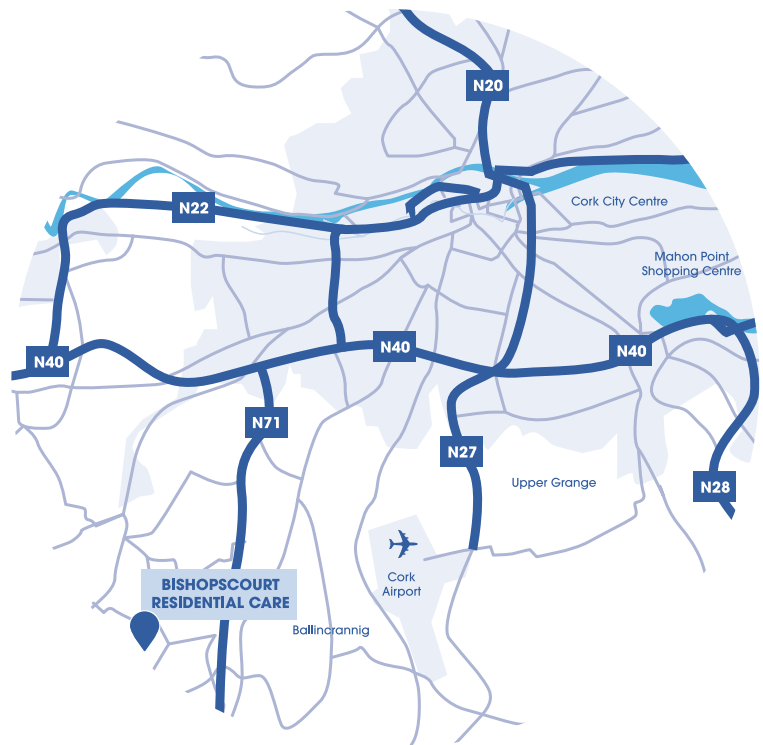
 Email us at info@bishops court.ie

 Phone 021 488 5833

OUR LOCATION

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Part of the  Grace Healthcare Group

www.gracehealthcare.ie