

What to do if you have concerns about your nursing care

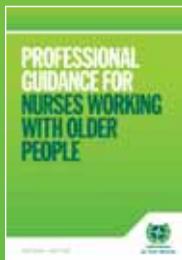
An Bord Altranais is the State body that regulates the work of nurses and midwives, providing for the protection of the public. We do this by establishing and promoting high standards of professional education, training, practice and conduct. This includes requiring nurses to remain competent by keeping their knowledge and skills up to date.

If at any time you have concerns about your nursing care, speak to the manager of the nursing team.

If you continue to have concerns about the standard of care provided by nurses, speak to the Director of Nursing or senior management.

Alternatively, you can contact An Bord Altranais to make a specific complaint against a named nurse.

Complaints about an organisation's care can be referred to the Health Service Executive. The **Your Service Your Say** policy provides information about this process (see www.hse.ie). For information on the standards required of nursing homes, see the **National Quality Standards for Residential Care Settings for Older People in Ireland** (2009) produced by the Health and Information Quality Authority (available on www.hiqa.ie).



For more information from An Bord Altranais about nursing care for older people read Professional Guidance for Nurses Working with Older People (2009)

Available at www.nursingboard.ie

Nursing Care of Older People



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An Bord Altranais

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Older people who shared their expectations with An Bord Altranais said:

“Treat me as an adult.”

“Call me by my name.”

“I want a nurse who is caring and concerned.”

“Don’t rush me... go at my pace.”

“Don’t baby me.”

“I depend on the nurse.”

“I want to have a say in my care.”

“I want a nurse who listens to me and talks to me.”

“I want the nurse to be courteous.”

What older people can expect from their nursing care

Wherever you are cared for – at home or in hospital, a continuing care unit or nursing home – you will meet and receive care from nurses.

Nurses aim to provide a high standard of care to patients based on the values of dignity and respect, quality and caring.

Dignity and respect

You can expect to receive care by a nurse who:

- values you as a person
- respects your dignity and privacy
- shows compassion and kindness
- is trustworthy, dependable and courteous
- is interested in getting to know you as a person and the people who are important to you
- listens and takes time to talk with you
- will ask you for your views and opinions.

Quality and caring

You can expect to receive care that is based on trust, understanding and compassion from a nurse who:

- has the knowledge, skills and commitment to deliver a high standard of nursing care to you
- recognises your personal, social and spiritual needs as well as your medical and physical requirements
- works with you in finding out what your needs are and how you wish to be cared for
- develops a written plan of nursing care with you using professional and best practice guidelines
- reviews your nursing care with you and responds to your changing needs
- keeps a record of your needs and the care you receive
- provides support to the people who are important to you
- works with other healthcare professionals and support workers to provide care
- makes sure you are safe.