

**Allanbay Ltd t/a Central Park Nursing Home
Clonberne, Ballinasloe, Co. Galway.**

Reg No.: 8253897L

Tel: 093-45231

Allanbay Ltd
t/a
**Central Park
Nursing Home**

Clonberne, Ballinasloe, Co. Galway.

Reg No.: 8253897L

Tel: 093-45231

Fax: 093-45807

Website: centralparknursing.ie

Email: admin@centralparknursing.ie

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Information Booklet

Resident Guide

Welcome to Central Park Nursing Home. We hope that your stay with us will be both successful and beneficial. This booklet has been designed to provide you with the necessary information to make an informed choice on your care provider and/or assist you in making your stay with us more comfortable. It

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will also meet the requirements set out in the “National Quality Standards for Residential Care Settings for Older People in Ireland” laid down by the Health Information and Quality Authority. These standards are enacted by Health Act 2007(Care and Welfare of Residents in Designated Centres for older people).

This booklet will introduce the Care and Services provided within Central Park Nursing Home. Further information and more detailed explanations of the Governance and Management of the Nursing Home will be found in the Supplementary “Statement of Purpose and Function” booklet.

We are committed here in Central Park Nursing Home to deliver a caring health care service, in a home form home environment that fosters mutual respect for the rights and dignity of all. Where care practices reflect a person-centred approach. Our aim is to ensure that our residents and staff are happy. Central Park Nursing Home endeavours to provide a caring environment where everyone feels safe and happy. Create a home from home atmosphere where we will continually focus on improving and developing the qualities of care and hospitality and choice, we offer our residents. We understand that people value keeping their independence. We respect privacy and encourage you to choose how your care is planned and delivered. We see our residents as individuals. We try to give as much choice as we can in day-to-day living, and we support people in maintaining their independence. We hope that you will see Central Park Nursing Home as an extension of your former home and carry on your lifestyle as before, knowing that you have the care and support of our staff.

Central Park Nursing Home is a purpose-built Nursing Home on 3 acres of land and gardens. A family run Nursing Home. We can accommodate 70 residents. Central Park Nursing Home provides care for short-term, long term care respite, Nursing care, Dementia care, Palliative care.

There are 41 single ensuite rooms, 1 single room, 7 double ensuite rooms, 7 double sharing rooms. A selection of dining rooms plus day rooms, conservatory / visiting rooms, oratory, and smoking areas. The visitor friendly entrance lobby has comfortable seating, where we feature a 360-degree view of a stone fireplace in the centre of the reception area, comfortable seating with a panoramic view of the surrounding gardens. We have beautiful, landscaped gardens and courtyards with seating available. We provide an enclosed courtyard with seating and where residents enjoy doing their own gardening.

Staff is committed to:

- Maintaining and enhancing the quality of life of Residents
- Preserving the autonomy of Residents, guaranteeing free expression of opinion and freedom of choice
- Maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of Residents is respected.
- Being an employer of choice and providing continuous professional development and training.

Each Resident in a Nursing Home has the right to:

- Receive a Contract outlining the rights and obligations of both the Nursing Home and the Resident

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- Quality care which is appropriate to the resident's needs
- Participate in the formulation of resident care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability.
- Full information about resident own state of health and about available treatments
- Maintain control over, and continue to make decisions about, the personal aspects of resident daily life, financial affairs, and possessions.
- Be consulted on, and to choose to have input into, decisions about resident living arrangements in the home.
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the Community.
- Personal privacy
- Live without being obliged to feel grateful to those providing resident care and accommodation.
- Live in a safe, secure, and homelike environment and to move freely both within and outside the Nursing Home without undue unnecessary restrictions.
- Maintain own personal independence, which includes a recognition of personal responsibility for their own actions or choices, including those within which there is a degree of personal risk.
- Take responsibility for their own affairs and to undertake daily living tasks of which they are capable.
- Be treated with dignity and respect.
- Be accepted as an individual and have their own preferences taken into account.
- Be addressed in a form the person is happy with
- Select and maintain family, social, and personal relationships with any other person, both within and outside the Nursing Home
- Freedom of Speech
- Protection from harm and exploitation

Each Resident in a Nursing Home has the responsibility to:

- Respect the rights and needs of other people in the Nursing Home and to respect the needs of the Nursing Home Community as a whole.
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment.
- Care for their own health and well being in so far as the resident is capable
- Inform resident's General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health.

LIFE IN CENTRAL PARK NURSING HOME

Your Room:

You are encouraged to bring personal possessions to make your room feel as much like home as possible. Furniture, curtains are provided but you are able to substitute your own as long as they meet fire regulation standards. Our maintenance personal, when on duty, will help you hang pictures etc. if you are

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unable to arrange this. Electrical appliances will need to be checked annually for safety reasons. A safe risk assessment of your room is necessary for Health and Safety reasons this will be performed by our risk management safety team as this is vital in order to minimise risk to yourself, staff and visitors.

Domestic staff is employed to clean your room but please assist with any small task e.g. making your own bed, dusting etc. if you can. This promotes independence and it is the philosophy of our home to enable Residents to be independent for as long as possible. It may also be therapeutic for you to assist with small tasks. A member of staff does a daily check on all rooms.

Your room is your own and staff will not come in without knocking and asking permission, except if you ask them to or to check that you are all right when you are sleeping. You are also provided with lockable locker in your room. All doors have inside locks for your privacy and can be accessible in case of an emergency.

Your Clothes:

Most residents have the staff launder their clothes, which therefore need to be clearly marked. Clothes should be marked before you move in. If a relative or friend would like to do your laundry, please feel free to arrange that with them, however we would not be able to take responsibility for any items lost or damaged in this instance. Dry cleaning must be sent out and you will need to pay for this service separately. If there are any items that you need, please inform your key worker.

Getting Up In The Morning:

You're free to get up when you like. Breakfast can be brought to your room from 8.30am onwards if this is what you wish or alternatively breakfast is available in the dining room. You are free to help yourself, or staff will be available to help you. If you need assistance with washing and dressing, this is readily available. You will probably have discussed approximate times with staff. If not, please do so, so that staff can plan your care alongside that of other Residents.

Going To Bed:

You can choose to go to bed when you like. If you need help, you will probably have already discussed this with staff. Again, if not, please do so.

You can choose whether you wish the night staff to come into your room to check that you are all right. You can also request how often you would like this to be done.

Bath/Showers:

Staff will try to arrange bath times to suit you and will offer the level of support that you prefer. It is your key workers role to organise your baths.

Smoking:

Smoking is only allowed in the designated Smoking Areas.

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Visitors:

Visitors are welcome to come and go at any time, but visitors remain in reception until your presence is announced and infection control guidelines be carried out. We do ask that they sign the Visitors' Book at the entrance, both when they come in and go out. Security issues are taken very seriously at the home, and it is important that both Residents and staff co-operate as fully as possible in these matters. There is a code to enter/exit the front door.

Visitors may join you for meals. Central Park Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit is deemed to pose a risk or where the Resident requests restriction.

Absence from the Home:

You are encouraged to come and go from the Home as you wish. Please let us know of your plans and to sign "Resident Outing Form" in the office. Please let us know if you would like a meal saved or if you wish to miss a meal. If you go on holiday at any time, please let us know of your plans.

MEAL TIMES

- **Dinner has two seating times in the dining rooms. The first is at 12.30pm and the second at 1.00pm. However, you may have any of your meals at your chosen times.**

Breakfast:

Assortment of cereals, homemade bread/scones, yoghurts, toast, and fruit with tea, coffee or fruit juice is available in the dining room from 8a.m to 10a.m. or brought to your room if you wish you may also request a grill.

Lunch/Dinner:

The main meal of the day is available in the dining rooms at 1p.m. Again, staff is available to help as necessary. Menus are planned with your health in mind and after discussion with Residents, so please let us know your favourite foods, as well as any that you prefer not to eat. Special diets are also catered for.

Your comments, compliments or otherwise are passed on to the Cook and other kitchen staff. If you are going out and would like us to save you a meal, please let us know. If you plan to miss a meal or would like to book a meal for visitors, please let us know.

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Tea/Supper:

The evening meal is served at 5p.m. Again, choose the foods and amounts that you would like. Staff is available to help.

Snacks and Drinks:

Facilities for these are available in the resident's kitchen and in the dining area. Please use these both for yourself and visitors. If you need anything from the kitchen, please ask a member of staff. Mid morning and afternoon refreshments are served in your room or main lounge. We are not licensed to sell alcohol, but you are free to buy your own.

STAFF

Central Park Nursing Home is managed by Caroline and Tommy Maguire Proprietors.

Caroline is the Person in Charge / Director of Nursing and is supported by Assistant Director of nursing, CNM and Director of Development. There is a Manager on duty every day. Care staff is supervised by the Nurse on duty. Their job is to support and befriend the Residents and to help with their personal care and all the care of their belongings, especially clothes. Director of Nursing is responsible for overall supervision of all staff so that the Residents Care Plan is fulfilled and best Quality Care is ensured for our Residents.

There are also head chef, cooks, kitchen and domestic staff, a gardener/maintenance person, receptionist, recreational person and administration staff.

Your Keyworker/Named nurse:

We designate one member of staff to be your "Keyworker" and one nurse to be your "Named Nurse".

The named nurse and keyworker are responsible for making sure that you are happy with all details of your daily life. We seek to choose a Keyworker who will be compatible with each Resident. This Keyworker will be responsible for knowing your likes/dislikes; upkeep of your wardrobe/locker and items you need. The Named nurse is responsible for documentation and communicating such needs.

If you are unhappy with any aspect of your relationship with your "Keyworker" or "Named Nurse", please discuss this with Manager.

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CARE PLAN

In order that the staff can give the level of care and support that you would like, before you move in we discuss your needs with you and draw up what we call a “Comprehensive Care Plan”. This gives all the staff a record of the help that has been agreed and enables different staff to give you Consistent Care.

You may see our care plan at any time and make alterations to it in consultation with the Management team. Sometimes, the Management may suggest a change in your care arrangements that may suit you better.

Reviews:

We hope that if you have any worries or concerns at any time, you will speak to a member of staff, your keyworker, Named nurse and/or the Director of Nursing or Manager about these. In addition, a review for each Resident is held every 4 months. At your review, your keyworker and the Management team of Central Park Nursing Home will check that you are still happy with your Care Plan and other arrangements, relating to your stay at Central Park Nursing Home. Any appropriate changes are agreed. You are encouraged to be accompanied at the review if you wish.

Residents’ Meetings:

Residents are invited to regular Meetings at which staff will discuss different aspects of your care in the home and ask you your views. If you would like a particular subject to be discussed, then please talk this over with Management.

Medical Care:

Residents are encouraged to stay with their own G.P. if possible, but you are free to register with G.P. of your choice.

Hospital Care:

You may need hospital in-patient treatments from time to time; also Residents may need to visit Hospital for out-patient appointments. We do ask family, friends, relatives, etc to assist with transport and accompanying you on any Hospital or outpatient visit wherever possible. If this is entirely not possible, Central Park Nursing Home will out source this facility for you at extra cost. If you are in Hospital, your room will be kept vacant for you. It will, however, be necessary for you to continue to pay your fee.

Medication:

The Nurse on duty will dispense your medication as required. If you wish, you can keep your own medication which should be locked in a cabinet in your room. If this is your wish, you will be risk assessed to self medicate. We will order your repeat Prescriptions each month.

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Dentist:

It is helpful if family or friends can assist with transport and accompany you on dental visits. If however this can not be arranged, Central Park Nursing Home will arrange same at extra cost to you.

Optician:

Vision Call opticians see all our medical card holders every 2 years through a referral process. This service is also available to our private patients. Vision call see our residents in the home. Residents also can wish to see their own Optician. Again, it is helpful if family or friends can help with transport and accompany you, if however, this cannot be arranged, Central Park Nursing Home will arrange same at extra cost to you.

Chiropodist:

A Chiropodist visits Central Park Nursing Home approximately every 2 months or as necessary if more frequent treatment is needed. An additional fee is charged for this as per your contract.

Church Services:

A service of Holy Communion is arranged weekly. We also assist Residents who would like to attend Mass at the local Church weekly. We have Mass and the Anointing of the Sick monthly. Adoration is held every Monday. We also accommodate for other dominations.

Physiotherapy:

A Chartered Physiotherapist visits the Home every 2 weeks for 4 hours to assess potential Residents in need of physiotherapy, undertake exercise classes and review residents post falls. This fee is part of your weekly social charge.

Mobile Library:

Mobile Library visits the village every second Tuesday for those who would like to visit.

Local Shop:

Assisted visits for those Residents who can not get out easily.

Hairdresser:

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The Home's Hairdresser visits once weekly, and an additional fee is charged for this. You are also welcome to use your own hairdresser. Additionally, a member of staff is available to do hair grooming if required.

Newspapers:

Newspapers and magazines will be delivered daily. Staff will pass on your orders for which you pay the usual charge. The Home can not accept responsibilities for newspaper bills and families are encouraged to assist with paying these.

Cigarettes, Sweets, Drinks etc.:

Cigarettes, sweets or other items needed by Residents will be delivered daily. The Home can not accept responsibility for those bills and families are encouraged to assist with paying these or you can buy them in the shop in the reception area.

Pets:

Friendly, quiet dogs/cats are welcome at Central Park Nursing Home. Care Plan will be incorporated for same.

Mail:

Letters should be addressed to Central Park Nursing Home with your bed number and room number included. Letters are delivered daily to the office and brought around to you as soon as possible. Mail is collected from Residents daily, please place stamps on your letters or ask staff to assist you.

Radio and Television:

Each room has access to a T.V. connection and you are encouraged to bring in your own radio with you when you move in. Please consult your neighbours when you set the volume of these. Please use an earpiece if you like to listen to the radio through the night.

Telephones:

All rooms have a socket for a private telephone and number for which you pay the rental and call charges. Line installation is free of charge. You also have access to email and fax if needed. Wi-Fi throughout the building.

Entertainment and Activities:

There are frequent activities and entertainment, and the staff enjoy helping Residents prepare to celebrate Birthdays, major festivals such as Christmas, Easter etc. Arrangements for these are discussed at Resident Meetings.

There is a planned weekly activity programme co-ordinated by our in-house recreation co-ordinator, and approximately every few months. We encourage families to take their loved ones out in the community on outings, home or to the local villages and or a trip to Knock. Additional activities in the Community are advertised separately on our notice board.

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In Case Of Fire:

The Home meets fire safety standards and the fire alarm is tested weekly on Friday at 5p.m. for period one minute.

Staff will explain fire procedures for new Residents when they move in and these procedures are clearly printed on notices on the back of bedroom doors and on main corridors.

If the fire alarm bell continues for a period longer than one minute you are asked to stay near your door and wait for directions from staff to the nearest fire exit. All staff are trained in fire safety and evacuation and fire register is maintained and are fire safety compliant.

LEGAL AND FINANCIAL

Contract of Care:

Your legal rights as a Resident of Central Park Nursing Home are set out in the Contract of Care, signed on admission. The Contract of Care also set out the rights of Allanbay Ltd t/a Central Park Nursing Home. Please ask the Manager if there are any aspects of this that are unclear. Our local HSE Office may be able to advise you on options for financing your care. Your Contract of Care gives you information about the charges for your room. You or your family can pay by standing order direct to Allanbay Ltd.

Charges are due weekly from the date of acceptance. Please discuss any concerns you have about funding and paying the fees with Management prior to your accepting a place. Once you have moved in, again please discuss any worries or concerns with Management.

Allanbay Ltd t/a Central Park Nursing Home reserve the right to increase the fees, and will give you four weeks notice of this.

Insurance of Property and Money:

Central Park Nursing Home has insurance in place to cover loss of Resident's property or "money left in safe keeping" up to €1,500 per item.

It is unwise to keep large sums of money or valuables in the Home and whenever possible other arrangements should be made. Your money for safe keeping can be held in the Home's safe and a signed receipt from you, the Residents or family member. This money can be drawn out on Monday to Friday during office hours.

Moving from the Home:

Residents are of course free to leave the Home if they decide that they would prefer to live elsewhere. We would be pleased to assist with this. The required 2 week's notice, as set out in the Contract of Care, is applicable in such cases.

Death:

Our staff will provide continuing care for Residents in the event of terminal illness. They will liaise close with G.Ps' and the associated healthcare to provide a consistently high standard of care and support for both the Resident and family and friends. They will offer support and advice in the event of death.

Complaints

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At Central Park Nursing Home all complaints will be managed in a sensitive, timely and effective manner that protects the rights, privacy, dignity and confidentiality of all those involved. Complaints will be used to inform continuous quality improvement and risk management of care and services in Central Park Nursing Home and will be included in our end of year report. The purpose of this procedure is to ensure complaints from residents, their representatives and others are managed in accordance with the relevant legislation and best practice. Central Park Nursing home will commit that making a complaint will not impact on the level of care been provided and will take necessary steps to ensure this.

Our Complaints Team

Complaints Officer: Ms Bernadette French Tel: 0864037735

Review Officer: Ms Bridie Fahy Tel: 0851385698

Director of Nursing/Registered Provider Nominee: Ms Caroline Maguire Tel: 0876346363

THE COMPLAINTS PROCESS

- Complaints can be made to any staff member, who will bring it to the attention of the RGN on duty. The RGN is responsible for resolving the complaint immediately if possible and recording the complaint in the appropriate log.
- All complaints must be documented by the nursing home at the time of receipt, regardless of their nature or gravity.
- The confidentiality of the complainant shall be maintained through the investigation process.

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- All complaints will be fully investigated.
- If the complaint cannot be resolved at that time it must be referred to the Complaints Officer **Bernadette French** and in her absence Bridie Fahy.
- Minor complaints can be rectified immediately in an informal basis, it must still be documented. (*ie.resident A stated that their breakfast was cold this morning*)
- The Director of Nursing must be informed of ALL complaints.

- **Formal Complaints:** If a formal investigation is to be carried out, you will receive notification within 5 working days which will include the investigation process. A formal investigation should be completed within 30 working days. The complainant will receive a written response informing them whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process
- Document if the complaint is satisfied or not satisfied with the outcome

- **The Review Process-** Where the complainant is dissatisfied with the outcome of the investigation, A review is conducted by **Bridie Fahy, Review Officer** This is done as soon as possible and no later than 20 days after the receipt of the request for review. Provide a written response to the complainant outlining the outcome of the review.

- In the event that a complaint is being made against the Person in Charge, the complainant can make their complaint with the **Complaints Officer, Bernadette French.**
- If the complaint is been made by a vulnerable person consider accessing support on their behalf through advocacy services (eg **Sage Advocacy** and/or **Patient Advocacy Service 0818 293003**)

- Independent Advocacy services are made available to our residents and in private, including access to in-person awareness campaigns by independent advocacy services and access to meet and receive support.

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- **The Registered Provider nominee, Caroline Maguire** assures all complainants that steps will be taken as are reasonable to give effect as soon as possible and to the greatest extent practicable to any improvements recommended by the Complaints and /or Review Officer.

After the Nursing Home Complaints Process is completed

As a complainant if you are not satisfied with the outcome of the nursing home complaints process. Steps you can take are

- Contact the Ombudsman 01 6395600 or on Twitter: [OfficeOmbudsman](#)
Post: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02 W773. (Opening hours 09:15am-5pm Monday to Friday).
- Contact HIQA 021 2409644 or email Concerns@hiqa.ie
- Contact an Advocacy Service:
Sage Advocacy 01 536 7330 Email: info@sageadvocacy.ie
Patient Advocacy Service 0818 293003 or patientadvocacyservice.ie

You may request a copy of our “Complaints Policy” at the office which will give you a more in-depth description of our policy and procedures with regards to complaints.

Our Statement of Purpose is available to residents and relatives within the welcome pack and on our website <http://www.centralparknursing.ie/>

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ADVOCACY GROUP	PHONE NUMBER	FAX NUMBER	CONTACT NAME	EMAIL ADDRESS	POSTAL ADDRESS
Age Action Ireland www.ageaction.ie	01 475 6989	01 475 6011		info@ageaction.ie	Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin 2
Citizens Information Board (formerly Comhairle)	01 605 9000	01 605 9000	Helen Lahert Manager Advocacy and Accessibility	Helen.lahert@ciboard.ie	Citizens Information Board, 7 th Floor, Hume House, Ballsbridge, Dublin 4
Equality Authority www.equality.ie	Lo call 1890 245 545	01 417 3331		info@equality.ie	The Equality Authority, 2 Clonmel Street, Dublin 2
Irish Advocacy Network	047 389 18 (087 754 0763)		Colette Nolan	admin@irishadvocacynetwork.com	Irish Advocacy Network, c/o Health Care Unit, Rooskey, Monaghan
Irish Cancer Society www.cancer.ie	01 231 0500 1000 200 700 (Mon – Thurs 9am – 7pm and Fri 9am – 5pm)	01 231 0555		helpline@irishcancer.ie	Irish Cancer Society, 43/45 Northumberland Road, Dublin 4
Prostate Cancer Information Service: Action Breast Cancer	1800 380 380 1800 309 040			prostate@cancer.ie abc@irishcancer.ie	
Irish Heart Foundation www.irisheart.ie	01 668 50 01	01 688 5896	Caroline Cullen	Info@irisheart.ie	Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4
Irish Patients Association www.irishpatients.ie	01 272 2555	01 272 2506	Stephen McMahon	stephenmcmahon@eircom.net info@irishpatients.ie	Irish Patients Association, Unit 2, 24 Church Road, Ballybrack, County Dublin
Mental Health Ireland www.mentalhealthireland.ie	01 284 1166	01 284 1736	Ted Tierney	ted@mentalhealthireland.ie	Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire, Dublin
Patients Focus	01 885 1611 01 885 1617 01 885 1633		Cathriona Molloy Sheila O'Connor Jim Reilly	Support@patientsfocus.ie	Patients Focus, Unit 9A, Sky Business Centre, Plato Business Park, Damastown, Dublin 15