

The Royal Hospital Donnybrook



PATIENT INFORMATION BOOKLET
DAY HOSPITAL



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Welcome

The RHD Day Hospital team would like to extend a very warm welcome to you.

The purpose of this booklet is to:

- Familiarise you with the Day Hospital and its facilities
- Explain to you who everybody is
- Tell you about our daily routine
- Tell you what will happen when you arrive

We hope we have covered everything, but if there is something else you need to know just ask any member of staff and they will be delighted to help you.

Introduction

The Royal Hospital Donnybrook (RHD) is the oldest hospital of its type in Ireland. It was established in inner city Dublin in 1743. The hospital moved to its current location of Donnybrook, one of Dublin's most fashionable suburbs, in 1804.



Set in thirteen acres of grounds, the hospital now provides continuing care, respite and rehabilitation service to over two hundred people. The hospital is an independent, voluntary charitable organisation. Services are provided on a not-for-profit basis.

Philosophy

The Day Hospital service commenced in 1987. Our philosophy is to facilitate each individual patient to achieve their maximum potential in the physical, social, psychological and spiritual aspects of well being.



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Aim

Our aim is to provide a quality service, by meeting the needs of the older person in our community, using a multi-disciplinary approach. Rehabilitation is provided by doctors, nursing staff, therapy staff and social workers, all working together as a multi-disciplinary team [MDT]. The MDT believe that the involvement of the patient and her / his carers is crucial.

Objectives

Our objectives are:

- To maintain highest levels of independence possible
- Maintain quality of life within the community
- The prevention of unnecessary re-admission to acute hospitals
- To act as a resource centre for our clients and their carers

Rehabilitation and Risk

Falls among older people are common and are a major cause of injury among elderly and debilitated patients. While falls can never be fully prevented, the risks can be reduced. In the Day Hospital prevention of falls is a priority.

The team may recommend mobility aids, hip protectors, sensor alarms attached to your chair which alert the nurse to your movements, close supervision and monitoring, etc. Your consent is required for the use of any equipment, so please consider the team's recommendations to maintain your safety. In the event of advice and recommendations not being adhered to, you are at an increased risk of injury.

How to Access our Day Hospital

All RHD services are publicly funded services. Any charges made will be in line with government regulations. Day Hospital services are currently provided free of charge



to anyone who is entitled to hold a medical card (which automatically includes all patients aged 70 years or over, irrespective of means). Patients with private insurance may only access services as public patients and no charges will be made by the hospital to health insurance companies. Patients who need investigations or procedures

from another hospital will have these provided; those with insurance are expected to use their cover for such services.

All patients are referred by one of the three Consultant Physicians in Geriatric Medicine associated with the hospital. These are Dr. Morgan Crowe, Dr. Diarmuid O'Shea and Dr. J. J. Barry. These consultants cover South-East Dublin and work between St. Vincent's University Hospital, St. Columcille's Hospital, Loughlinstown and St. Michael's Hospital, Dun Laoghaire.

Individuals living at home must be referred by a General Practitioner to the out-patient clinic of one of these Consultants. The Consultant will then decide whether the service at the RHD would be appropriate to your needs. If appropriate, a person who has been in-patient at the RHD may be referred to the Day Hospital following discharge.

How Much Does it Cost?

There is no charge at present for those attending. Some people decide to make a nominal contribution towards daily costs, which is entirely voluntary.

Meals and Refreshments

All patients are provided with refreshments on arrival, a mid-morning snack, a three-course lunch and an afternoon snack. (You'll need the energy!)

What happens After You Are Referred to Us?

You will be contacted with a date of your first appointment.

We can provide transport for a limited number of people in the local area.

If transport is required by you, the staff will contact you directly to make arrangements.

Travelling to Your Appointment

Many people are reluctant, initially, to come to the Day Hospital but most find that they really enjoy their day here. Please don't let the journey put you off.

If, for any reason, you are unable to attend, please inform us; a twenty-four hour answering service will take your message at 01-4066663.

What To Bring With You

If you use any of the following, please bring them [clearly labelled with your name] to the hospital with you :

- All medications in their original containers (on your first visit, thereafter just bring the medicines you require during the day)
- Walking frame or stick
- Wheelchair

- Splint and / or special shoe
- Dentures
- Spectacles
- Hearing aid (with spare batteries).
- All your medication in their original containers

Clothing

Ordinary, loose fitting clothing is appropriate for all the activities in which you may be involved. We recommend that women wear track suit bottoms or comfortable loose-fitting slacks. Flat comfortable footwear is advised.

Day Hospital Programmes

Every patient who comes into the Day Hospital is assessed by each member of the multi-disciplinary team. After this:

- A treatment plan is agreed and treatment is provided, usually one day per week for six to eight weeks approximately
- Your consultant doctor will review this plan at the weekly multi-disciplinary team meeting
- Your progress is continually reviewed
- The team will plan your discharge from the service
- You may be brought back for review after a few months
- You may have free time between appointments. This time may be used to rest, socialise with other patients and / or staff members or to read the newspapers which are available

Meet the Team

You will always be seen by members of the multi-disciplinary team. Please remember all treatment programmes are individual. This may mean that you get more or less treatment than another person, even if they appear to have similar needs. If you have any concerns with your programme of treatment, please discuss with any member of the team.

The Medical Team

If you or your family wish to meet individually with the Consultant who is managing your treatment, please contact the nurse in charge or the social worker who will arrange an appointment for you.

Nursing Team

The nursing team is led by a Clinical Nurse Manager (blue tunic).

The nurses (white tunics) working in the Day Hospital will ensure that your individualised nursing care plan is appropriately devised and implemented. In addition, you will be cared for by Health Care Assistants.

Please Note: At present, like all other hospitals, we often have to use temporary agency staff; these staff wear their own uniforms which may differ from those described here.

Nursing Care



Nursing Care is planned with you and, if appropriate, your carers. A plan of care is implemented and reviewed on, at least, a monthly basis or, more frequently, as your condition dictates. Families and or significant others are actively encouraged to become involved in the patient's care.

Physiotherapy

Physiotherapy is the assessment and management of physical problems resulting from disease or injury. The physiotherapist will take a history of your condition, and perform a thorough assessment to determine your needs. An appropriate treatment plan and goals will be discussed with you. Your programme of care may consist of individual treatment, group exercise, advice and a home exercise programme.

Aims of Physiotherapy:

- To achieve optimum function and independence through pain management, improved muscle strength, balance, co-ordination and range of movement.
- To encourage holistic 'well being' and improved quality of life.
- To work with both carers and patients in the areas of health education and support groups.
- To advise on mobility aids and footwear.

Occupational Therapy

Following a hospital stay, or health problems, an older person may find they are less able to perform the everyday activities of life [such as bathing, dressing, cooking or socialising, etc]. This may be due to reduced physical ability, loss of confidence or altered routines.

Occupational Therapy in the Day Hospital is designed to enable people to do the things they want to do and need to do in everyday life. The occupational therapist works with an individual to develop a programme tailored to their unique personal situation and goals with the aim of :

- Enabling an individual to achieve her / his optimum level of independence
- Maintaining current abilities and lifestyle
- Minimising the effects of accident or illness

For example, the Occupational Therapist may work with the patient :

- Through a rehabilitation programme to increase the patient's functional ability
- By identifying risks and finding ways to reduce these to allow increased safety and confidence
- As part of the multi-disciplinary team [at the Day Hospital] and community service by ensuring appropriate levels of support are provided

Social Work



The Social Work service is available to all Day Hospital patients, as part of the multi-disciplinary team approach. Social workers work with individuals, couples, families and groups. The aim of social work is to help people to achieve change and make decisions, which will improve their quality of life.

Support is offered to all, including those who are adapting to life changes that may result from illness or disability. We also offer counselling on various personal issues. Our role is to help you make sense of your feelings and to find ways of coping successfully with difficult situations.

We can advocate on your behalf where there are queries relating to housing, social welfare entitlements and legal issues. Advice can be offered to help access a range of community supports such as home help, support groups, day centres and respite care.

The social worker is available from Monday to Friday between 9:00 am and 4:30 pm. Appointments may be made by telephoning 01-4066664.

Chiropody, Clinical Psychology, Dietetics and Speech and Language Therapy

The Day Hospital also provides access to a Chiropodist, to Clinical Psychology, to nutritional advice from the Dietitian and to Speech and Language Therapy.

NB

- Please bear in mind that the hospital has limited numbers of key rehabilitation staff. Consequently, these services, may only be available on a restricted basis.
- Not all patients are referred to these professionals. If it is appropriate for you to be referred, the professional involved will provide you with a separate information sheet.
- You may be discharged from one speciality, e.g. physiotherapy, but may be asked to continue to attend for another service, e.g. social work.

Discharge

Following a team discussion with your Consultant, your programme will be reviewed. Patients are usually discharged six weeks after starting to attend. Your discharge from the Day Hospital will be decided at team meetings, under the guidance of your consultant doctor.

When you are discharged, your GP will be informed of your progress. Community staff, such as the Public Health Nurse, may visit and other services, such as meals-on-wheels or day centres, may be suggested to you.

Useful information

Parking

There are special patient spaces beside the Day Hospital entrance. Please advise a member of staff and they will provide you with a parking pass, so that you will not be clamped.

Smoking

The hospital operates a NO SMOKING POLICY. There are smoking shelters provided within the grounds for smokers, which we ask you to use.

Fire

We ask that you familiarise yourself with the procedures in the event of a fire or fire alarm sounding.

Pastoral Care/Religious Services

The hospital has a number of Chaplains and Pastoral Care Staff who visit and minister to patients and residents. You may call them on 01-4066653 or you will see them around the unit. Alternatively, just let any member of staff know if you wish to make contact with them.

Holy Communion is distributed to those who wish to receive it.

Library

Large print books, and books on audio tape, are available. Day Hospital patients may borrow these for home use.

Hairdressing

A hairdresser visits the wards regularly. Appointments may be made through the ward staff. Fees are paid directly to the hairdresser.

Compliments and Complaints

If you think that we are doing well, please let us know. If we are not doing well, please also let us know. We comply with the Charter of Rights for Hospital Patients "Putting Patients First". We have procedures in place for hearing and dealing with any complaints you may have. Ask your CMN for details or consult the notices in the Concourse area adjacent to Reception.

Donations

The hospital relies partly on donations to meet its costs, so these are always welcome. Please note, however, that staff are not permitted, under any circumstances, to individually seek or accept money for themselves from patients, residents or their carers. Donations may be made:

- To the Day Hospital
- To The Royal Hospital Donnybrook
- To The Friends of The Royal Hospital Donnybrook

Day Hospital Telephone Numbers

Main Hospital Switchboard	4066600
Day Hospital	4066663
Physiotherapy	4066666
Occupational Therapy	4066665
Speech and Language Therapy	4066668
Medical Social Worker	4066664
Day Hospital Fax	4066799

Postal Address

Morehampton Road,
Donnybrook,
Dublin 4

Tel : 00 353 1 4066600
Fax : 00 353 1 4055505
E.mail : info@rhd.ie

This Guide Is Also Available in Audio Format (MP3)

Additional information about the RHD is available on our web site at: www.rhd.ie



The Royal Hospital Donnybrook
Morehampton Road, Donnybrook, Dublin 4.