

The Royal Hospital Donnybrook



PATIENT INFORMATION BOOKLET
USEFUL INFORMATION

The Royal Hospital Donnybrook

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Visiting

You should always find us welcoming and accommodating. In general, visitors are welcomed at any reasonable time but some areas, such as rehabilitation, have



more restricted visiting (see local notices for details). We do ask that all visitors avoid meal times and therapy sessions. The main hospital doors are closed from 21:00 to 07:00, however, a security person is available to greet visitors after hours.

Coffee Shop

The bright and welcoming Coffee Shop is located on the ground floor. It is open

Monday – Friday: 09:45 to 16:45

Saturday, Sunday, Bank Holidays: 11:45 to 16:45

The shop sells teas, coffees, minerals, confectionery and sandwiches; greeting cards are also available.

Smoking

The hospital operates a NO SMOKING POLICY. There are a number of smoking shelters within the grounds which we ask smokers to use. It is a requirement of the hospital that if you smoke you be assessed by a member of the multidisciplinary team to ensure that you remain as safe as possible while smoking. A fire retardant lap blanket will be provided for you to maintain your safety while you are smoking. As nursing care is a priority on the unit, staff are not obliged to accompany you out to smoke; we would ask you to ask your relatives/friends to accompany you.

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Fire Procedures

We ask that you and your family/carers familiarise yourselves with the procedure in the event of a fire or fire alarm sounding. Fire instructions for family/carers are posted on walls in numerous locations.

Grounds

Our lovely grounds are yours to enjoy. To the front and left of the hospital is a



large open space with ornamental pond. The surrounding path has seating areas. To the rear of the hospital you will find our Millennium Garden with its fountain, sculptures, glazed pavilion and wheelchair-accessible woodland path, complete with barbeque area for summer evenings (contact your

ward staff to use this). Doors from the ground floor corridor adjacent to Wards 11 and 12 give direct access to the Millennium Garden which is open in fine weather.

Television

Most bed spaces are wired for cable television, providing access to RTE, BBC and Sky. Residents may bring in their own portable televisions [14" / 16" screen size] if they choose. All TVs must be able to take earphones, as these are required to be used to ensure the comfort of other residents in the ward.

Unfortunately, we cannot accommodate individual televisions in the rehabilitation ward. These areas have communal televisions, available until 22:00 each evening. Please be considerate of other patients when using these televisions.

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Library

A mobile library is operated by The Friends of The Royal Hospital Donnybrook and visits each ward every second Tuesday. Contact The Friends at extension 687 if you want to be sure to receive books.

Books on audio tape are also available and we may be able to lend you a tape recorder. Contact the Occupational Therapy Department for more details.



Reading Room

There is a Reading Room for residents and patients on the ground floor corridor near Ward 11 which looks out over the Millennium Gardens. This quiet room can also be a pleasant area to meet with family.

Social Activities

Regular social activities are organised by The Royal Hospital Donnybrook in conjunction with the FÁS team. All activities are held in the newly-created Day Room areas and the Concert Hall. Please do not attend any social activities if these interfere with your therapy programme. A sample activity programme is included.

Watch out for posters announcing additional day and evening events organised by The Friends and The Residents' Council.

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Volunteers

The hospital is fortunate to enjoy the support of more than 100 volunteers and young people from different schools in Dublin. These volunteers are a link with the community and provide a valued contribution that complements and enhances the



care given by staff members.

Their activities are as varied as the volunteers themselves and can include shopping, chatting, reading the newspapers, taking residents for walks, escorting an organised activity or bringing someone to the coffee shop.

In whatever capacity our volunteers are involved, they can be assured that the sharing of their time is appreciated by residents and staff members.

If you have any special requests or need further information you may contact the Volunteer Coordinator at extension 675 [01 4066675].

Pastoral Care and Religious Services

The hospital has a number of Chaplains and Pastoral Care staff who visit and minister to residents. You may call them at extension 653 [telephone 01 4066653] or you will see them around the unit or, alternatively, just let any member of staff know if you wish to make contact with them.

Catholic Mass for residents is held in the Concert Hall four times a week: Sundays at 10:30, Mondays, Wednesdays and Fridays at 10:00. Holy Communion is distributed in the wards for those who are unable to attend services.

The Rosary is recited on Saturday mornings at 10:00 in the Prayer Room.

Church of Ireland services are held every Friday at 11:30 in the Concert Hall.

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On occasion these services are conducted by Presbyterian or Methodist ministers.

The Legion of Mary meet on Thursday afternoons at 14:00 in the Ground Floor Day Room [adjacent to Ward 12].

The Society of St. Vincent de Paul meet on Sunday mornings at 11:30 in the Committee Room.

If you need assistance to attend a service, please let a member of staff know; they will try to arrange for a porter or volunteer to bring you.

Religious leaders from other faiths are welcome in the hospital. Contact a Pastoral Care person if you need assistance in this respect.

Prayer Room

A multi-denominational room is provided adjacent to the main concourse of the hospital. This provides a quiet and reflective space, open to all.

Transition Lodge

The hospital has a two-bedroom wheelchair accessible bungalow in the grounds that is primarily used for training people in independent living skills. Depending on availability, it may also be used for short periods by residents who wish to have some private time with their family. Contact your ward staff for more information.

Chiropody

This service is regularly available and may be arranged as part of your medical care. Please ask the nursing staff for more details.

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Hairdressing

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



Aromatherapy Massage

This service is available from a qualified aromatherapist. Appointments may be arranged through the ward staff, however, fees are agreed between the therapist and the patient.

Telephones

There are a limited number of coin and card payphones available on the main corridors. Patients are welcome to use mobile phones and charge batteries but we do request that the phones are switched off at night, during therapy sessions and during medical ward rounds. Chargers should be unplugged when not in use. Credit top-ups are available from the coffee shop.

The use of camera phones is not permitted in ward areas.

Post

There is a mail box for out-going mail at Reception. Postage stamps are available for purchase from The Friends Office. Letters will be delivered to you if they are sent to:

Your name.
c/o your Ward / Unit,
The Royal Hospital Donnybrook,
Morehampton Road, Dublin 4.

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Email

Messages can be received via **info@rhd.ie** with "your name" and "your ward" in the subject line. These will be delivered to you and we will be pleased to assist



you in sending a response. Access to an internet computer with email and other internet facilities is available in the Adult Disability Unit and in the Residents' Council Room, just off the main concourse. Contact staff if you require assistance.

Newspaper

There is limited availability of daily newspapers; a number of 'free' news-sheets are available throughout the hospital.

Transport

The hospital has a number of mini-coaches which provide transport for patients. Where possible, we facilitate social visits outside the hospital but hospital appointments are prioritised. We also have a vehicle that can accommodate a wheelchair user which may be borrowed by family/carers following an orientation procedure. Drivers need to be aged 25 to 70 and have a full, clean, ordinary driving licence. Enquiries can be made to ward staff.

The Friends of The Royal Hospital Donnybrook

The Friends of the hospital raise funds to help with service developments, research, education and social events for patients. Information on the Friends is included.

Compliments and Complaints

If you think that we are doing well, please let us know. If we are not doing well, please tell us. 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 nurse-in-charge for details or consult the notices in the concourse area adjacent to Reception.

Donations

The hospital partly relies on donations to meet its costs and 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 hospital
- To a department or ward within the hospital
- To the Friends of The Royal Hospital Donnybrook

We hope that we have covered everything. However, if there is other information you require, please do not hesitate to ask any member of the team and they will be delighted to help.

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Telephone Numbers

The Royal Hospital Donnybrook	4066600
Phoenix (Ward 10)	4066650
Stroke Unit	4066767
General Rehabilitation Unit	4066783
Rehabilitation Gym	4066780
Rehab Unit Day Room	4066780
Occupational Therapy	4066617
Physiotherapy	4066618
Psychology	4066717
Social Work Department	4066796
Speech Therapy	4066658
Nutrition Department	4066694
Volunteers	4066675
Pastoral Care	4066653
The Friends	4066687

Postal Address

Morehampton Road,
Donnybrook,
Dublin 4.

Fax: 01-4066605

Email: info@rhd.ie

Website: www.rhd.ie

Bus Routes

46A (wheelchair accessible) and 10

This Guide Is Also Available in Audio Format (MP3)



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