

Patient
Information





Delivering and
Developing Specialist
Medical Rehabilitation
since 1961

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Your Rights and Responsibilities

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Welcome

Welcome to the National Rehabilitation Hospital (NRH). We hope your time here will be as comfortable as possible and we wish you every success with your rehabilitation programme. This booklet provides useful information that you may wish to refer to during your time with us and following discharge from NRH.

What makes NRH different from other hospitals?

The difference between NRH and other hospitals is that other hospitals (also known as Acute hospitals or Regional hospitals) treat medical conditions or illnesses and aim to return the patient home within a short time following their surgery or treatment.

At the National Rehabilitation Hospital, the focus is to deliver specialised Rehabilitation Programmes to patients who are deemed medically stable following their treatment in the Acute or Regional Hospital. At NRH, rehabilitation programmes include personalised treatment plans designed to return patients to the highest level of independence possible following their accident, injury or illness.

Your individualised rehabilitation programme will identify areas you may have difficulty with such as walking, eating, dressing, communicating, and managing your emotional reactions to your injury or illness. Your programme may also focus on memory, thinking, work and leisure skills.

Your rehabilitation may include both individual and group activities.

Your programme may also include activities such as outings in the community and education classes for both you and your family.

We also provide:

- Information about other services that are available and might be relevant for you
- Opportunities for you to meet others with similar injuries/illnesses
- Information and links to community resources and contacts
- Training and information sessions for families and carers

The Hospital has 119 beds located on three floors. Our facilities include:

- Separate treatment gyms for adults and for children
- Activity of Daily Living (ADL) areas
- A hydrotherapy pool and sports hall
- Patient recreation areas
- A coffee shop and a patients' canteen
- A garden and courtyard area



Rehabilitation programmes include personalised treatment plans designed to return patients to the highest level of independence possible.



Location & Transport

The National Rehabilitation Hospital is located in South County Dublin on Rochestown Avenue near the town of Dun Laoghaire.

Car Parking

Car Parking is available in the hospital grounds. Hospital Management cannot accept responsibility for loss or damage to your property while on the hospital grounds.

Vehicles parked in unauthorised areas on the grounds are liable to be clamped.



Directions to National Rehabilitation Hospital (NRH) by Car

From Junction 14 on the M50

When travelling south on the M50, exit at Junction 14. Take 2nd exit onto R113. At the next roundabout, just after Bewley's Hotel, take the 3rd exit onto Leopardstown Road. Continue to junction with dual carriageway traffic lights and turn right onto N11/Stillorgan Road. (Direction south to Wexford). Take next left at Foxrock Church onto Kill Avenue/R830. Continue straight on R830 crossing Deansgrange Road. Continue up hill to next set of traffic lights and turn right at Baker's Corner public house onto Rochestown Avenue. Continue on Rochestown Avenue to first set of traffic lights and keep left at Junction with Pottery Road. The NRH is 1km on your right hand side.

From Junction 16 on the M50

When travelling north on the M50 exit at Junction 16 onto R118. Take 2nd exit at roundabout and continue straight crossing flyover above N11 onto Wyattville Road. Continue straight following Church Road until roundabout at Killiney Shopping Centre. Take 1st exit on roundabout onto Rochestown Avenue. The hospital is approximately 1.5 km further on your left hand side.



Public Transport Links

Bus Routes

The following routes are all within walking distance of the National Rehabilitation Hospital.

Route	Description	Nearest Stop	Approx distance from NRH
7	O'Connell Street to Loughlinstown / Cherrywood	Junction of Rochestown Avenue and Rochestown Park	1 kilometre
7a	O'Connell Street to Mackintosh Park	Junction of Rochestown Avenue and Rochestown Park	1 kilometre
45a	Dún Laoghaire (DART Station) to Ballywaltrim	Junction of Rochestown Avenue and Sallynoggin Road	0.3 kilometres
46a	Mountjoy Square / Parnell Square West to Dún Laoghaire	Kill Lane and junction of Rochestown Avenue	0.7 kilometres
59	Dún Laoghaire to Mackintosh Park	Junction of Rochestown Avenue and Johnstown Road	0.9 kilometres
75	The Square Tallaght to Dun Laoghaire	Kill Lane and junction of Rochestown Avenue	0.7 kilometres
111	Loughlinstown Park to Dún Laoghaire	Junction of Rochestown Avenue and Rochestown Park	1 kilometre

All of the above routes provide a wheelchair accessible bus service.

Please note that some bus routes may leave you a considerable distance from the NRH entrance. Other routes service the hospital less frequently. Please check with Dublin Bus for details.



Taxi

A Taxi Service is available in Dún Laoghaire. The Taxi Rank is on **Marine Road**, opposite the shopping centre and 200 yards from the Railway/DART Station.

Further Information

Additional information on getting to the NRH is available at www.dublinbus.ie and www.iarnrodeireann.ie

SECTION 1

About Rehabilitation



Rehabilitation is the process of learning new ways to become as independent as possible after your injury.





SECTION 1

About Rehabilitation

What is Rehabilitation?

Rehabilitation is a learning process. A range of rehabilitation specialists (your Rehabilitation Team) will work together with you and your family to help you adjust to your injury or illness and learn the skills needed to help you become as independent as possible.

Rehabilitation is an educational and therapeutic process through which you will learn and develop skills designed to:

- Help you achieve your personal rehabilitation goals
- Reach your safest level of independence
- Help you to participate meaningfully in family and community life.

What is meant by Rehabilitation Goals?

Setting goals is the best way to achieve a successful rehabilitation outcome. When starting your rehabilitation, it is helpful to think about what you want to achieve at the end of your programme. The goals you set with your rehabilitation team should be important to you, as well as realistic and attainable. Examples of a long term goal might be:

- to live independently at home;
- to return to work, driving, study;
- to improve your mobility, speech, memory.

You and your family members are central to the rehabilitation process. Together with the rehabilitation team, you will make informed decisions about your personalised rehabilitation / treatment plan, follow-up care, home modifications and other individual needs.

Programmes of Care

At NRH, rehabilitation programmes are tailored to meet the needs of individual adult and paediatric patients; they include:

- **The Brain Injury Programme**
(for patients with traumatic and non-traumatic brain injury, stroke and other neurological conditions)
- **The Spinal Cord System of Care**
(for patients with traumatic and non-traumatic spinal cord injury)
- **Prosthetic, Orthotic and Limb Absence Rehabilitation (POLAR) Programme** (for patients who have lost a limb through illness or injury)
- **Paediatric-Family Centred Rehabilitation Programme**
(for children with brain injury, spinal cord injury and limb absence)

Patients can be admitted to the Inpatient Service for a full schedule of rehabilitation treatment and education, or for a short assessment or review period.

In addition, assessments, reviews and rehabilitation treatment programmes may also be offered through our **Outpatient Service** as appropriate.

Who is on my Rehabilitation Team?

Your rehabilitation team is made up of rehabilitation specialists from a range of disciplines. You may also hear them referred to as your interdisciplinary team. They will work with you to help you achieve your rehabilitation goals.

Communication between you and the team is very important. It means working together, sharing ideas, suggestions and constructive feedback. We all work toward the same goal: that is, to help you to become as independent as possible.

You are the most important member of the team. During your rehabilitation you will:

- Develop your rehabilitation goals with the team
- Participate in treatment activities and education sessions
- Work with your team to achieve your personal rehabilitation goals



Other members of your team may include the following people. You may want to write their names beneath their roles (listed in alphabetical order):

Consultant in Rehabilitation Medicine

- The Consultant in Rehabilitation Medicine is responsible for the overall treatment and coordination of your medical care while you are at the NRH.
- Medical Registrars support the Medical Rehabilitation Consultants and, with Senior House Doctors, will provide your day to day medical care during your stay.
- Your Consultant may refer you to other Specialist Consultants, for example Orthopaedics, Urology, Plastic Surgery, Radiology, or Psychiatry.
- Your medical team will liaise with your GP, the referring consultant or other treating consultants regarding your care.

Nursing – Rehabilitation Nurse

- Nursing staff provide care, support and encouragement throughout your stay and provide an important communication link with other members of the team.
- Helps you practice what you are learning in therapies and teaches you and your family how to handle your personal care.
- Educates you about your medications.
- A Clinical Nurse Specialist in Sexuality is available to provide counselling to you and relevant others on the impact of your injury on sexuality.

Nursing – Health Care Assistant (HCA)

- The Health Care Assistant (HCA) provides care and general assistance to you during your stay.
- Assists you in doing certain daily tasks as you progress through your rehabilitation such as dressing, toileting, showering and feeding.

Nutrition and Dietetics

- The Dietitian assesses your nutrition.
- Helps you manage your dietary needs.
- Promotes healthy eating habits and provides education on how to stay healthy.
- Provides individual assessments and diet plans as required.

Occupational Therapist (OT)

- Helps you to regain skills used in daily living activities such as: dressing or bathing, work and hobbies.
- Helps you to identify equipment that will assist you to do daily living activities, for example, bathing equipment or adaptations for your computer.
- Assesses your home, work, and/ or school setting, and then suggests modifications that will make it easier for you to carry out daily tasks.

Outreach Liaison Service

- The Liaison Co-ordinators provide a link between the hospital, home, and your healthcare professionals.
- They act as your advocate and liaise with referring hospitals to assess and evaluate your readiness and suitability for admission to a Rehabilitation Programme.
- Following discharge from NRH, the Liaison Co-ordinator continues to be available for advice and support for you, your family, and community healthcare professionals.

Pastoral Care

- The Chaplains visit with patients and offer confidential listening support and advice.
- Provide spiritual and pastoral care support to patients and their families.
- Will assist you if you wish to contact representatives of other faiths.

Pharmacist

- Reviews your medications.
- Helps you to understand your medications and how to take them.

Physiotherapist (PT)

Your physiotherapist will develop a specific programme for you which will aim to:

- Improve your flexibility, strength, and exercise tolerance.
- Teach and help you to practise skills and techniques to maximise your functional ability and independence.
- Optimise your mobility and assess for and prescribe appropriate mobility equipment.
- Treat and manage pain.
- Refer you to other physiotherapy departments such as Sports and Fitness or Hydrotherapy.

Physiotherapist (Respiratory)

- Monitors the health of your lungs.
- Provides treatments to keep your lungs clear.
- Assesses the need for respiratory equipment.

Prosthetist / Orthotist

- Produces and fits all prosthetic limbs, plastic cosmetic appliances and other prosthetic devices.
- Helps you learn to wear and use your prosthesis correctly.

- Provides follow-up care post discharge in the NRH Outpatient Clinic or regional Prosthetic Clinics located around the country.

Psychologist

- Assists you and your family to come to terms with the effects of the difficulties you may experience as a result of your injury/illness.
- Helps you identify your own resources and coping mechanisms for dealing with the effects of your injury/illness.
- Provides input on the assessment and management of mood, behaviour, thinking skills, memory, attention and organisation as required.
- Provides specialist neuropsychological assessment if you have sustained a brain injury.

Social Worker

- Gives emotional support to you and your family.
- Helps you solve personal problems that may arise.
- Acts as a co-ordinator of your care at NRH.
- Assists you with discharge planning.
- Gives you and your family information you may need in the future about community agencies.

Speech and Language Therapist

- Assesses and treats any communication difficulties that you may experience as a result of your injury / illness. Communication skills include speaking, understanding, reading and writing.
- Assesses and treats swallowing difficulties that you may experience as a result of your injury / illness.
- Provides education and support to you and your family about your communication and swallowing skills.
- Provides advice and training on supportive communication devices. An example is a computer that speaks a word or sentence when you touch a button.

Therapeutic Recreation

- Organises a variety of activities in the evenings for patients. These activities are designed to complement your rehabilitation programme and enable you to develop specific skills.

What will happen during my Rehabilitation?

Initial Team Assessment

- Your interdisciplinary team assessment begins soon after you are admitted to the NRH. Your team will include rehabilitation specialists from a range of disciplines.
- Team members will review your assessment results with you and help you to identify realistic goals for your rehabilitation programme.

Treatment Planning Conference

- Your team will develop an individualised Treatment Plan containing your rehabilitation goals.
- An estimate will be made of the time needed to complete your treatment plan – this is your estimated discharge date.
- Any specific needs relating to your discharge will be identified.
- The outcome of this conference will be discussed with you to make sure you agree with the treatment proposal.

Team Conferences

- Your treatment plan is reviewed and updated to monitor progress towards achieving your rehabilitation goals.
- Your team will keep you and your family updated on progress towards achieving your goals.

Family Conferences

- Every patient is offered the opportunity to invite their family to meet with team members to discuss progress, rehabilitation goals and the discharge plan.
- This provides an opportunity for you and your family to receive feedback and to raise any concerns or questions you may have with the team.

Treatment Programme

- Your therapy sessions may start as early as 8.00am and continue until late afternoon, from Monday to Friday.
- Evenings and weekends at NRH allow time for you to practice your skills with the support of family and nursing staff.

Therapeutic Weekend Leave

- Where appropriate, therapeutic weekend leave may be incorporated into your rehabilitation programme to enable you to practice the skills at home that you have learned in the programme, and also to help you to gradually become involved again in your own community.

Patient/Family Education

- Education sessions are provided to give you and your family essential information about your care.
- Education may be given individually or in a group.
- Information on education sessions is available from your team.

Your Admission to NRH

We will notify you by phone or in writing about when to come to the hospital. We will try to give you as much notice as possible of your proposed admission date.

If due to exceptional circumstances you cannot attend at the time and date given, please telephone the Admissions Office Tel: (01) 235 5238.

Admissions Office opening times:

MONDAY TO THURSDAY:

9am to 1pm and 2.00pm to 5.00pm

FRIDAY:

8am to 1.00pm and 2.00pm to 4.00pm

On Your Arrival

If you are being admitted from home please report to the Hospital's main Reception. From there you will be directed to the appropriate ward. We ask that patients arrive by 2.00pm where possible.

If you are being admitted from another hospital, you will be taken directly to the appropriate ward.



Team members will review your assessment results with you and help you to identify realistic goals for your rehabilitation programme.



What to Bring With You

The following items should be brought with you on admission:

- Medications & prescriptions
- Splints
- Walking aids
- Communication aids
- If you use reading glasses please bring them with you

If you have a wheelchair, bring your cushions and both footplates with you.

Your name should be clearly marked on each item before you arrive.

Clothing

You should wear comfortable clothing during your daily activities. Your clothing should be clearly marked with your name using a permanent marker.

- 3 tracksuits or slacks
- Warm jackets (loose fitting)
- Jumpers or T-shirts
- Underwear
- Socks/stockings/tights
- 1 or 2 pairs of comfortable shoes/trainers/runners (ideally not new ones)
- Pyjamas or Nightdress (Nightwear must be made of non-flammable material)
- Swimming togs for Hydrotherapy may be necessary.

Toiletries

- Toothbrush and paste
- Facecloth, soap and shampoo
- Hairbrush and comb
- Roll on deodorant (not sprays)
- Shaving cream and razor

You will need toiletries on an on-going basis.

Medications/Prescriptions

Before your admission, ask your family Doctor or GP to provide you with an up-to-date prescription.

Give this prescription to the doctor or the nurse when you arrive on the ward. Tell the doctors and nurses of any over the counter medicines, vitamins or complementary medicines that you are taking.

Allergies

Tell your doctor and nurse about allergies you have, or unexpected reactions you have had to medicines in the past. Remember to let them know about food allergies or any other allergies you may have.

Special Dietary Requirements

If you are on a special diet, please bring with you any dietary information, diet sheets or any special dietary products you may have.

Medical Card

Please bring your medical card with you and present it to the nurse when you arrive on the ward.

Social Welfare Certificates

If you need Social Welfare Certificates these will be issued to you on request by the Social Work Department. Please bring your P.P.S. Number (formerly known as P.R.S.I. Number) with you.

Property and Valuables

You are discouraged from bringing money, jewellery or other personal items with you. If you are unable to organise a family member or a friend to take your valuables home, they should be given to the nurse who will store them in the hospital safe.

The hospital cannot accept any responsibility for loss of items not recorded by the staff and stored in the safe.

Visitor Guidelines

Visiting time is regarded as an important part of your day. As you will be involved in therapy sessions both morning and afternoon from Monday to Friday, we ask that your visitors cooperate with the visiting hours listed below.

Visiting Times

MONDAY TO FRIDAY:

6.30pm to 9.30pm

WEEKENDS / BANK HOLIDAYS:

2.00pm to 4.30pm

6.30pm to 9.30pm

Visitors are asked not to bring alcohol to patients and to remember that smoking is not allowed in the hospital. To encourage healthy eating, we suggest avoiding gifts of sweets, chocolate and sugary drinks. Gifts such as fruit, music, books and magazines may be more suitable.

To avoid introducing infection to the wards, visitors should refrain from visiting if they are suffering from colds, flu or infections. Visitors are asked to use the handwash gels located at the entrance to all wards to maximise infection control.

If children are visiting relatives, they must be supervised at all times.

SECTION 2

Hospital Services and Facilities



It is important to be considerate of other patients and hospital staff during your stay.





SECTION 2

Hospital Services and Facilities

Ward Routine

Each ward has a daily routine that is planned to allow the nursing and medical staff to look after you as efficiently and effectively as possible. Your team will plan your therapies to fit in with the ward routine.

It is important to be considerate of other patients and hospital staff during your stay. Please follow the hospital's rules and regulations – these include respecting other people's property, and keeping the noise level to a minimum (for example, by using headphones when using a personal radio or TV). The staff on your ward will explain the routine to you on your arrival.

Call Bell

A call bell is located at each bedside and there is an orange pull cord in every toilet or shower area. For your safety, use the call bell or pull cord to call the nurse or healthcare assistant if you need help.

Meals and Mealtimes

Most meals are provided in the Patients Canteen. If you are unable to go to the Patients Canteen your meals will be served on the Ward.

The Patients Canteen is located on the lower ground floor. Opening times are:

MONDAY TO FRIDAY:

Breakfast: **8.45am to 9.30am**

Lunch: **12.30pm to 1.30pm**

Supper: **4.45pm to 5.30pm**

WEEKENDS:

All meals are served on the wards at weekends

Laundry

During your stay, towels and linen are provided by the hospital.

If your relatives/carers can visit regularly, we ask that your laundry be taken care of at home. In an emergency please talk to a member of the ward staff who will advise you accordingly.

Social Outings

Social outings are an important part of rehabilitation. However, we need to ensure your safety at all times.

Before your first social outing or overnight leave, you must obtain medical clearance from the Rehabilitation Consultant. For subsequent outings, unless medical status changes, the Clinical Nurse Manager or his / her Deputy will advise you.

You must be accompanied by a relative or carer when you leave the hospital. We ask you to return to the hospital before 11.30pm and to report to the Night Sister or ward staff on your return.

You are asked not to leave the hospital premises without prior approval from the Clinical Nurse Manager or Deputy. Please report to the Clinical Nurse Manager or Night Sister on your return.

PLEASE NOTE that proposed outings/ social activities will only be considered if they do not interfere with your rehabilitation programme.

During the week all patients are asked to be in bed by 12.00 midnight at the latest. Remember that there are other patients on the ward who need a full night's sleep. At weekends this can be extended to 1.00am with the prior permission of the Clinical Nurse Manager or Deputy.

Telephone and Postal Services

Telephone enquiries to the hospital should be made where possible between **9.00am and 5.00pm**. For general enquiries, please dial the main Hospital Number (01) 235 5000. Direct ward numbers are listed below.

St. Margaret's Ward (01) 235-5245

St. Joseph's Ward (01) 235-5286

Our Lady's Ward (01) 235-5250

McAuley Ward (01) 235-5208

St. Patrick's Ward (01) 235-5360

St. Bridget's Ward (01) 235-5251

St. Camillus' Ward (01) 235-5252

St. Gabriel's Ward (01) 235-5260

St. Agnes' Ward (01) 235-5255

Public Telephones

There are two coin box telephones in the hospital. They are located in the front hall close to the main entrance and on the lower ground floor, near the Patient's Canteen.

Mobile Phones

The use of mobile phones can cause essential medical equipment to malfunction. You must switch off mobile phones during therapy and educational sessions.

Areas where mobile phones **cannot** be used are clearly marked. Mobile phone cameras must not be used on the wards or in therapy areas.

If you wish to charge your mobile phone, check first with the Clinical Nurse Manager.

Mobile phone chargers must be unplugged when not in use.

Postal Service

Post is delivered to the wards daily. Letters and parcels should be clearly marked with the patient's full name, and where possible, the name of the ward.

Stamped letters may be posted and this can be arranged through the ward staff. Post is collected from the hospital every day at 3.00pm.

Stamps and greeting cards are sold in the Cedars Coffee Shop on the lower ground floor.

Hospital Facilities

Patients and Visitors Day Room

The Tommy Walsh Day Room is located on the lower ground floor (Level 0).

The Day Room is divided into two areas and both rooms are open from 9.00am to 9.30pm daily. One area of the Day Room has a television and a pool table. Card and board games are also available. The other area of the Day Room is for those who enjoy a quieter environment.

A Health Care Assistant (HCA) attends the Day Room between 9.00am to 5.00pm from Monday to Friday to provide you with assistance if required.

Check the Patients' Notice Boards for information on events or entertainment.

Cedars Coffee Shop

Cedars Coffee Shop is located on the Lower Ground Floor.

Opening times are:

**MONDAY TO FRIDAY:
8am to 8pm**

**WEEKENDS / BANK HOLIDAYS:
9am to 6pm**

Newspapers, Postage Stamps and Greetings Cards can be bought in the Coffee Shop. Your relatives and friends may also use the Staff Canteen.

Hospital Trolley Shop

A trolley shop service is provided to the wards. Please ask ward staff as days and times may vary.

Library Service

Books may be obtained from the Trolley Library, which is brought to the wards regularly by NRH Volunteers. A selection of books is also available in the Tommy Walsh Day Room.

Television / Radio

A television and radio service is available in the hospital. If you bring a radio with you, please ensure that you also bring headphones.

Some wards have individual TV's. Volume on individual TV's will not operate without headphones. Please bring your own headphones as these cannot be shared for Infection Control purposes. For technical assistance contact Extension number 5282.

Internet Café

The Internet Café (originally established by Spinal Injuries Ireland) is currently located in the Patients Canteen. NRH volunteers are available to teach and help patients who may require assistance using computers. You may also watch DVDs or play computer games in the Internet Café.

Outdoor Areas

A courtyard garden is located close to the coffee shop. Access is weather dependent. There are also two patio areas located in the grounds, one close to the Main Entrance and one adjacent to the entrance to Physiotherapy.

Villa Maria

The Villa is a purpose built pre-discharge unit located on the hospital grounds. It is used to try out equipment and practice daily living skills in a homelike setting in preparation for discharge.

Your team may recommend that you and your family stay overnight or for a weekend in the unit. The arrangements are made through your Clinical Nurse Manager or their Deputy.

Private Family Area or Breast-feeding Facilities

If you need to arrange access to a private family area, please contact the hospital's main Reception.

Recycling

The hospital encourages recycling. Recycling bins for paper, plastic, cans, batteries are located on each floor. Bins marked "food waste only" are located in the Staff and Patients' Canteens; food waste is composted.

Support Services available within the Hospital

Access Officer

- If you have any access issues regarding the building or environment, please ask at Reception for the contact details of the Access Officer

Chaplaincy Service

- The Chaplains visit patients on the wards on a regular basis and provide spiritual and pastoral care support to patients and their families.
- They will help you if you wish to contact representatives of other faiths.
- The office of the Chaplain is on the first floor opposite the Chapel.

Chapel Services

Information about chapel services is available by contacting the Chaplain or asking a member of your team. This includes:

- Times of Mass
- Distribution of Holy Communion to the wards
- Anointing of the Sick
- Confessions

Family Support Groups

- Support and education groups for families and carers are arranged from time to time.
- They provide an opportunity to meet other families, friends and carers, to learn new information and share experiences, and to hear how others in a similar situation have coped.
- Information is available from staff and details will be advertised on hospital notice boards.

Patient Advocacy

- Staff will advocate for patients in terms of rehabilitation services and entitlements. At times, patients and their families may also benefit from the services of an independent advocacy service. A new National Advocacy for people with disabilities has been set up under the Citizens Information Board (see External Support Services).

Please always switch off mobile phones during therapy and educational sessions.



Patients Forum

A Patients Forum, chaired by an independent person, meets regularly to discuss issues raised by patients. All patients are encouraged to attend. Meeting dates are displayed on the Patients' Notice Boards.

Peer Support Groups

- Specific peer support groups are held for patients and their families from all programmes. Former patients offer support and share their experiences and information.
- Individual meetings with peers can be arranged.
- Topics discussed include coping with disability, personal assistance and care issues, returning to work/school, relationships, raising children and social activities.

Therapeutic Recreation Service

Therapeutic Recreation offers a variety of activities in the evenings which are designed to complement your rehabilitation programme. The service may include activities such as clay modelling, art, fishing, shopping trips, DVD and Music Nights. The Therapeutic Recreation service provides an opportunity for you to explore how you can return to leisure pursuits you enjoyed before your injury, or to explore new leisure pursuits.

Volunteer Services

The NRH Volunteers visit the patients and provide services such as assisting in the Patients' Canteen and activities such as book reading, creative writing, bridge lessons, musical evenings, mobile shop, mobile library service and playtime for children.

Representatives from St. Vincent de Paul visit the wards every Tuesday and Thursday evening. If you are interested in obtaining a copy of provincial newspapers please let them know.

Tel: (01) 235 5445

Volunteer Coordinator

External Support Services

Information about external support agencies and services is available at the Information Kiosk located in the Quadrangle area, on the lower ground floor (Level 0) of the hospital. Representatives from each agency are available at specific times during the week to answer any questions you may have. The timetable is displayed at the kiosk to allow you to plan ahead if you wish to meet one of the representatives.

External Support Agencies include the following:

Acquired Brain Injury Ireland

Acquired Brain Injury Ireland (ABII) provides a broad range of flexible rehabilitation services for people throughout Ireland with acquired brain injury (ABI). The ABII mission is to enable people with Acquired Brain Injury to live independently within their communities.

Tel: (01) 280 4164
www.abiireland.ie

Amputee Ireland

The aim of Amputee Ireland is to provide support, advice and assistance to amputees, their families and carers.

Tel: (01) 085 154 3398
www.amputee.ie

BRI

BRI is dedicated to advocating for all those affected by Acquired Brain Injury and strive to ensure that people with ABI have the best possible quality of life.

Tel: (01) 235 5501
www.briireland.ie

Citizens Information

Citizens Information provides a free and confidential Information, Advice and Advocacy Service, and will help with questions in relation to social welfare payments, housing, legal matters, HSE services, pensions, and a range of other issues.

Tel: 1890 777 121
www.citizensinformation.ie

Headway

Headway's aim is to bring positive change to people affected by an acquired brain injury. Headway offers a range of services and supports in Dublin, Cork, Limerick, Kerry and the South East.

Tel: (01) 810 2066 (Head Office).
www.headway.ie

Helpline: Lo-call 1890 200 278

Irish Wheelchair Association (IWA)

The Irish Wheelchair Association is a national organisation dedicated to the achievement of full social, economic and educational integration of people with disability as equal, independent and participative members of the community.

Tel: (01) 235 5406 or 01 818 6400
www.iwa.ie

Spinal Injuries Ireland (SII)

Spinal Injuries Ireland is dedicated to advocating and ensuring that those affected by spinal cord injury have the best quality of life. SII work to achieve change in terms of service provision, public awareness and prevention.

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SECTION 3

Your Rights and Responsibilities



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Your Rights as a Patient

At the NRH, patients have important rights relating to treatment, privacy and personal dignity. Your rights include, but are not limited to, the following:

Treatment

- You have the right to safe and effective medical care on the basis of clinical need.
- You have a right to be treated in a respectful and courteous manner at all times.
- You have the right to know who will perform your medical treatment or procedures.
- You have the right to receive information from your doctor and team that will help you decide about treatment options or procedures before any treatment or procedure begins.
- You may refuse recommended treatments. You have a right to be told about problems that may occur if treatment is refused.

- You may ask questions or give feedback about any treatment or procedure and expect a timely response.
- You have a right to be informed of hospital costs and payment options for equipment or prostheses.
- You may involve your family and others in your medical decisions.
- You may choose whether you want to take part in any research or training programme.

Dignity and Privacy

- You can expect an environment that strives to protect your dignity and privacy.
- Wards and facilities within the hospital are shared environments. However, you may request a private consultation with any member of staff.
- Employees of the NRH are bound by a confidentiality policy to maintain your privacy and confidentiality at all times.

Your Right to Make Decisions

- You may choose the person to make decisions about your care in the event that you cannot express your wishes.
- You will be involved in any decisions if conflicts – including ethical ones – concerning your care should arise.
- After providing you with information, you will be required to give consent before receiving medical care or treatments.
- Should you need help with decisions you find difficult, such as, the suitability of a particular treatment, the use of certain equipment, or participation in medical research, please contact your rehabilitation Consultant.
- For guidance on other issues you may contact any member of your rehabilitation team.

Your Responsibilities as a Patient

Your responsibility as a patient includes fully participating in all aspects of your care and treatment to the best of your ability. As such, you have a responsibility to:

- Be open and honest about your health history including level of pain, past illness, hospitalisation, medications (including over-the-counter medications) and other matters relating to your health.
- Ask questions about information and treatment options presented to you. You are responsible for the consequences of your actions if you refuse treatment or do not follow your rehabilitation team's instructions.
- Comply with hospital policies and rules and be considerate of the rights of other patients, visitors and employees.
- Keep noise on the ward to a minimum and limit the number of visitors you have on the ward at any one time.
- Follow the treatment plan recommended by your rehabilitation team. If your refusal of treatment prevents us from providing care according to ethical and professional standards, we may need to discharge you after giving you reasonable notice.
- Inform the team about any difficulties you may have involving your care.
- Keep appointments and arrive on time for scheduled therapies. It is important to let people know in advance if you cannot keep a scheduled appointment.

Leaving the Ward

- Some patients may not be allowed to leave the ward due to individual circumstances. Each ward has rules about when you may leave the ward and where you may go while you are an inpatient.
- All patients must check in with the Clinical Nurse Manager or their deputy before leaving the ward. You will need to sign out as you leave and sign in on your return so we always know how to find you.
- Depending on how much assistance you need, a trained person may need to go with you even if you are only going to another part of the building.
- The care of other patients may prevent our staff from going with you at the desired time. Approval is needed for a visitor to escort you.

Your Health and Wellbeing

The National Rehabilitation Hospital aims to promote the health and wellbeing of patients by encouraging a healthy lifestyle.

Diet and Exercise

Having a healthy diet involves making choices about what to eat to improve or maintain good health. This is especially important during rehabilitation. Information and education on healthy eating is available from the Dietician. Healthy Options meals are offered on the menu each day

Physical activity improves health and well-being. It reduces stress, strengthens the heart and lungs, increases energy levels, helps you maintain and achieve a healthy body weight, and can help to improve your outlook on life.

Routes suitable for wheelchair users and walkers are marked around the hospital grounds. Check with your physiotherapist about their suitability for you.

The sports therapist can provide you with a monitoring card so you can chart your progress.

Smoking Policy

The National Rehabilitation Hospital is a non-smoking hospital. Smoking is permitted only in designated areas on the hospital grounds.

A smoking cessation programme is available for patients – please ask a member of your team for information.

Alcohol Policy

The consumption of alcohol is not permitted in the hospital or its grounds.

A specific written policy on alcohol is available on request. A breach of hospital policy will result in a review of the situation in consultation with your team.

Please be aware that consuming alcohol may have associated risks either due to your illness or because of prescribed medications. You are advised to seek advice from your Consultant.

The hospital is committed to supporting patients with a dependency problem through referral to the appropriate treatment services.

Illegal Drug Use

The National Rehabilitation Hospital has a responsibility to report any incidence of illegal substance abuse to An Garda Síochána.

A specific written policy on illegal drug use is available on request.

A breach of hospital policy will result in a review of the situation in consultation with your team.

Anti-Social Behaviour Policy

In the interest of the safety and wellbeing of other patients and staff, anti-social or aggressive behaviour cannot be tolerated. Any such incidence will result in a review with your Consultant and your team which may lead to your discharge.

Your Safety

The National Rehabilitation Hospital aims to provide a safe, healthy, risk free comfortable environment for you during your time with us. In order to achieve the best possible standard of care and for your own safety, it is your responsibility to comply with all guidelines and regulations as set out by the hospital.

Fire Safety

If you discover or suspect a fire:

1. Raise the alarm by operating the nearest break glass unit.
2. Inform a member of staff, who will advise of the proper safety procedure including evacuation of the room, ward or hospital.
3. Always obey the instructions of hospital staff if you discover or suspect a fire.

If you hear the fire alarm:

1. Always obey the instructions of hospital staff who will advise of the proper safety procedure including evacuation of the room, ward or hospital.
2. Do not use the lifts.
3. **Do not re-enter the building.**

Your attention is drawn to the fire notices and emergency exit signs displayed in each area.

A fire alarm bell test is carried out each week and all hospital staff receive fire safety training on an ongoing basis.

Electrical Appliances

If you bring any electrical appliance into the hospital, please inform the Clinical Nurse Manager on your ward as electrical equipment must be approved by our maintenance team before use.

Hospital Hygiene / Infection Prevention and Control

We aim to maintain a clean, safe environment within the hospital. At NRH we consistently strive towards best hygiene practices. Please help us maintain a clean, healthy environment for patients and staff.

The prevention and control of infection is everybody's business. Your co-operation during cleaning times can assist us with this goal.

If you are placed in an isolation room for infection control purposes, please speak with the Infection Control Nurse, Clinical Nurse Manager or a member of your team to explain the correct procedures that you should follow. Please advise the Ward Manager or Infection Control Nurse if you have been an inpatient in another hospital in the last twelve months.

Hand Hygiene

Hand hygiene is the most important way of preventing the spread of infections. Always wash your hands after using the bathroom, or if they are visibly dirty.

Hand gels are located at the entrance to the hospital, and all wards and treatment areas. We request that you and your visitors use these gels on arrival and when leaving the hospital, and when moving between different areas of the hospital. This will help to prevent the spread of infection.

Posters are displayed around the hospital which explain how to apply hand gels but feel free to ask any staff members if you need assistance. Please feel free to check with staff that their hands are clean.

Storage of Personal Items

Storage on the ward is limited and we recommend that personal items are kept to a minimum. In addition, please:

- Do not place towels or clothing on radiators.
- Do not store belongings (including suitcases) on the floor.
- Remove toiletries from the bathroom after use.
- Do not store food in lockers unless in airtight containers.

Safe Disposal of Needles

If you are a diabetic and self administer insulin injections, please use the "Sharps Bin" to dispose of your needles safely.

Mobility

Each patient's disability is different, and each patient has a different mobility level. Some patients may be able to walk while others may need the use of a wheelchair or a mobility aid. You are asked to strictly follow the guidance of your therapist at all times.

If you are able to walk, wear shoes that have good non-slip soles.

If you have weakness or poor balance, please follow the advice of staff regarding mobility aids, e.g. the use of a walking stick, rollator or assistance from another person.

If you have been advised that you need assistance while walking or taking the stairs, or while transferring in and out of your wheelchair, please follow this advice for your own safety. Always ask for assistance if needed.

If you use a wheelchair, always apply the brakes before transferring in or out of the chair. Anti-tips and safety belts should always be used unless recommended otherwise by the team.

If the floor is wet or if you notice any spillages, please inform a member of staff.

Never attempt anything on your own that you haven't already practised successfully in the company of a professional during therapy or on the ward.

Protection and Safety of Patients

Your name and date of birth are your unique identifiers while in hospital and staff are required to check and re-check this with you prior to any procedures or treatment.

A medical record number will also be issued to you on your admission to the Hospital.

For your personal safety:

- If you think you have been confused with another patient, inform a staff member.
- Make sure staff members confirm your identity by either checking your wrist band or asking your name before administering any medication or carrying out any treatment.
- Inform staff of any allergies that you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.

A range of policies, procedures and guidelines have been developed to standardise practices within the hospital. These include a range of different patient groups.

Security

The Hospital Management cannot accept responsibility for the loss of any personal items, including cars parked on the grounds, or other personal articles. Please take care of your personal belongings and send valuables home. A 24 hour security monitoring system is in place consisting of CCTV and security personnel.

Your Service/Your Say

The National Rehabilitation Hospital is committed to providing the best possible standard of care to our patients. To make sure that we are doing our job well, we need to hear from you about the services you have received from us.

Comments and Suggestions

Your comments and suggestions are welcomed and valued; they allow us to continually improve our services. You can pass on your comments, suggestions or compliments in the following ways:

- **Verbally** – by talking to a member of your team or any member of staff.
- **In Writing** – you can post your comments and suggestions in any of the suggestion boxes placed around the hospital.
- **By E-mail** – please e-mail general comments or suggestions to communications@nrh.ie

We promise to pass on any praise and act on any comments where possible. If however you are unhappy about any aspect of our service, please let us know immediately so we can address any issues that have given cause for dissatisfaction.

Complaints

You have the right to complain about any aspect of the hospital services you are unhappy with. You can make a complaint if the service we have provided has not met your expectations.

We promise to handle your complaint and personal details in confidence. Information from your health record may need to be disclosed to relevant hospital staff for the purpose of investigating your complaint.

Complaints can be made verbally or in writing. Written complaints should be addressed to the Patient Services Manager.

Additional Information

History of the Hospital

The National Rehabilitation Hospital site was acquired in 1912 by the Sisters of Mercy when it was a private residence called 'The Cedars'. After extensive alterations to the original house, the Sisters opened a hospital for the treatment of patients with tuberculosis (TB). It was named 'Our Lady of Lourdes Hospital'.

With the eradication of TB, the Sisters saw the need for the provision of rehabilitation services. They undertook further training and recruited specialist rehabilitation staff. In 1961, following extensive refurbishment, the hospital reopened to provide specialist adult and paediatric rehabilitation services for patients from throughout Ireland.

Since then, staff at the NRH have been helping patients who have acquired a disability through accident, illness or injury to achieve the best possible outcomes from their rehabilitation.

Today, backed by experience, clinical expertise and a solid reputation for excellence, patients at NRH are given every opportunity to meet their rehabilitation goals through personalised treatment plans.



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