

Patient Information





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Developing Specialist
Rehabilitation Services
since 1961

Contents

WELCOME	6
What makes the NRH different from other hospitals?	6
What will my Rehabilitation Programme involve?	7
Inpatient Facilities	8

LOCATION & TRANSPORT	9
Car Parking	9
Directions to National Rehabilitation Hospital (NRH)	10

PUBLIC TRANSPORT LINKS	12
Bus Routes	12
Taxi	14
Further Information	14

SECTION 1	
ABOUT REHABILITATION	15
What is Rehabilitation?	17
What is meant by Rehabilitation Goals?	17
Programmes of Care	18
Who delivers my Rehabilitation Programme?	19

What will happen during my rehabilitation?	28
Initial Team Assessment	28
Goal Planning Conference	28
Intensity of Services	29
Treatment Programme	29
Family Conferences	29
Therapeutic Leave	30
Patient, Family and Carer Education	30
<hr/>	
Your Admission to the NRH	31
On Your Arrival	31
<hr/>	
What to Bring With You on Admission	33
Clothing	33
Toiletries	33
Medications and Prescriptions	34
Previous Treatment Information	34
Allergies	34
Special Dietary Requirements	34
Relevant Documents	34
Social Welfare Certificates	34
Property and Valuables	34
<hr/>	
Checklist of Items to Bring With You on Admission	35
<hr/>	
Visitor Guidelines	35
Visiting Times	35

SECTION 2

HOSPITAL SERVICES AND FACILITIES

37

Daily Routine on each Unit

39

Call Bell

39

Meals and Mealtimes

39

Laundry

40

Social Outings

40

Telephone Services

41

Mobile Phones

42

Postal Service

42

Hospital Facilities

43

Patient Dining and Recreation Areas

43

The Coffee Shop

43

Library Service

45

Television and Radio

45

Internet Access

45

Outdoor Areas

45

The Therapeutic Garden

46

Woodpark Unit

47

Private Family Area or Breast-feeding Facilities

47

Recycling

47

Support Services available within the Hospital	48
Access Officer	48
Chaplaincy Service	48
Chapel Services	48
Family Support Groups	49
Patient Advocacy	49
The National Healthcare Charter	49
Patients' Forum	49
Peer Support Groups	49
Therapeutic Recreation Service	50
Volunteer Service	50

External Support Services	51
Acquired Brain Injury Ireland	51
Amputee Ireland	52
Citizens Information	52
Headway	52
Irish Wheelchair Association (IWA)	52
Spinal Injuries Ireland (SII)	52

SECTION 3

YOUR RIGHTS AND RESPONSIBILITIES

Your Rights and Responsibilities	55
Your Rights as a Patient	56
Care and Treatment	56
Assisted and Supported Decision-Making	56
Dignity and Respect	57
Privacy	57
Consent	57
Responsibilities as a Patient	58
Leaving the Unit	59

Alcohol Policy	60
Illegal Drug Use Policy	60
Anti-Social Behaviour Policy	60
Your Health and Wellbeing	61
Diet and Exercise	61
Smoking Policy	61
Your Safety	62
Fire Safety	62
Electrical Appliances	63
Hospital Hygiene, Infection Prevention and Control	63
Help us Maintain Best Hygiene Standards	65
Storage of Personal Items	65
Safe Disposal of Needles	66
Mobility	66
Protection and Safety of Patients	67
Security	67
Patients' Participation in Research and Teaching in the NRH	68
Clinical Placements - How Students may be involved in your care	68
Teaching and Education for Healthcare Staff	69
Participating in Research at the NRH	69
How we protect your safety	69
Have Your Say	71
Comments and Suggestions	71
Complaints	72
Additional Information	73
Public Hospital Charges and Exemptions	73
The NRH Foundation	74
History of the Hospital	75

Welcome

Welcome to the National Rehabilitation Hospital (NRH). We hope your time here will be as beneficial 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 the NRH.

The guidelines in this booklet aim to let you know what to expect from the NRH, and ways you can help us to ensure that you receive the best possible standards of care. If there is anything you need or any questions you would like answered, please ask a member of your Rehabilitation Team, who will be pleased to help in every way possible.

What makes the NRH different from other hospitals?

The difference between the NRH and other hospitals is that other hospitals (also known as Acute hospitals or Regional hospitals) treat medical conditions or illnesses and patients usually return 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. The purpose of rehabilitation is to restore some or all of the person's physical, sensory, and cognitive capabilities that were lost due to an injury or illness. Rehabilitation includes assisting each patient to cope with an acquired condition that cannot be reversed medically or surgically. This includes educating patients to do as much as possible for themselves and to become experts in their own care and self management.

The NRH is externally accredited by CARF (Commission for Accreditation for Rehabilitation Facilities) – an internationally recognised, independent accreditation system.

What will my Rehabilitation Programme involve?

Your personalised rehabilitation programme will involve you and your Rehabilitation Team working together to identify areas you may have difficulty with – such as walking, eating, dressing, or communicating; and coping with your emotional reactions to your injury or illness. Your programme may also focus on memory, thinking skills, study, work and leisure skills.

Your rehabilitation programme may include both individual and group activities.

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

During your rehabilitation we will also provide:

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



Inpatient Facilities

At the NRH, our facilities include:

- Patient accommodation and facilities located across 10 Units and 4 floors
- All single en suite rooms with integrated therapy spaces on each floor
- Activity of Daily Living (ADL) areas, where daily living skills can be learned or re-learned and practised
- Therapeutic Garden
- Aquatic physiotherapy pool and sports and exercise therapy facilities
- Patient recreation and dining areas on each floor
- Coffee Shop
- Garden and courtyard areas

A full list of NRH services and facilities is outlined in Section 1 of this booklet.



Rehabilitation programmes include personalised treatment plans designed to achieve as much independence as possible for each person.



Location and Transport

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

Authorised parking areas and speed limits on the hospital grounds are clearly marked; visitors to the NRH are asked to adhere to these for your safety and the safety of others.

Directions to the National Rehabilitation Hospital

From Junction 14 on the M50

When travelling south on the M50, exit at Junction 14, take 2nd exit onto N31.

Continue straight on. Then, following signs for Wexford, turn right onto Leopardstown Road - R113.

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 Lane-R830. Continue straight on R830 crossing the main junction at Deansgrange Road – at this junction you will see a row of shops to your right, and a public house to the left.

Continue on towards the next main junction, moving into the lane for turning right before reaching the traffic lights.

At the traffic lights turn right at Baker's Corner 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. Continue straight, crossing flyover above N11 onto Wyattville Road, following signs for R118 towards Sallynoggin.

Continue on to Church Road, passing St. Matthias' Church on your left, until next roundabout.

Take 1st exit at roundabout on to R828 (towards Blackrock); you are now on Rochestown Avenue, with the Killiney Shopping Centre on your right hand side. The NRH is approximately 1.5km further ahead on the left hand side.



Public Transport Links

Bus Routes



Please note that some bus routes may leave you a considerable distance from the NRH entrance. Other routes service the hospital less frequently.

For up to date bus route information please visit www.transportforireland.ie or www.dublinbus.ie.





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 and DART Station.

Further Information

Additional information on getting to the NRH is available at:

www.transportforireland.ie

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 in your personal, family and community life.

What is meant by Rehabilitation Goals?

Setting goals is considered to be 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 achievable. Examples of a long term goal might be:

- to live independently at home
- to return to work, driving, study
- to improve your mobility
- to improve your attention, memory, or communication.

SECTION 1 About Rehabilitation

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

Programmes of Care

At the NRH, Rehabilitation Programmes are organised into the following areas of specialty:

- **The Brain Injury Programme**
for patients with traumatic and non-traumatic brain injury, neurological conditions.
- **The Stroke Specialty Programme**
for patients who require specialist rehabilitation following Stroke.
- **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 with limb absence as a result of injury, illness or congenital conditions.
- **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** or **Day Patient Service** as appropriate.

Who delivers my Rehabilitation Programme?

Your Rehabilitation Team: (also referred to as your Interdisciplinary Team, or IDT) is made up of specialists from a range of disciplines. They will work with you to help you achieve your rehabilitation goals.



The Interdisciplinary (IDT) Rehabilitation Team

Communication between you and your rehabilitation team is very important. It means working together, sharing ideas, suggestions and constructive feedback. We all work towards the same goal: that is, to help you to become as independent as possible and become expert in your own care and self-management.

SECTION 1 About Rehabilitation

You are the central 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

Your **Rehabilitation Team** may include the following people. You may want to write their names beneath their roles (listed in alphabetical order):

Consultant in Rehabilitation Medicine and Medical Team

- The Consultant in Rehabilitation Medicine is responsible for the overall treatment and coordination of your medical care while you are a patient at the NRH.
- Medical Registrars support the Medical Consultants and, with Senior House Doctors (SHOs), will provide 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 the other members of the team.
- Nursing staff help you practice what you are learning in therapies and teach you and your family how to manage your personal care.
- A Clinical Nurse Specialist in Sexuality is available to provide counselling to you and relevant others on the impact of your injury on sexuality.
- Clinical Nurse Specialists and Advanced Nurse Practitioners are key members of the Interdisciplinary Teams (IDTs) at the NRH. Your treating team can provide you with more information about these roles.

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. This may include showering, toileting and dressing, and assisting at mealtimes.

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)

- The Occupational Therapist helps you to regain skills used in daily living activities such as: dressing or bathing, or activities useful for 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, study or school setting, and then suggests modifications that will make it easier for you to carry out daily tasks.

Outreach Liaison Service

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

Pastoral Care

- The Chaplain visits with patients and offers confidential listening support and advice.
- Provides spiritual and pastoral care support to patients and their families.
- Will assist if you wish to contact representatives of any faith.

Pharmacist

- The Pharmacist reviews your medications and reconciles your prescriptions on admission and discharge.
- Helps you to understand your medications and how to take them.
- Attends Consultant rounds to advise on medications at point of prescribing.
- Dispenses medication for patients going home for therapeutic leave.
- Pharmacists participate in interdisciplinary education sessions.

Physiotherapist (PT)

Your physiotherapist will develop a specific programme with 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 Exercise or Aquatic Physiotherapy.

Physiotherapist (Respiratory)

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

Prosthetist and 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 in the NRH Outpatient Clinic or regional Prosthetic Clinics located around the country.

Psychologist

If a Clinical Psychologist is involved in your care, this may involve:

- Working with you to assess how your injury or condition may have affected your attention, memory, thinking skills, insight, mood and behaviour.
- Assessing your mood and ways of coping, and providing psychotherapy in order to support your emotional wellbeing during your admission.
- Undertaking assessments and interventions to help you benefit from your rehabilitation programme and to learn how changes in behaviour and personality may affect your adjustment following your injury or illness.
- Liaising with you and your family or carers regarding the psychological support you may require following discharge, which may require attending the Outpatient Service.

Social Worker

- Your Social Worker gives emotional support to you and your family:
- Supports you and your family to adjust to your injury and supports you in dealing with challenges that may arise from this.
- Acts as a liaison between you and the treating team throughout your rehabilitation.
- Assists you with discharge planning by working with you and your family to identify and advocate for the supports needed for your discharge.
- Gives you and your family information you may need in the future about services available in the community.

Speech and Language Therapist (SLT)

- Assesses and treats any communication difficulties that you may experience as a result of your injury or illness. Speech Therapy might assess speaking, understanding, reading and writing, and may also look at your thinking and memory skills which are important for communication.
- Assesses and treats swallowing difficulties that you may experience as a result of your injury or illness.
- Provides education and support to you and your family or support person about your communication and swallowing skills.
- Provides advice and training on supportive communication devices, as appropriate. This might include using technology to support communication.

Therapeutic Recreation Specialist (TRS)

- The Therapeutic Recreation Specialist 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.
- Therapeutic Recreation provides an opportunity for you to explore how you can return to hobbies or interests you enjoyed before your injury, or to explore new leisure pursuits.

Creative Arts Therapists (CAT)

Music Therapists and Art Therapists work within the Interdisciplinary Team using art and music to support you in achieving your rehabilitation goals by supporting your communication, working on physical goals and supporting engagement with others in groups.

The Music Therapist uses music including singing, playing instruments and song writing to help you to think about your feelings and mood; stimulate memories and concentration; and to help you to relax, manage stress and address pain.

The Art Therapist uses a variety of art forms to help you to express your thoughts, feelings and identity, facilitate your creativity and self-esteem and support concentration and thinking skills.

NRH Staff Uniforms



Clinical Nurse
Manager II
(CNM II)



Clinical Nurse
Manager I
(CNM I)



Staff
Nurse



Healthcare
Assistant



Advanced Nurse
Practitioner
(ANP)



Clinical Nurse
Specialists
(CNS)



Physio
Therapist



Occupational
Therapist



Speech
Therapist



Pharmacist



Dietitian



Catering



Technical
Services



Household
Team



Prosthetist/
Orthotist

What will happen during my rehabilitation?

Initial Team Assessment

- Your interdisciplinary Rehabilitation Team assessment begins soon after you are admitted to the NRH. Your team will include rehabilitation specialists from a range of disciplines (such as Medical, Nursing and Therapies, as appropriate to your clinical needs). These disciplines are listed under 'The Rehabilitation Team (Interdisciplinary Team)' in the last section.
- Team members will review your assessment results with you and help you to identify realistic goals for your rehabilitation programme.

Goal 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 and the details of your treatment proposal will be explained.

Intensity of Services

Intensity of services means how much and how often services will be provided within your Programme. This will vary depending on your individual assessment. Rehabilitation Nursing services are provided around the clock and relevant therapies will be planned for you according to your clinical needs. For example, your treatments may be delivered on a one-to-one basis, or with more than one person being treated by a therapist at the same time; you may also receive group treatment (such as education sessions).

Treatment Programme

- Your therapy sessions may start as early as 8.00am and continue until evening, from Monday to Saturday.
- Evenings and weekends at the NRH allow time for you to practice skills you have learned in therapy with the support of family or carers and nursing staff.
- Your treatment plan is reviewed weekly and updated to monitor progress towards achieving your rehabilitation goals.
- We will keep you and your family or carer updated on progress towards achieving your goals.

Family Conferences

- Every patient is offered the opportunity for their family or support person 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.

Therapeutic Leave

- Where appropriate, therapeutic leave may be included as part of 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 and Carer Education

- Education sessions are provided to give you and your family or carer essential information about your care.
- Education may be delivered individually or in a group.
- Information on a range of family and carer education sessions will be provided during your rehabilitation by members of your team.

Your Admission to the NRH

We will notify you by telephone 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 contact the Admissions Office. Tel: (01) 235 5238.

On Your Arrival

The Unit staff will contact you with the date and time of appointment for your admission. Please come to the hospital's main Reception.

What to Bring with you

Remember to bring the everyday items you use, for example, reading glasses, hearing aid, mobile phone or computer tablet, walking aid or communication aid. If you have a wheelchair, bring your cushions and both footplates. The following pages include checklists of all the items you need to bring (as relevant to you).

Checklist of documents to bring on admission:

On your admission, please bring the relevant documents from the list below:

- Current Medical Card, or valid EHIC card if issued outside of Ireland.
- Details of hospital stays over the 12 months before admission to the NRH.
- For non-EU members, please bring private insurance details.
- If your admission is due to a Road Traffic Accident (RTA), please bring contact details for your Solicitor.

Information about public hospital charges in Ireland can be found on the HSE website - www.HSE.ie.

SECTION 1 About Rehabilitation



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 On Admission

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

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

Clothing

You should bring comfortable clothing to wear during your daily activities. Your clothing should be clearly marked with your name using a permanent marker. We recommend that you bring:

- 3 tracksuits or slacks
- Warm jackets (loose fitting)
- Jumpers or T-shirts
- Underwear
- Socks, stockings, tights
- 1 or 2 pairs of comfortable shoes or trainers (ideally not new ones) and slippers. Shoes and slippers should be non-slip for safety.
- Pyjamas or nightwear (made of non-flammable material)
- Swimming togs for aquatic physiotherapy may be necessary.

Toiletries

- Toothbrush and toothpaste
- 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 and Prescriptions

Before your admission, ask your Doctor or GP to provide you with an up-to-date prescription. Please bring in your current medications, and the up-to-date list or prescription to the NRH. Give this prescription to the doctor or nurse when you arrive on the Unit at the NRH. Tell the doctors and nurses of any over-the-counter medicines, vitamins or complementary medicines that you are taking.

Previous Treatment Information

Please bring along any previous exercise programmes or information and advice from therapists you have seen before coming to the NRH.

Allergies

Tell your doctor and nurse about allergies you have, or unexpected reactions you have had to medicines in the past. Remember also 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.

Relevant Documents

Please bring all documents listed on page 29 that are relevant to you.

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 PPS 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.

Checklist of Items to Bring With You on Admission

- Everyday items you may use, for example, reading glasses or hearing aid, mobile phone or computer tablet, walking aid or communication aid
- Clothing
- Toiletries
- Medications-Prescriptions
- Medical Card or EHIC card
- PPS Number
- Details of previous treatment information
- Details about any allergies you may have
- Details of special dietary requirements

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 Saturday, we ask that your visitors cooperate with the visiting hours listed below.*

Visiting Times

Monday – Sunday: **5.45pm - 7.45pm**

Weekends and Bank Holidays: **2.00pm to 4.00pm**

* In cases of infection outbreaks or pandemic situations, Visitor Guidelines will be adapted as appropriate - details will be posted on the hospital website and patients and families will be advised of the arrangements in place at the time.

Visitors are asked not to bring in alcohol or cigarettes to patients. Alcohol consumption or smoking are not permitted in the hospital or on its grounds. To encourage healthy eating, we suggest avoiding gifts of sweets, chocolate and sugary drinks. Gifts such as fruit, books and magazines are some alternative suggestions.

At the NRH, we are committed to maintaining the highest possible standard of hygiene throughout the hospital.

Visitors can help us in reducing the risk of infection by:

- following guidance on restricted visiting, mask-usage and other public health guidance at times of infection outbreaks or pandemic situations.
- regular hand-washing or using the hand gel provided. Signs are in place to show the correct hand washing technique.
- not visiting if they are feeling unwell as they may present a risk of infection to you and to others. For example, if they have a cold, diarrhoea, vomiting, chicken pox or other such illnesses, they should not come to the hospital until at least 3 days after they feel better.
- not sitting or lying on your bed.
- using public toilets, as patient toilets are for patient use only.
- not bringing in food from outside the hospital. For special dietary requirements, please discuss with the treating team.
- watching out for information displayed around the hospital at times when infections are prevalent in healthcare settings or in the community, for example Flu, 'Winter Vomiting Bug', and other types of flu and viruses.
- placing litter or refuse in the bins and recycle bins provided throughout the hospital and its grounds.

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

Daily Routine on each Unit

Each Unit has a daily routine that is planned to allow the nursing, medical and therapy staff to look after you as efficiently and effectively as possible.

It is important to be considerate of other patients and hospital staff during your stay. Please follow the hospital's rules, regulations and guidance for your own and others' safety and wellbeing (see **'Your Rights and Responsibilities'** on page 53). The staff on your Unit will explain the routine to you on your arrival.

Call Bell

A call bell is located at each bedside and there is a pull cord in every en suite bathroom. 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' Dining Rooms located on each floor. If you are unable to go to the Dining Room due to bed-rest or other clinical reasons, your meals will be served in your room and times may vary from mealtimes in the Dining Room.

A tea and coffee service is available between mealtimes – please ask a staff member on your Unit for details.

SECTION 2 Hospital Services and Facilities

Patients' meals are served in the dining rooms during the following times;

Monday – Friday

Breakfast: **7.30am to 9.00am**

Lunch: **12.30pm to 2.00pm**

Evening meal: **5.00pm to 6.15pm**

Weekends: Breakfast time begins approximately one hour later for patients who are required to have meals in their room.

Laundry

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

If your relatives or 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 Unit 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 your medical status changes, the Clinical Nurse Manager or Nurse in Charge of the Unit will advise you.

You should not leave the hospital premises without prior approval from the Clinical Nurse Manager or Nurse in Charge of the Unit.

You must be accompanied by a relative or carer when you leave the hospital. We ask you to return to the hospital before 11.00pm and report to the Nurse in Charge on your return.

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

Patients should be in bed by 11.00pm during the week and 11.30pm at weekends (this may be extended at weekends in prior agreement with the Nurse in Charge of the Unit).

Telephone 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 Unit numbers are listed below.

Ash Unit	(01) 235-5841
Daisy Unit	(01) 235-5763
Fern Unit	(01) 235-5990
Holly Unit	(01) 235-5890
Lily Unit	(01) 235-5940
Oak Unit	(01) 235-5900
Pine Unit	(01) 235-5700
Poppy Unit	(01) 235-5820
Rose Unit	(01) 235-5870
Willow Unit	(01) 235-5800

Mobile Phones

The use of mobile phones can cause essential medical equipment to malfunction. Mobile phones must be switched off during therapy and education sessions.

Areas where mobile phones **cannot** be used are clearly marked. The use of **cameras** or **recording devices** (including those on mobile phones, smartphones, computer laptops, tablets or other types of technology) are not permitted within the clinical areas of the hospital. This is in line with our General Data Protection Regulations (GDPR) policy.

Please consider other patients in the Unit; mobile phones should be switched off at night so that other patients can sleep undisturbed.

For fire safety reasons, all electrical equipment must be discussed with the Clinical Nurse Manager prior to use.

The hospital cannot accept responsibility for lost or stolen mobile phones, computers or other such personal equipment.

Postal Service

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

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

Stamps and greeting cards are sold in the Coffee Shop on the ground floor close to the main Reception.

Hospital Facilities

Patient Dining and Recreation Areas

Recreation and dining areas are located on each Unit.

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

The Coffee Shop

The Coffee Shop is located on the ground floor close to the main Reception. Opening times are:

Monday – Friday:

7.30am to 7.30pm

Weekends and Bank Holidays:

9.00am to 6.00pm

Postage stamps and Debit Card facilities are available in the Coffee Shop.





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



Library Service

Books are available from the Day Room in the Cedars Building and in the Patient Dining and Recreation areas. Ask a member of staff if you need assistance to get some books.

Television and Radio

A television and radio service is available in the hospital.

Patients' rooms have individual TVs. For technical assistance, please ask a member of the team to contact a member of our technical staff.

Internet Access

Volunteers are available to help patients who may require assistance using computers, smart phones and computer tablets. Please ask a member of your treating team if you would like more information. Patients can avail of free WiFi at the NRH.

Outdoor Areas

A number of courtyard areas are located around the hospital for patients and visitors to enjoy. Access is weather dependent.



The Therapeutic Garden

The Therapeutic Garden provides a range of opportunities for patients to participate in rehabilitative, recreation and leisure activities, all of which make up important parts of the personalised rehabilitation programmes delivered at the NRH. Examples include:

Gardening activities such as planting, growing, digging, hedge-cutting and lawn maintenance can help to develop patients' upper limb strength, dynamic balance skills, fine motor skills and thinking skills.

The Polytunnel is a wheelchair accessible, covered outdoor space to work with potting, germination and propagation of plants which will then be transferred into raised beds of different height levels.

Herbs and vegetables are grown in the **Allotment and Kitchen Garden**. This can be used as part of a planning exercise, incorporating activities from gardening to meal planning and preparation.

The **Putting Green**, and flat lawn for **Lawn Games** can assist with improving balance (bending and standing), hand-eye coordination, ambulation, and concentration.

Steps at different levels in the garden are designed to help patients practice mobilisation skills. Various gradient and gravel **Pathways** allow people to practice outdoor mobility skills.

The **Sensory Garden** involves planting and growing activities that incorporate the senses – touch, smell, sight, sound and taste activities.

The **Summer House** is a fully heated, ventilated and well lit space that provides a quiet environment away from the main hospital for social and relaxation activities.

The Therapeutic Garden also provides a space where patients can enjoy social interaction, or relax and spend some quiet time enjoying the outdoors and nature.

Woodpark Unit

This is a purpose built pre-discharge unit located on the hospital grounds. It is used by patients and families or carers to try out equipment and practice daily living skills in a homelike setting in preparation for discharge from the NRH.

Your team may recommend that you and your family stay overnight or for a weekend in Woodpark Unit. The arrangements are made through your Clinical Nurse Manager or Nurse in Charge of your Unit.

Private Family Area or Breast-feeding Facilities

If you need to arrange access to a private family area, please ask Unit staff to contact the Nurse in Charge of the Hospital on Bleep 8003.

Recycling

The hospital encourages recycling. Recycling bins for paper, plastic, cans, batteries are located on each Unit. Bins marked 'food waste only' are located in the staff and patients' dining areas; food waste is composted.

Support Services available within the Hospital

Access Officer

- Please ask at Reception for the contact details of the Access Officer if you have any issues regarding the accessibility of our facilities, environment, or our information.

Chaplaincy Service

- The Chaplain visits patients on the units on a regular basis and provides spiritual and pastoral care support to patients and their families or carers. You may ask any member of staff on your Unit to contact the Chaplain and request a visit.
- The Chaplain will help you if you wish to contact representatives of any faith.
- The office of the Chaplain is located on Level 1 in the Cedars Building. A member of staff will assist you if you wish to make an appointment.

Chapel Services

Information about chapel services is available by contacting the Chaplain or asking a member of your Rehabilitation Team.

This includes:

- Times of Mass
- Distribution of Holy Communion to the Units
- Sacrament of Healing
- Confessions

Family Support Groups

- Support and education groups for families and carers are arranged from time to time.
- Support Groups 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 National Advocacy service for people with disabilities has been set up under the Citizens Information Board (see External Support Services).

The National Healthcare Charter

Copies of the National Healthcare Charter are available throughout the hospital.

Patients' Forum

A Patients' Forum, chaired by an independent person, is one of many opportunities for patients to provide feedback. All patients are encouraged to attend. Meeting dates are displayed on the Notice Boards.

Peer Support Groups

- Specific peer support groups are held for patients and their families from all rehabilitation 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 study, school or work, relationships, raising children and social activities.

Therapeutic Recreation Service

Therapeutic Recreation offers a variety of activities (mainly in the evenings) which are designed to complement your rehabilitation programme. The service may include activities such as art, fishing, shopping trips, clay modelling, movie, quiz and music nights, and learning or developing new skills in mobile technology such as tablets or smart phones.

The Therapeutic Recreation service provides an opportunity for you to explore how you can return to hobbies or interests you enjoyed before your injury, or to explore new leisure pursuits.

Volunteer Service

The NRH recognises our volunteers as a most valuable resource. They act to enhance the services provided at the NRH.

Patient feedback highlights the benefits gained by patients through engagement with our volunteers. Volunteers assist our staff across the hospital to coordinate and facilitate patient events, to support therapeutic and recreational activities and to provide an extra layer of patient-centred assistance.

A comprehensive induction programme is provided for essential orientation and training for all our volunteers. Garda Vetting is required for all volunteer roles at the NRH and volunteers commit to their roles for at least six months.

Just some of our volunteering roles at the NRH include:

- Assistive Technology Assistants
- Recreational Therapy Volunteers
- Music and Art Therapy Volunteers
- Therapy Services Support Volunteers

- Gardening Volunteers
- Unit Based Support Volunteers
- Sports and Sports Championships Volunteers
- Visiting and Mealtime Assistant Volunteers
- Administration Support Volunteers
- Patient Forum Chairperson Volunteer
- Other volunteer roles will also come on stream in the future.

At the NRH, there are several relevant external support organisations who provide volunteer support to patients and families.

To find out more about volunteering with the NRH, or to make a general enquiry, please ask a member of staff or alternatively, email volunteering@nrh.ie

External Support Services

Information about external support agencies and services is listed below. If you wish to meet the representatives from any of the support agencies, ask the Patient Experience and Healthcare Data Manager or a member of staff to assist with making the arrangements.

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 ABI to live independently within their communities.

www.abiireland.ie

Amputee Ireland

The aim of Amputee Ireland is to provide support, advice and assistance to people with limb absence, and their families and carers.

www.amputee.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.

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.

www.headway.ie

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.

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.

www.spinalinjuries.ie

SECTION 3

Your Rights and Responsibilities



At the NRH, patients have important rights relating to treatment, privacy and personal dignity.



SECTION 3

Your Rights and Responsibilities

Your Rights and Responsibilities

Your wellbeing is important to us and we will do everything we can to help you feel as comfortable as possible during your stay at the NRH. To help lessen any anxiety you may be feeling as you begin your rehabilitation programme, and to give you a greater level of confidence, it is important to know your rights and responsibilities.

As well as the right to safe and effective treatment, patients also have rights to dignity, respect and privacy – in this section we have outlined what you can expect (your Rights) and ways you can help us (Responsibilities) to ensure you get the maximum benefit from your rehabilitation programme.

You may ask advice from a member of your Rehabilitation Team on how to obtain information about your diagnosis, treatment or care, or if you have any other questions or concerns at any time, staff members on your team will be pleased to help in any way possible.

Your Rights as a Patient

Care and Treatment

As a patient of the NRH, you can expect...

- to receive safe, competent and effective care and treatment on the basis of clinical need.
- to be treated in a respectful and courteous manner at all times.
- to be informed of staff who will be involved in your care.
- to receive information and advice from your doctor and team, before any treatment or procedure begins, that will help you decide about treatment options or procedures available – you may involve your family or other nominated support persons in your decisions.
- to be advised about problems that may occur if treatment is refused.
- to be informed of hospital costs or any payment options for equipment or prostheses.
- to ask questions or give feedback about any aspect of your treatment or clinical procedures and expect a timely response.
- to request an interpreter or translation service if needed.

Assisted and Supported Decision-Making

The NRH is committed to assisted and supported decision-making for patients in line with the Assisted Decision Making (Capacity) Act (ADMA).

Should you need any help with making decisions, such as the suitability of a particular treatment, participation in research or any decision that is important to you, please ask a member of your rehabilitation team for support.

Dignity and Respect

At the NRH, you can expect...

- to be in an environment where your care is provided in a sensitive and compassionate way, and equality is central to all that we do.

Privacy

You can expect...

- reasonable privacy during interviews and examinations. Units and facilities within the hospital are shared environments, however, you may request a private consultation with any member of staff.
- to be assured that your personal information will be treated as strictly confidential.

Consent

You can expect...

- to be involved in making informed decisions about your care and treatment to the extent that you choose. You may involve your family, carers or other nominated support persons in decisions about your treatment.
- to give informed consent, having first discussed the options available to you, before any treatment or procedure begins. The discussion may include expected results, success rate and possible side effects.
- to choose the person you want to make decisions in the event that you cannot express your wishes about your treatment, including situations where there is an ethical concern.
- You may choose whether or not you want to take part in any research or training programme.

Should you need any help with making decisions, please ask a member of your rehabilitation team for support.

Responsibilities as a Patient

It is vital in the interest of the safety and wellbeing of patients, staff and visitors that the hospital's policies, procedures and guidelines are followed at all times.

To help us ensure that you get the maximum benefit from your rehabilitation programme, we have outlined a list of patient responsibilities below, these include:

- Follow the hospital's policies and procedures.
- Fully participate in all aspects of your care and treatment (including making informed decisions about your care) to the best of your ability. If you need support to make any decisions, please ask a member of your rehabilitation team.
- 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.
- Let us know if you do not understand any aspect of the information we give you. Staff members on your rehabilitation team will be happy to answer any questions you may have.
- Follow the treatment plan recommended by your rehabilitation team - you are responsible for any problems that may occur if you refuse treatment or choose not to follow your rehabilitation team's instructions. If 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 be having involving your care.
- Arrive on time for appointments or scheduled therapies. It is important to inform staff and give reasonable notice if you need to cancel and reschedule an appointment.

- Keep noise on the Unit to a minimum and limit the number of visitors you have on the Unit at any one time.
- Be considerate of other patients, visitors and hospital staff at all times. Everyone deserves to be treated equally with courtesy, dignity and respect.
- The use of cameras or recording devices (including those on mobile phones, smartphones, computer laptops, tablets or other types of technology) are not permitted within the clinical areas of the hospital. This is in line with our Data Protection policy.
- Comment on your care and ask for any concerns you have to be addressed. Your feedback is important to us, it helps us to improve our services.

Leaving the Unit

The details relating to your Unit will be given to you by the nursing staff as part of your introduction to the NRH. Each Unit has rules about when patients may leave and where they may go while they are an inpatient – these include the following:

- Always inform a member of the nursing staff before leaving the Unit 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 may be needed for a visitor to escort you if leaving the Unit, always check with a member of the nursing staff.
- Some patients may not be allowed to leave the Unit for their safety or due to individual circumstances.

Alcohol Policy

Drinking alcohol is not permitted in the hospital or its grounds.

A specific written alcohol policy is available on request. A breach of the hospital's zero tolerance policy will result in a review of the situation in consultation with your team, which may lead to your discharge from the hospital.

Please be aware that 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 Policy

Taking illegal drugs is not permitted in the hospital or grounds.

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

A written policy on illegal drug use in the NRH is available on request.

A breach of the hospital's zero tolerance policy will result in a review of the situation in consultation with your team, which may lead to your discharge from the hospital.

Anti-Social Behaviour Policy

In the interest of the safety and wellbeing of other patients and staff, anti-social, aggressive or threatening behaviour or language, or non-compliance with hospital policies will not be tolerated. Any such incidence will result in a review with your Consultant and your team which may lead to your discharge. A copy of the Anti-Social Behaviour Policy (Policy for the Prevention, Management and Support for Behaviours and Events that Challenge or are of Concern) is available on request.

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 wellbeing. 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 and, in line with Government Policy, the NRH is a smoke free campus.

Smoking seriously damages your health.

We offer support to people to help them give up smoking, this includes:

- Nicotine Replacement Therapy (patches)
- A 'Smoking Cessation Officer' is available to offer you advice and counselling on how to give up smoking – please ask a member of your team for information.

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, Unit 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, Unit 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 Unit.

For Fire Safety purposes, use of personal electrical appliances is restricted within the hospital. Staff on the Unit can provide more information about which appliances are permitted for use.

Hospital Hygiene, Infection Prevention and Control

At the NRH, we consistently strive towards best hygiene practices as a vital part of the hospital's quality systems to ensure the safety and wellbeing of patients, staff and visitors. It is our goal to contribute to the reduction of healthcare-associated infections by ensuring the hospital is clean, and although it will never be possible to prevent all infections, there are ways in which you can help towards maintaining a clean and healthy environment for all.

It is part of the hospital policy to carry out admission screening (such as MRSA screening) of all patients, and if necessary, repeat screening throughout their stay in the hospital. Please let the Nurse in Charge or Infection Control Nurse know if you have been an Inpatient in another hospital in the past twelve months.

You can help us in reducing the risk of infection by:

- cleaning your hands each time you enter or leave a treatment area.
- not touching your wound or your dressing or any of your devices, such as drips or catheters.
- before you are treated by a staff member, please feel free to ask them if they have washed their hands.
- watching out for information displayed around the hospital at times when infections are prevalent in healthcare settings or in the community, for example Flu, Norovirus, 'Winter Vomiting Bug'.

You can also help us to reduce the risk of infection by asking your relatives and visitors:

- to wash their hands or use the hand gel provided. Signs are in place to show the correct hand washing technique.
- not to visit if they are feeling unwell as they may present a risk of infection to you and to others. For example, if they have a cold, flu, diarrhoea, vomiting, chicken pox or other such illnesses, they should not come to the hospital until at least 3 days after they feel better.
- not to bring children to the hospital without first checking with the Clinical Nurse Manager on the Unit.
- not to sit or lie on your bed.
- to use public toilets, as patient toilets are for patient use only.
- not to bring in food from outside the hospital. Please be aware that bringing food in from outside the hospital is done at patients' own risk.

A clean environment provides the right setting for best practice in patient care and infection control.

Help us Maintain Best Hygiene Standards

At the NRH, we are committed to maintaining the highest possible standard of hygiene throughout the hospital.

You can help us to keep our hospital clean and help prevent the risk of infection by:

- informing a member of staff if you see any dirt or dust, or if you are concerned about any aspect of cleanliness in the hospital.
- keeping the space around you and your bed tidy and uncluttered so that cleaning staff can access all the surfaces easily.
- your locker will be emptied once a week to facilitate cleaning of the inside of the locker. The staff on your Unit can tell you which day this happens on your Unit.
- placing your litter or refuse in the bins and recycle bins provided throughout the hospital. Please also keep the corridors, public areas and paths outside the hospital clean by using the bins provided.

Storage of Personal Items

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

- do not store any belongings on the floor; please use the locker and wardrobe provided – some belongings must be sent home if there is not enough space available to store them.
- patients' laundry will need to be taken home by family members or carers to be laundered.
- do not store snack food in lockers unless in airtight containers (remember, bringing food in from outside the hospital is done at patients' own risk).

SECTION 3 Your Rights and Responsibilities

If you require any further information or advice about Hygiene and Infection Control, please ask a member of your team to arrange for the Infection Control Nurse to meet with you.

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 to use 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, for example, 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 healthcare professional during therapy or on the Unit.

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 and date of birth before administering any medication or carrying out any treatment.
- Inform staff of any allergies you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.

Security

The Hospital Management cannot accept responsibility for the loss or damage of any personal items, including cars parked on the grounds. 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. The Security Office is located opposite Reception near the hospital's main entrance.

Patients' Participation in Research and Teaching at the NRH

The NRH is a university teaching hospital. Every year we provide teaching and clinical training to hundreds of healthcare students. We also support and encourage research activity in the hospital.

Clinical Placements – How Students may be involved in your care

The NRH is a publicly funded teaching hospital that facilitates student clinical placements. As a patient in the hospital, you will be asked if students may participate in your care or your therapy sessions under the supervision of our staff.

Our academic partners include University College Dublin (UCD), Trinity College Dublin, University of Galway, Royal College of Surgeons University of Medicine and Health Sciences (RCSI), University of Limerick (UL) and University College Cork (UCC). The NRH also facilitates placements for students from other higher education institutions. All academic requirements and regulatory requirements with professional bodies are adhered to.



Teaching and Education for Healthcare Staff

At times, our staff or students undertake to write or present case studies for college or teaching purposes. The staff member or student will always ask for your permission in advance before including any of your information. They will explain to you what information they would like to present, for example, if it will include anonymised case details and or any recordings or images. They will also explain how your confidentiality will be protected. You will be asked for your written consent in advance. If you would rather not participate, you can say no. This will not affect your treatment in any way.

Participating in Research at the NRH

As a publicly funded, university teaching hospital, the NRH supports and encourages research activity in the hospital. We are committed to carrying out research to advance care and treatment within complex rehabilitation programmes for the benefit of our patients, and their families and carers. As a patient of the NRH you may be asked about participating in research.

How we protect your safety

All research, or clinical trials, undertaken by or in the NRH must obey strict ethical standards. To ensure this, the hospital has a Research Ethics Committee (REC), established by the Board of the Hospital, who approve every research study before it can begin.

Further detailed information will be provided to you if you are asked to participate in a particular research study or clinical trial.

SECTION 3 Your Rights and Responsibilities

There are many advantages to participating in research including:

- gaining access to a new research treatment before it is widely available – with all associated risks explained to you
- helping others by contributing to the advancement of healthcare through medical research
- playing an active role in your own healthcare



Have 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 would like 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 contacting the Patient Experience and Healthcare Data Manager. Tel: (01) 2355211.
- **In Writing** – you can post your comments and suggestions in any of the suggestion boxes placed around the hospital or email the Patient Experience and Healthcare Data Manager at patientexperience@nrh.ie
- **Online** – please log onto www.nrh.ie and select 'Have Your Say'.

We will 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.

SECTION 3 Your Rights and Responsibilities

Complaints

You have the right to complain about any aspect of 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 to the Patient Experience and Healthcare Data Manager.

Tel: (01) 235 5211

Email: patientexperience@nrh.ie

Visit the **Complaints and Feedback** section of the HSE website for advice on how to provide comments, compliments or complaints to the HSE.

Additional Information

Public Hospital Charges and Exemptions

Information about public hospital charges in Ireland can be found on the HSE website - www.HSE.ie.

Exemptions from the charges apply when patients supply the relevant documents or information listed below.

On your admission, please bring the relevant documents from the list below:

- Current Medical Card, or valid EHIC card if issued outside of Ireland (please note that hospital charges are not covered by GP Visit Cards or PRSI).
- Details of hospital stays over the 12 months before admission to the NRH.
- For non-EU members, please bring private insurance details.
- If your admission is due to a Road Traffic Accident (RTA), please bring contact details for your Solicitor.

SECTION 3 Your Rights and Responsibilities

The NRH Foundation

The NRH Foundation is the registered charity dedicated solely to raising vital funds for the National Rehabilitation Hospital. The Foundation focuses on raising support towards specialist projects, equipment and research that will further advance the services delivered to patients of the NRH.

Just some of the projects supported by the Foundation in recent years include:

- Purchase of a range of hi-tech specialist rehabilitation equipment throughout the hospital
- Education and Research initiatives approved by the NRH Medical Board
- Specialist sports rehabilitation equipment for the Sports and Exercise, and Aquatic Physiotherapy Departments

These developments would not have been possible without the generous contributions and support received through fundraising events and donations organised by members of the public, and for this we are extremely grateful.

For further information, contact details for the NRH Foundation are:

- **Telephone: (01) 235 5280**
- **Email: fundraising@nrh.ie**
- **Website: www.nrhfoundation.ie**



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'.

In 1961, following extensive refurbishment, the hospital reopened to provide specialist adult and paediatric rehabilitation services for patients from throughout the country.

Since then, staff at the NRH have been working together with patients who have acquired a disability through accident, illness or injury, to achieve the best possible outcomes from their individual Rehabilitation Programmes.

In Summer 2020, patients and staff celebrated the opening of the new world class National Rehabilitation Hospital (NRH) on its campus in Dún Laoghaire.

The development is purpose built, with 120 single en suite rooms, integrated therapy spaces, aquatic physiotherapy pool and sports facilities, all of which are specifically designed to accommodate the needs of people requiring complex specialist rehabilitation services. The design is patient-centred and based on the principles of empowerment, dignity, privacy, confidentiality and choice.

This is phase one of a three-phase major Capital Development project on the NRH site. In phases two and three, all services remaining in the original hospital will be incorporated into the new hospital building (to include the completion of the 235 bed hospital) in keeping with the NRH brief for the long term development of the campus.

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



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