



NRH

National Rehabilitation
University Hospital

Paediatric Patient Information



Commission for Accreditation
of Rehabilitation Facilities
Details of the NRH Accreditation on
www.nrh.ie



Delivering and
Developing Specialist
Rehabilitation Services
since 1961

Contents

WELCOME	6
What makes the NRH different from other hospitals?	6

SECTION 1	
ABOUT REHABILITATION	

About rehabilitation	9
What is paediatric rehabilitation?	9
What to expect from the NRH Paediatric Programme	10

Pre-admission	10
----------------------	-----------

Admission	12
------------------	-----------

Next steps after your admission	14
--	-----------

Who is involved in my child's rehabilitation programme?	15
--	-----------

NRH Staff Uniforms	32
---------------------------	-----------

What to bring with you	33
Medications and prescriptions	33
Allergies and intolerances	34
Property and valuables	34
Checklist of items to bring with you on admission	35

SECTION 2

HOSPITAL SERVICES AND FACILITIES

Hospital services and facilities	37
Daily routine on Daisy Unit	37
Call bell	37
Meals and mealtimes	38
Family room	38
Laundry	38
Social outings	39
Telephone services	39
Mobile phones	40
Postal service	40
Hospital Facilities	41
Patient recreation and events	41
The Café	41
Television and radio	41
Internet access	41
Outdoor areas	42
The Therapeutic Garden	42
Private family area or breast-feeding facilities	43
Recycling	43
Support Services available within the Hospital	44
Access officer	44
Chaplaincy service	44
Chapel services	44
Family support groups	45
Patient advocacy	45
The National Healthcare Charter	45
Parents Forum	45
External support services	46

SECTION 3

YOUR RIGHTS AND RESPONSIBILITIES

Your rights and responsibilities	49
Your rights as a parent or guardian of a minor child on the Daisy Unit	50
Care and treatment	50
Dignity and respect	50
Privacy	51
Consent	51
Responsibilities as a family	52
Leaving the unit	53
Your health and wellbeing	54
Diet and exercise	54
Smoking policy	54
Alcohol policy	55
Illegal drug use policy	55
Anti-social behaviour policy	55
Your safety	56
Fire safety	56
Electrical appliances	57
Hospital hygiene – infection prevention and control	57
Hand hygiene	58
Help us maintain best hygiene standards	58
Storage of personal items	59
Safe disposal of needles	59
Mobility and safety	59
Protection and safety of patients	61
Security	61
Have your say	62
Comments and suggestions	62
Complaints	63

SECTION 4

ADDITIONAL INFORMATION

Additional information	65
History of the Hospital	65
The NRH Foundation	66
Location & transport	69
Amenities in the surrounding area	69
Car parking	69
Directions to National Rehabilitation Hospital (NRH) by car	70
Public transport links	72
Bus routes	72
Taxi	72
Further information	72
Visitor guidelines	73



Welcome

Welcome to the National Rehabilitation Hospital (NRH). We hope your child's time here will be as beneficial as possible and we wish your child every success with their rehabilitation programme. This booklet provides information that you may wish to refer to before and during your time in the NRH and following discharge from the NRH. It lets you know what you can expect during your time in the NRH.

If there is anything you or your child need or any questions you would like answered, ask a member of the Daisy Team, who will be pleased to help in every way possible.

What makes the NRH different from other hospitals?

The NRH is the National Specialist service for complex rehabilitation for children and adults in Ireland. The paediatric or children's rehabilitation services are situated on Daisy Unit. Daisy Unit is purpose-built and decorated to create a child and family friendly environment.

The children attending the NRH are medically well, which is different to the acute hospitals you may be used to. All children attending the NRH have experienced a brain injury or spinal cord injury, after a period of normal development. Other children will have limb absence.

Finally, as rehabilitation aims to support your child to return to activities at home, school and your community, the rehabilitation programme will include everyday activities and links with your family, school, and community as appropriate, as well as clinical therapy sessions.

NRH paediatric rehabilitation facilities

The Daisy Unit is on Level -1. The facilities include:

- 8 Single ensuite bedrooms with pullout bed for one parent
- Therapy and treatment areas on Daisy Unit include:
 - Sensory room
 - Sensory bathroom
 - Soft play area
 - Adolescent den
 - Family room with tea and coffee making facilities
 - Dining area
 - Play and recreational room
 - Kitchen
 - Music room
 - School
 - Therapeutic playground

Children have access to therapies in these areas:

- Therapeutic garden
- Aquatic therapy and lap pools (access for child as per rehabilitation programme and medical clearance)
- A Café on Level G
- Gym and sports hall





SECTION 1

About Rehabilitation

Paediatric rehabilitation

What is paediatric rehabilitation?

Paediatric rehabilitation in the NRH aims to support children and young people to achieve the best possible outcomes.

To achieve this, each child's rehabilitation programme:

- takes account of medical, physical, psychological and social needs and the child or young person's likes and specific goals.
- involves the child or young person and their family in how it is planned, in the activities carried out and deciding how well it is going.
- aims to improve the child/young person's skills and introduces equipment and technology that will support the child or young person to maximise the skills they have to be as independent as possible in all aspects of their lives.
- focuses on the needs of the child and their family. It involves information sharing about the child's needs and condition, emotional and psychological support and practical support to adjust or cope.
- requires a team of healthcare professionals to help address all aspects of the child or young person and their families' needs.

SECTION 1 About Rehabilitation

The team on Daisy Unit works closely with each other and with you and your child to achieve your child's goals. This is known as Interdisciplinary Team Working, and in the NRH the team is often referred to as the IDT (Interdisciplinary Team).

The rehabilitation process:

- is educational and therapeutic
- is based on child and family-centred goals
- involves close working between healthcare professionals, the child or young person and their family in an age-appropriate manner.

In the NRH the Paediatric Programme works within a Child and Family-centred approach.

What to expect from the NRH Paediatric Programme

As a guide to what to expect from the paediatric rehabilitation programme in the NRH, we will describe the process in stages:

Pre-admission

Your child's rehabilitation journey begins before you arrive in the NRH. Your child may have been working with healthcare professionals in an acute hospital or in your local community. The NRH is a continuation of this work.

A member of the NRH Paediatric Team will contact you to plan for your child's admission to the NRH. You will be asked about your child, their injury, their medical and therapy interventions and experiences so far. You will also be asked about your child's family life, likes and dislikes and information that supports a personal approach to rehabilitation.

A member of the NRH Paediatric Team will contact you by phone and by letter to give you a date and time for your child's admission to the NRH. We try to give as much notice as possible of your child's proposed admission date, but due to the nature of the service, you may be offered an admission date at short notice.

If, due to exceptional circumstances, you cannot attend at the time and date given, please contact the Paediatric Liaison Nurse, Daisy Unit on: 01 235 5763 or 086 7843 096.

The Paediatric Programme provides its services from Monday to Friday, with the child and parent returning home at weekends. You may need to make arrangements to manage all of your usual day-to-day responsibilities (such as, childcare, work, caring for parents) while your child is attending the NRH.

Each child's rehabilitation programme is individual and as a result the length of the programme varies for each child. You will know the approximate length of your child's rehabilitation programme within the first two weeks of your time in the NRH. The average length of the rehabilitation programme for children with different needs in the past year is attached.

Goals for rehabilitation

Before you come to the NRH, you will be asked to think about the goals that your child and family are aiming to achieve in the NRH and after the NRH. Identifying goals helps you decide what matters to you most. Your rehabilitation team will support you and your child with setting goals, but it is good to have thought about this before your child's admission to the NRH.

Admission

Assessment

On admission to the NRH, your child will be seen by a doctor for a medical assessment and by a nurse for a nursing assessment. You will also meet other members of your child's rehabilitation team during a 'Meet the Team' session.

During the 'Meet the Team' session, the different healthcare professionals will introduce themselves to you and your child. They will briefly review your child's history and progress so far. You will be asked about the types of outcomes you want your child and family to achieve – your goals.

Over the first two weeks, members of your child's team will work with you and your child to identify their strengths and difficulties. Goals will be discussed and agreed. A plan of care for your child's admission will be developed. In the third week the Social Worker will share the Plan of Care, the goal document and the Treatment Proposal with you.

Rehabilitation programme

Your child's personalised rehabilitation programme is based on your child and family needs and strengths and will involve:

- your child, your family and your rehabilitation team working together towards your identified goals.
- both individual and group activities for you and your child together and separately
- participation in everyday activities in the NRH and the community
- education and training sessions for your child, your family, carers and school staff as appropriate

- Continuation of your child's school education in the National Rehabilitation Community Hospital School (NRCHS).
- Scheduled rest periods and leisure time or 'free time'.

You and your child will receive a timetable of activities each week. Each child's timetable is based on their individual needs and goals.

During your child's rehabilitation we will also provide:

- Information about other external support services that are available and might be relevant to you, your family and your child
- Opportunities for your child to meet other children and families with similar injuries
- Training and education sessions for families, carers, siblings and education staff
- Information and links to community resources and contacts

Reviewing your child's progress

Examples of opportunities for reviewing and giving feedback about your child are described in 'Communicating with your child's rehabilitation team' in this booklet.

In addition, every family is offered at least one opportunity to attend a family meeting where they will meet team members to discuss progress, rehabilitation goals and the plan for going home.

This meeting provides an opportunity for you and your family to give and receive feedback and to raise any concerns or questions you may have with the team. At times, community services are invited to attend family meetings if deemed appropriate and beneficial to your child's progress and with parental consent.

Next Steps after your admission

You and your team begin planning for life after the NRH from before your child's admission to the NRH. When planning your goals and plan of care with the team, a 'Date of Discharge' will be agreed. This is the planned final day of your child's admission to the NRH.

Throughout your child's admission, you and the team will be linking with your child's school and social groups and clubs to prepare and plan for your child's return to these.

An Interdisciplinary Discharge Report (IDTR) is prepared for you. The report will support your child's return to home and to continue with therapy, exercise and activities that will support your child.

Review and follow-up

Your child's injury has happened while they are still growing and developing. This means that your child and your family may have changing needs that require specialist rehabilitation support as your child gets older. To support, the NRH Paediatric Programme offers:

- A Review Clinic at key developmental or transition points in your child's life
- If ongoing complex needs are identified that cannot be met by the appropriate community team a review admission (a short inpatient or day patient admission to the NRH) may be offered.
- Sibling support workshops for your child's brothers and sisters
- Peer support activities and weekend camps (for example, Transition to Secondary School, Wheelchair Skills)

You will leave the NRH knowing the next steps on the rehabilitation process for your child and family.

Who is involved in my child's rehabilitation programme?

Your child's rehabilitation team is made up of specialists from a range of medical and healthcare professionals. They will work with you and your child towards your goals.



The Interdisciplinary (IDT) Rehabilitation Team



Your child's **Rehabilitation Team** varies depending on your child's needs and stage of rehabilitation. The team may include the following people.

You may want to write their names beside their roles (listed in alphabetical order):

Consultant in Paediatric Rehabilitation Medicine and Medical Team

- The Consultant in Paediatric Rehabilitation Medicine is responsible for your child's medical care while they are a patient at the NRH, as well as in guiding and coordinating the rehabilitation process.
- Medical Registrars support the Medical Consultants and, with Senior House Doctors (SHOs), will provide day to day medical care during your child's stay.
- Your child's Consultant may refer your child to other specialist consultants, for example in Orthopaedics, Urology, Plastic Surgery, Radiology, or Psychiatry.

- Your child's medical team will liaise with your GP, the referring Consultant or other treating Consultants regarding your child's care.
 - While the NRH has medical cover on site, access to a Consultant Paediatrician is limited. If your child has a medical complication during their admission, they will be seen by a non-consultant hospital doctor who has the support of a rehabilitation consultant from Adult Services. If necessary, they will be transferred to an appropriate paediatric or adult hospital for advice or treatment.
-

Nursing – Rehabilitation Nurse

- Nursing staff provide care, support and encouragement throughout Your child's stay and provide an important communication link with the other members of the team.
 - Nursing staff help your child practice what they are learning in therapies and teach your child and you how to manage their personal care.
 - A Clinical Nurse Specialist in Sexuality is available to provide counselling to your child and family on the impact of their injury on sexuality.
-

Nursing – Health Care Assistant (HCA)

- The Health Care Assistant (HCA) provides care and general assistance to your child during their stay.
- They will assist your child in doing certain daily tasks as they progress through their rehabilitation programme. This may include showering, toileting, dressing, playing and assisting at mealtimes.

Nutrition and Dietetics

- The Dietitian assesses your child's nutrition;
- They help manage their dietary needs.
- They promote healthy eating habits and provide education on how your child can remain healthy.
- They provide individual assessments and diet plans as required.



Occupational Therapist (OT)

- The Occupational Therapist helps your child to regain skills used in daily living activities such as: dressing or bathing, or activities useful for work and hobbies.
- Helps your child to identify equipment that will assist them 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 your child to carry out daily tasks.

Outreach Liaison Service

- The Liaison Specialists provide a link between the hospital, home, and other healthcare professionals.
- They act as your child's and family advocate and liaise with referring hospitals to assess your child's clinical needs and evaluate their 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 your child, family, 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

Your pharmacist is available to talk to you and your child about your child's medication during their stay. They will:

- Check your child's prescriptions on admission and discharge and ensure that at all the medication they need is recorded properly. This may involve phone calls to you, your GP or Consultant, and your pharmacy prior to your child's admission.
- Consult with the doctors in relation to any changes in medication during your stay.
- Ensure that you have enough of the correct medication during your stay, when you go home at weekends and for a week after discharge.
- Help you and your child to understand why they are taking each medication and the best way for them to take it.

The pharmacist also participates in interdisciplinary team meetings and education sessions when this might be helpful for individual patients.

Physiotherapist (PT)

Your physiotherapist will develop a specific programme with you and your child which will aim to:

- Improve their flexibility, strength, and exercise tolerance.
 - Teach and help your child to practice skills and techniques to maximise their functional ability and independence.
 - Optimise their mobility, assess for and prescribe appropriate mobility equipment.
 - Treat and manage pain.
-

Prosthetist and Orthotist

- Produces and fits all prosthetic limbs, plastic cosmetic appliances and other prosthetic devices.
 - Helps your child learn to wear and use their 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 child's care, this may involve:

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

Social Worker

The Social Worker on Daisy Unit:

- Often links with your child, family, school and other local services both pre admission and post discharge.
- Provides emotional support to you, your child and your family.
- Helps you, your child and their siblings solve personal problems that may arise.
- Acts as a co-ordinator of care at the NRH and assists with discharge planning.
- Gives your family information about support services available in the community.

Child Safeguarding

The NRH acknowledges the rights of children to be protected, treated with respect, listened to and have their views taken into consideration.

At the NRH, the welfare of children and young people in our care is given priority consideration and NRH Policies are in line with National Guidance for the Protection and Welfare of Children, and the 'Children First Act, 2015'.

All staff, volunteers and students, complete 'Children First' training which aims to ensure that children and young people are protected from abuse of any kind. We have a duty of care not just to our patients but to all children we meet in the hospital.

Social Workers on Daisy unit are available to support you with any concerns you or your child may have.

Speech and Language Therapist (SLT)

Your child's SLT will assess and provide therapy for any communication difficulties that your child may experience because of their injury or illness. Communication includes lots of different skills:

- Attention and listening: being able to focus and pay attention to others in order to learn and interact.
- Understanding language: being able to understand what somebody has said or a question they have asked or being able to understand written information they have read.
- Using language (talking): using the right words, speaking and/or writing words and sentences and sharing thoughts and experiences with others.





Soft play area

- Cognitive-Communication: being able to use other thinking skills such as memory, organisation and problem solving in order to communicate effectively.
- Social Communication: Interacting and building relationships with others, understanding social situations.
- Speech: Pronunciation and production of speech in sounds, words, sentences and conversations.

SLT will also assess and provide therapy for any swallowing difficulties that your child may experience following their injury or illness.

SLT provides education and support to your child and your family and school about communication and swallowing skills.

SLT provides advice and training on supportive communication strategies.

Music Therapist

The Music Therapist helps your child to work on all their rehabilitation goals using music, singing, and song writing. In Music Therapy sessions music is used to:

- Help your child to work on physical goals for example using their hands to play particular musical instruments, using rhythm and drumming to help them move or using favourite songs to keep them motivated
- Help your child to think about their feelings and mood by writing songs and listening to songs and playing musical instruments
- Assesses and support any communication difficulties that your child may have as a result of injury or illness.



Art Therapist

The Art Therapist helps your child to work on their rehabilitation goals using art. Child led painting, drawing, sculpture, and play is used to:

- Help your child with emotional support using art making and play to explore and express their difficulties in an age-appropriate way.
- Work with the team to help with any physical goals that can be targeted through art making.
- Work with the team to assess and support any communication difficulties that your child may have because of injury or illness.

National Rehabilitation Community Hospital School (NRCHS)

- The school team will contact you to get verbal consent to contact your child's school in advance of their admission to NRH. We aim to ensure the continuity of your child's school progress and to maintain connection with the activities of their own class or year group. Team calls can be organised with your child's peer group. In addition, the school team will plan your child's sessions in line with their own goals as well as the goals of the interdisciplinary team.
- The school team provide a customised programme of learning in line with the school curriculum to help overcome any disruptions to student's educational development and studies
- Every effort will be made to include your child's own unique skills and interests in their school sessions. A Teams call with your child's school and IDT (Interdisciplinary Team) will be organised during your child's admission.

SECTION 1 About Rehabilitation



School room

- We adapt the curriculum to meet the individual needs of children and adolescents aged four to eighteen years.
- Please ensure to bring your child's school bag , textbooks, and copies to the hospital school. Your child may like to bring their own gel pens or markers with them.
- We have an open-door policy to encourage communication between parents and teachers.
- Due to the busy nature of the children's schedules, we don't assign homework, but homework can be requested if necessary.

Therapeutic Recreation Specialist

- The Therapeutic Recreation Specialist organises a variety of activities in the evenings for patients. While these activities are mainly designed for the adult patients, some of the activities may be appropriate for some of the older children to attend with adult supervision. The activities are designed to complement the rehabilitation programme and enable your child to develop specific skills.
- Therapeutic Recreation provides an opportunity for your child to explore how they can return to hobbies or interests they enjoyed before their injury, or to explore new leisure pursuits.



Play Volunteers CHI (Children in Hospital Ireland)

Our Play Volunteers support child-led play activities and create a play environment for children in the playroom, or at the bedside.

You will see our Play Volunteers in their red T-shirts on the Daisy Unit.

Play is provided in the evening 3-4 times per week.

Play develops confidence and the mastery of the world and surroundings, it fosters close emotional bonds with family, carers and friends and it helps children recover from emotional distress.



Communicating with your child's rehabilitation team

You, your child and your rehabilitation team will work together during the rehabilitation programme. Communication is an important part of working together, but it can also seem difficult because there are so many people involved with you and your child.

The following are some of the formal opportunities for giving and receiving feedback, sharing observations about how your child and family are getting on, raising concerns and questions:

- Ward round with the doctor and nursing team
- Therapy sessions
- Weekly conversations with your Primary Nurse
- Family Conference
- Social worker
- Lead therapist

Members of the team also meet regularly where information is shared.

- Nursing Handover: 8.00am daily
- Daisy Huddle: 8.50am daily
- Team conference weekly on a Monday morning

NRH Staff Uniforms



Clinical Nurse
Manager II
(CNM II)



Clinical Nurse
Manager I
(CNM I)



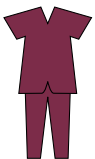
Staff
Nurse



Healthcare
Assistant



Advanced Nurse
Practitioner
(ANP)



Clinical Nurse
Specialists
(CNS)



Physio
Therapist



Occupational
Therapist



Speech
Therapist



Pharmacist



Dietitian



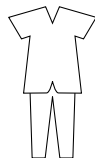
Catering



Technical
Services



Housekeeping
Team



Prosthetist/
Orthotist

What to bring with you

If your child has a wheelchair, please bring the cushions and both footplates. Your child's name should be clearly marked on each item before you arrive.

Medications and prescriptions

Before admission try to compile a list of all the medications your child uses, regularly or occasionally. These might be prescribed or bought 'over-the-counter' in a pharmacy or health food shop. Include all medicines (tablets, liquids, creams, inhalers, injections, etc.) and supplements (e.g., vitamins).

If possible try to get a copy of a recent prescription from your GP or Pharmacy.

If your child has a Drug Payment Scheme Card (DPS), Medical Card (GMS) or Long Term Illness (LTI) card then please bring those with you. If you do not have these, your GP or Pharmacy should have a note of which schemes your child is registered under and what the relevant numbers are. Your child's PPSN will be needed if the team have to apply for any of these on your behalf.

Please bring about a week's supply of medication with you so that we can see exactly what your child is currently taking and talk through how this is working for you. You will not need to supply medication for the time your child is staying in the hospital.



Allergies and intolerances

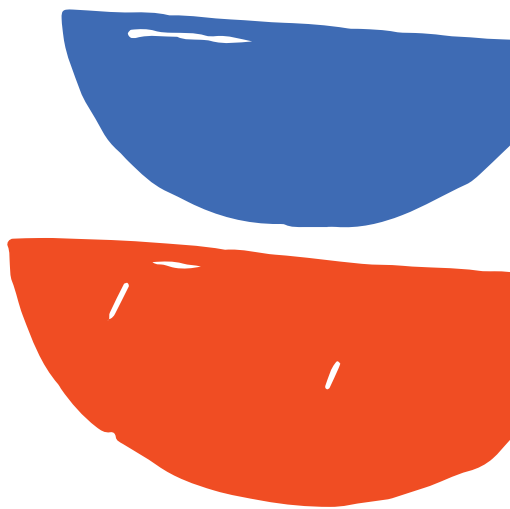
Make a note and tell the nurse or doctor on admission if your child has an allergy, or has had an unusual or unexpected reaction to anything in the past. It is helpful to know: (1) what caused the reaction (a medicine or a food), (2) what was the nature of the reaction (nausea, rash, asthma attack), (3) if the reaction resolved by itself or if medication was needed (an antihistamine).

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
- Clothing
- Toiletries (towels are provided)
- Medications-Prescriptions
- Medical Card
- PPS Number
- Details about any allergies you may have
- Details of special dietary requirements
- Other items your child may use every day, for example, smartphone or computer tablet.



SECTION 2

Hospital services and facilities

Hospital services and facilities

Daily routine on Daisy Unit

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

It is important to be considerate of other children and families and hospital staff during your child's stay. Please follow the hospital's rules, regulations and guidance for your child's and others' safety and wellbeing (see 'Your Rights and Responsibilities' on page 49). 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 ensuite bathroom. For your safety, use the call bell or pull the cord to call the nurse or healthcare assistant if your child requires help.

SECTION 2 Hospital services and facilities

Meals and mealtimes

Mealtimes are as follows:

Monday – Friday:

Breakfast: 8.00am to 9.30am

Lunch: 12.30pm to 1.45pm

Evening meal: 5.00pm to 6.15pm

Family room

There is a family room with a small fridge and tea and coffee making facilities. This is available to families throughout the day.



Laundry

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

Your child's laundry should be taken home each weekend.

Please talk to a member of the Daisy Team for further information.



Social outings

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

Your child should not leave the hospital premises without prior approval from the Clinical Nurse Manager or Nurse in charge of the unit.

Your child must be accompanied by a family or staff member at all times.

We ask you to return to the hospital before 11.00pm and report to the Nurse in Charge on your return.

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 or directly to the Daisy Unit (01) 235 5763.

Mobile phones

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 or tablets or other types of technology) are not permitted within the hospital. This is in line with our General Data Protection Regulations (GDPR) policy and child protection. Posting photos of staff and other children / families on social media is not permitted.

Please consider other patients in the unit; mobile phones should be switched off at night so that other patients can sleep undisturbed. To support good sleep patterns for the children, parents are asked to ensure that all devices are turned off no later than 10.00pm.

For fire safety reasons, all electrical equipment must be brought to the attention of the Clinical Nurse Manager prior to use.

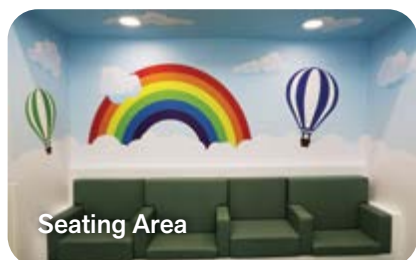
The hospital cannot accept responsibility for lost or stolen mobile phones, computers or other such personal equipment.

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 Café on the ground floor close to the main Reception.



Hospital facilities

Patient recreation and events

Recreation and dining areas are located on each unit.

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

The Café

The Café is located on the ground floor close to the main Reception. The Café is open to staff, patients including parents and visitors.

Opening times are:

Monday – Friday:

7.30am to 7.30pm

Weekends and bank holidays:

9.00am to 6.00pm

Greeting cards, postage stamps and debit card facilities are available in the Café.

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.

Internet access

Laptops are available for use. Volunteers are available to teach and help patients who may require assistance using computers, smart phones and computer tablets. Please ask a member of your Team to contact the Therapeutic Recreation Specialist if your child would like to avail of this service.

Outdoor areas

The Daisy Unit has a courtyard area and a playground which are specifically for the use of the children, their families and the staff on the unit.

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 that incorporates 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.

Private family area or breast-feeding facilities

If you need to arrange access to a private family area, please ask any member of the Daisy team.

Recycling

The hospital encourages recycling. Recycling bins for paper, plastic, cans, batteries are located on each unit.



Support Services available within the Hospital

Access officer

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

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.
- The Chaplain will help you if you wish to contact representatives of any faith.
- The office of the Chaplain is located in the Cedars building, on Level 1. 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
- Anointing of the Sick
- Confessions

Family support groups

- Support and education groups for families and carers are arranged from time to time. There is a weekly coffee morning for parents.
- 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.

Parents Forum

A Parents Forum, chaired by an independent person, meets regularly to discuss matters raised by parents. All parents are encouraged to attend. Meeting dates are displayed on the Notice Boards and are put on your child's timetable.

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 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.

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

Brain Tumour Ireland

Brain Tumour Ireland aims to provide information and support to people with brain tumours, their carers, family and friends, as well as to medical and other relevant professionals.

Tel: 085 721 9000 (Monday to Thursday)
www.braintumourireland.com

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: 0818 074 000
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) 604 0800 (Head Office)

www.headway.ie

Helpline: Freephone: 1800 400 478

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) 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.

Tel: (01) 653 2180

www.spinalinjuries.ie



SECTION 3

Your rights and responsibilities

Your child's wellbeing is important to us and we will do everything we can to help your child feel as comfortable as possible during their stay at the NRH. To help lessen any anxiety they may be feeling as they begin their rehabilitation programme, and to give them 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 your child gets the maximum benefit from their rehabilitation programme.

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



Your rights as a parent or guardian of a minor child on the Daisy Unit

Care and treatment

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

- 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 child's care.
- to receive information and advice from your child's 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 child's treatment or clinical procedures and expect a timely response.
- to request an interpreter or translation service if needed.

Dignity and respect

At the NRH, you can expect...

- to be in an environment where your child's care is provided in a sensitive and compassionate way, and equality is central in 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 child's personal information will be treated as strictly confidential.

Consent

You can expect...

- to be involved in making informed decisions about your child's care and treatment to the extent that you choose. You may involve your family, carers or other nominated support persons in decisions about your child's 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 child's treatment, including situations where there is an ethical concern.
- You may choose whether or not you want your child to take part in any research or training programme.

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 research, please contact your Rehabilitation Consultant.

Responsibilities as a family

To help us ensure that your child gets the maximum benefit from their rehabilitation programme, we have outlined a list of family responsibilities below, these include:

- Fully participating in all aspects of the care and treatment (including making informed decisions about your child's care) to the best of your ability.
- Be open and honest about your child's health history including level of pain, past illness, hospitalisation, medications (including over-the-counter medications) and other matters relating to their health.
- Comment on your child's care and ask for any concerns you have to be addressed. Your feedback is important to us, it helps us to improve our services.
- 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. It is important to note that if you refuse treatment or choose not to follow your rehabilitation team's directions, and this prevents us from providing appropriate care according to ethical and professional standards, we may need to discharge your child after giving you reasonable notice.
- 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 for your child.
- Keep noise on the unit to a minimum and limit the number of visitors your child has on the unit at any one time. Bear in mind visiting times and guidelines.

- 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 or tablets or other types of technology) are not permitted within the hospital. This is in line with our Data Protection and child protection policies .
- Follow the hospital's policies and procedures.

Leaving the unit

The details relating to the Daisy 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 your child needs, a trained person may need to go with you even if you are only going to another part of the building.

Children need to be supervised at all times either by a parent or staff member on or off the unit

- The care of other patients may prevent our staff availability for supervision and assistance at the desired time.
- Some children may not be allowed to leave the ward for their safety or due to individual circumstances.

Your health and wellbeing

The National Rehabilitation Hospital aims to promote the health and wellbeing of children and their families 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 and your child 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.

Smoking policy

The National Rehabilitation Hospital is a non-smoking hospital in line with Government Policy. If you have any concerns about the policy, please ask a member of the rehabilitation team for advice.

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

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.

There are still a few designated smoking areas on the campus grounds which parents can use. Please ask a member of staff to advise where they are located.

Alcohol policy

Drinking 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 child's team, which may lead to your child's discharge from the hospital.

Please be aware that alcohol may have associated risks either due to your child's 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

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 is available on request.

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

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 child's consultant and your team which may lead to your child's discharge. A copy of the Anti-Social Behaviour Policy is available on request.

Your safety

The National Rehabilitation Hospital aims to provide a safe, healthy, risk free, comfortable environment for your child during their time with us. To achieve the best possible standard of care and for your child's 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, 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.

Please note the fire alarms on the Daisy Unit are tested every Wednesday at 11:30am.

Electrical appliances

If you bring any electrical appliance into the hospital, please inform the Clinical Nurse Manager on your Unit.

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 is 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 adhering to guidelines when carrying out wound care procedures

- cleaning your hands each time you enter or leave a unit or treatment area.
- before your child is 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'.

Hand hygiene

You can also help us to reduce the risk of infection by asking 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 your child 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 to bring children to the hospital without first checking with the Clinical Nurse Manager on the Unit.
- 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.

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 your child and their bed tidy and uncluttered so that cleaning staff can access all the surfaces easily.
- your child's 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 the Daisy 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).

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 or your child are diabetic and self-administer insulin injections, please use the "Sharps Bin" to dispose of your needles safely.

Mobility and safety

Each child's disability is different, and each child has a different mobility level. Some children 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 child's therapists at all times.

Appropriate footwear should be worn shoes that have good non-slip soles.

SECTION 3 Your rights and responsibilities

If your child has 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 your child needs assistance while walking or taking the stairs, or while transferring in and out of their wheelchair, please follow this advice for their own safety. Always ask for assistance if needed.

If your child uses 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.

You or your child should never attempt anything on your own that hasn't already being practised successfully in the company of a healthcare professional during therapy or on the unit.



Protection and safety of patients

Your child's name and date of birth are your child's 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 your child has been confused with another patient, inform a staff member.
- Make sure staff members confirm your child's identity by either checking their wrist band or asking their 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.



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 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.
- **Online** – please log on to 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.

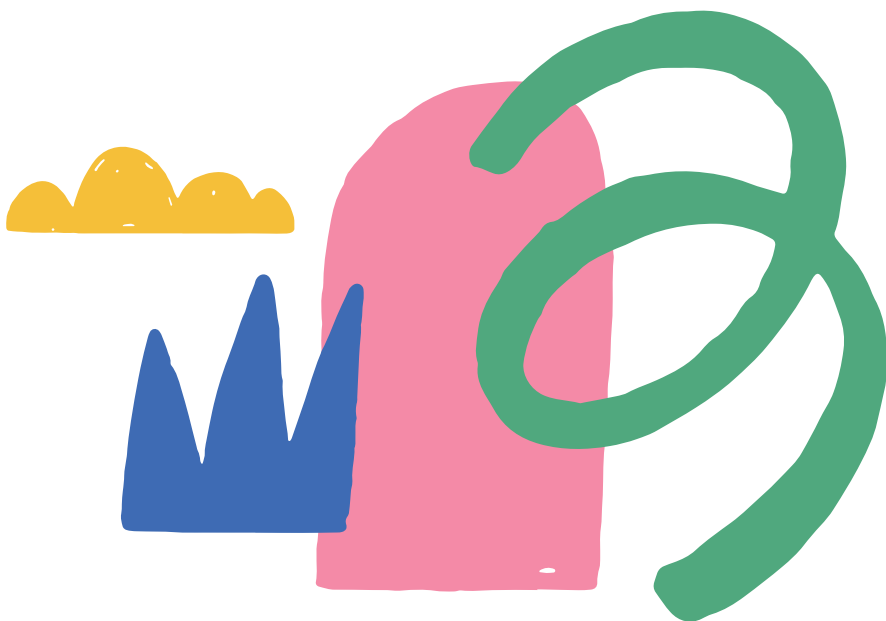
Parents Forum

A Parents Forum, chaired by an independent person, meets regularly and all parents are encouraged to attend. See page 45 for more information.

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 child's 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 Experience and Healthcare Data Manager.





SECTION 4

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'.

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 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.

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.

In summer 2020, patients and staff celebrated the opening of Phase One of the three-phase major Capital Development project on the NRH site.

Phase one of 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 adults, children and young people requiring complex specialist rehabilitation services.

On completion, the project will include 235 single en-suite rooms with all clinical and support services, in keeping with the NRH brief for the long term development of the campus.



The NRH Foundation

The NRH Foundation is a registered charity focused on raising funds towards specialist projects, equipment and research that will help make a direct difference in the lives of patients, both adults & children, at the National Rehabilitation Hospital (NRH), now and in the future.

Just some of the projects supported by the NRH Foundation in recent years within the NRH Paediatric Service have included:

- The funding of all the equipment in the external Paediatric Playground
- The equipping of the Multisensory Room and the Adolescent Den in Daisy Unit.
- The specialised Paediatric Bath in Daisy Unit
- The Sensory courtyard within Daisy Unit
- Mobile & Static Interactive Projector Systems and Vestibular Swing within Daisy Unit.
- Specialised Rehabilitation equipment for the Paediatric Service.
- Funding towards certain therapy services including Art, Music & Recreational Therapy.

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, please contact the NRH Foundation on:

Telephone: 01 235 5280

E-mail: fundraising@nrh.ie

Web: www.nrhfoundation.ie

Follow Us:

www.instagram.com/nrh_fdn

www.X.com/@NRH_fdn

www.facebook.com/NRH.fdn

NRH Foundation, Supporting adults and children in the National Rehabilitation Hospital (NRH) on their individual rehabilitation journey

Charity Numbers: CHY6750 / CRA20013196





Scan QR Code for Google Map

Location and transport

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

Amenities in the surrounding area

There are supermarkets and shops within walking distance of the hospital. Ask a staff member for more information about appropriate offsite activities and outings for you and your child while you are in the NRH.

Car parking

Free 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. Please ask Daisy staff about designated parking for parents.

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 National Rehabilitation Hospital

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 the Hotel, take the 3rd exit on to 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 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 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.

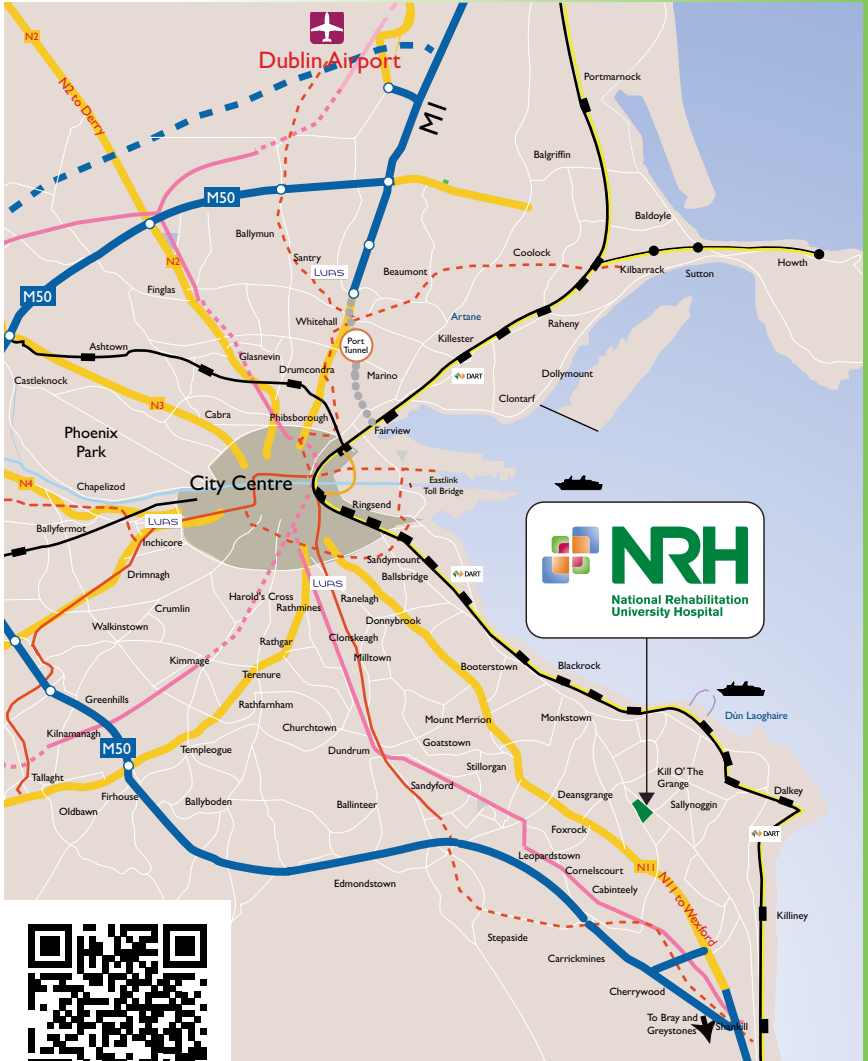
From Junction 16 on the M50

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, 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.



Scan QR Code for Google Map

Public transport links

Bus routes

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

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 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

Visitor guidelines

Aligned to the Child and Family Centred ethos of the Paediatric Programme, we welcome family members and friends who wish to visit your child during the rehabilitation programme. Please have a chat with any member of the paediatric team so that they are aware of the details of the visit(s) and they will let you know the process to follow.

Visiting times vary to meet the needs of all children and families on the Unit.

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.

Alcohol consumption or smoking are not permitted in the hospital or on its grounds.



SECTION 4 Additional information

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:

- washing their hands 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 your child 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 child's bed.
- using public toilets, as patient toilets are for patient use only.
- not bringing in food from outside the hospital. Please be aware that bringing food in from outside the hospital is done at patients' own risk.
- 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', and other Viruses.
- placing litter or refuse in the bins and recycle bins provided throughout the hospital and its grounds.

If siblings or other children are visiting, they must be supervised at all times.



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