



# THE ROYAL HOSPITAL DONNYBROOK

## Day Hospital Information Leaflet

Patient's Name: \_\_\_\_\_

Admission Date: \_\_\_\_\_

Information pack given by (Sign): \_\_\_\_\_

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## **1.0 Welcome**

The Royal Hospital Donnybrook (RHD) Day Hospital team would like to extend a very warm welcome to you. The purpose of this booklet is to provide you with information on the Day Hospital service. It is designed to help answer any questions you may have. If you have questions that are not answered in this booklet, please ask any member of staff who will be happy to speak with you.

## **2.0 About the Day Hospital**

The Day Hospital is one of the many services provided by the RHD. The service commenced in 1987 to provide a local, accessible service to meet the needs of people with chronic illness or disability living in their own homes and to those who require rehabilitation and support following discharge from hospital to home.

Over the years, the service has developed and uses a multidisciplinary team rehabilitation approach to promote a person's independence and wellbeing. The Day Hospital is located on the ground floor of RHD and has a separate entrance for convenience.

## **3.0 How do I get referred?**

All patients are referred by one of the three Consultant Physicians in Geriatric Medicine associated with the hospital. These are Dr. Morgan Crowe,

Dr. Diarmuid O'Shea and Dr. J. J. Barry. These consultants cover South-East Dublin and work between St. Vincent's University Hospital, St. Columcille's Hospital, Loughlinstown and St. Michael's Hospital, Dun Laoghaire. People living at home must be referred by their General Practitioner to the out-patient clinic of one of these Consultants. The Consultant will then decide if the Day Hospital service would be appropriate to your needs.

#### **4.0 What happens after I am referred?**

We will contact you by post with a date of your first appointment. As we can provide transport for a limited number of people in the local area, we will ask you if you need transport to get to us. Please be aware that this will depend on the availability of space on the Day Hospital bus.

#### **5.0 If I drive myself, where can I park?**

There are special patient spaces beside the Day Hospital entrance. If you want to use a space, please let a member of staff know and they will provide you with a parking pass, so that you will not be clamped.

#### **6.0 The Day Hospital Program**

You will be assessed by the multidisciplinary team who will develop a plan with you based on your individual needs. Usually this happens as follows:

- A treatment plan will be agreed with you and care and treatment will be provided to you based on this plan;
- Your Consultant doctor will review this plan at a weekly multi-disciplinary team meeting;
- Your progress is continuously reviewed by all of the team;
- You may have free time between appointments. This time may be used to rest, to socialise with other patients or to read the newspapers which are available;
- The team will plan your discharge from the service;
- You may be brought back for review after a few months.

## **7.0 Who is on the team and what do they do?**

### **7.1 Consultant Physician in Geriatric Medicine**

The Consultant is responsible for the overall treatment and coordination of the medical care you receive at the Day Hospital. The Consultant is supported by other hospital doctors. Your medical team will liaise with your GP regarding your care.

### **7.2 Nursing Staff**

Led by the Clinical Nurse Manager, nursing staff will assess your nursing care needs on an ongoing basis and develop a nursing care plan with you. Nurses and care assistants are available to assist you

and will actively promote independence by teaching, coaching and supporting you.

The nurses also provide health promotion and ongoing patient education for example regarding the importance of medication compliance. The nursing staff will also link as appropriate with your Public Health Nurse, G.P. and your pharmacy.

### **7.3 Physiotherapy**

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

- Helping you to achieve optimum function and independence through pain management;
- Improving your muscle strength, balance, co-ordination and range of movement;
- Encouraging holistic well being and improved quality of life;
- Providing you and your family/significant others with education and support;
- To advise on mobility aids and footwear.

## **7.4 Occupational Therapy**

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

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

- Enabling you to achieve your safest level of independence and increasing your confidence;
- Maintaining your current abilities and lifestyle;
- Minimising the effects of accident or illness;
- Working with the rest of the team to ensure you have the supports you need to continue living at home.

## **7.5 Social Work**

The Social Workers will work with you, and as appropriate your family/significant other to help you to achieve change and make decisions, which will improve your quality of life. We will provide you with support if you are adapting to life changes as a result of illness or disability. We also offer counselling on various personal issues. Our

role is to help you make sense of your feelings and to find ways of coping successfully with difficult situations.

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

### **7.5 Other therapists/professionals**

The Day Hospital also provides some access to a Chiropodist, to Clinical Psychology, to a Dietitian and to Speech and Language Therapist on a referral basis. If you need these services during your programme, a member of the core multidisciplinary team will make a referral for you.

### **7.6 Other services available**

#### **Pastoral Care/Religious Services**

The hospital has a number of Chaplains and Pastoral Care Staff who visit and minister to patients and residents and you may see them around the unit. Alternatively, just let any member of staff know if you wish to make contact with them. Holy Communion is distributed to those who wish to receive it.

## **Library**

Large print books, and books on audio tape, are available. You may borrow these if you wish. Just ask a member of staff if you wish to see the collection.

## **Hairdressing**

A hairdresser visits the Day Hospital regularly. Appointments may be made directly with the hairdresser. Fees are paid directly to the hairdresser.

## **8.0 Will I see all of these people?**

You will always be seen by members of the nursing staff and care assistants. Please remember all treatment programmes are individual. This may mean that you get more or less treatment than another person, even if they appear to have similar needs. You may be discharged from one speciality, e.g. physiotherapy, but may be asked to continue to attend for another service, e.g. social work.

If you have any concerns with your programme of treatment, please discuss with any member of the team.

## **9.0 How long will I be attending for?**

People usually attend one day per week for six to eight weeks approximately. However, each person has individual needs and supports and attendance will depend on the person.

## 10.0 Meals and Refreshments

You will be provided with refreshments when you arrive in the morning, a mid-morning snack and a three-course lunch. (You'll need the energy!)

## 11.0 What should I bring with me?

If you use any of the following, please bring them (clearly labeled with your name) to the hospital with you :

- All medications in their original containers (on your first visit, thereafter just
- bring the medicines you require during the day)
- Walking frame or stick;
- Wheelchair;
- Splint and / or special shoe;
- Dentures;
- Spectacles;
- Hearing aid (with spare batteries);
- All your medication in their original containers.

### 11.1 Clothing

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

## **12.0 Discharge from the Day Hospital**

Following a team discussion with your Consultant, your programme will be reviewed. Patients are usually discharged six weeks after starting to attend. Your discharge from the Day Hospital will be decided at team meetings, under the guidance of your consultant doctor. When you are discharged, your GP will be informed of your progress. Community staff, such as the Public Health Nurse, may visit and other services, such as meals-on-wheels or day centers, may be suggested to you.

## **13.0 Infection control**

The aim of the infection prevention & control is to prevent and reduce the number of infections and the spread of infections within The Royal Hospital Donnybrook. It is essential that you and the hospital staff work together to achieve this. There are a number of ways that this can happen:

- Please make sure to wash your hands as after going to the toilet, before meals and after blowing your nose. Hand hygiene has an important role to play in Infection Prevention & Control and it is an effective means of preventing cross infection;
- If you are experiencing symptoms such as nausea, vomiting or diarrhea or cold and flu symptoms on the day of your appointment in the Day Hospital, please call the Day Hospital

staff. They may ask you not to attend and advise you to contact your G.P.;

- When you are being examined or treated by a member of staff, always feel free to ask them if they have cleaned their hands.

## **14.0 Information about you and how we use it**

During your attendance at the Day Hospital, your healthcare team will collect and record clinical information about you to ensure that we have a complete and continuous record about your past, current and future treatment. As well as clinical information we also hold your name, address and date of birth to identify who you are. You are given a unique patient identifier called your medical record number. This is how we locate your records and is used, where possible, in communications about you.

### **14.1 What about confidentiality?**

All personal information that you provide about yourself and your medical condition is held securely and confidentially by The Royal Hospital Donnybrook. All of our staff have a professional and legal duty with respect to the confidentiality of your healthcare record.

### **14.2 How is the information used?**

- It is recorded on our computer system and in your healthcare record;

- It is shared with other members of the Multi-disciplinary team in order to provide you with care and treatment;
- It is used when the quality of care we provide is reviewed through audit;
- It may be disclosed when referring you for treatment/care to another hospital or medical professional;
- Some information disclosure is a legal requirement e.g. court order or reporting of notifiable diseases;
- It can be used to teach doctors nurses and other professionals involved in patient care;
- It can be passed in an anonymised format, and in some cases, in an identifiable format for national and local returns. These returns are reviewed for quality of information and care, and treatment information.

### **14.3 Can I see my records?**

You have the right to object to the use or limit the use of your personal health information being used for purposes other than your immediate care. You also have the right to view the information we have in relation to your care and to amend the information if it is found to be incorrect. If you wish to discuss or review your health and personal information, please speak to the Clinical Nurse Manager on your unit, who will contact the hospital's Data Protection Officer.

## **15.0 Comments, Suggestions and Complaints**

If we are doing well, please let us know. If you have a complaint about any aspect of the service or about the hospital environment, please speak to the Clinical Nurse Manager on your unit. When you are being discharged, the team will give you a questionnaire to complete. We ask that you take the time to complete the questionnaire, as it will provide us with information on how to improve the care and services we provide.

## **16.0 Other useful information**

For general information on facilities in the hospital, please use the hospital General Information leaflet which we have enclosed in your Day Hospital pack. Also, we would encourage you to read the additional leaflets in your pack. Remember, if you have any questions at any time; please speak to a member of our staff.

## **17.0 Day Hospital contact numbers**

Main Hospital Switchboard (01) 4066600

Day Hospital (01) 4066663

Physiotherapy (01) 4066666

Occupational Therapy (01) 4066665

Speech and Language Therapy (01) 4066668

Medical Social Worker (01) 4066664

Day Hospital Fax 4066799





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