



# **THE ROYAL HOSPITAL DONNYBROOK**

## **General Hospital Information**

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## **1. Welcome**

The Royal Hospital Donnybrook (RHD) is the oldest hospital of its type in Ireland. It was established in inner city Dublin in 1743 and moved to its current location of Donnybrook, in 1804. Set in 13 acres of grounds, the hospital provides rehabilitation services, continuing care and respite to adults of all ages. The hospital is a voluntary, charitable organisation. All services are provided on a public basis. The hospital does not accept patients on a private basis.

The aim of this leaflet is to provide you with general and useful information on The Royal Hospital Donnybrook. You should read this leaflet along with the information leaflet specific to your unit.

## **2. Visiting**

Visitors are welcome at any reasonable time. However, we ask that visitors avoid meal times (09:00 – 10:30, 12:30 – 13:30 and 17:00 – 18:00) and therapy sessions. Please check with staff members for times of therapy sessions. The main hospital doors are closed from 22:00 to 07:00; however, a security person is available to greet visitors outside of these hours.

## **3. Coffee Shop**

A Coffee Shop is located on the ground floor. It is open 09:30 – 16:45, seven days a week. The shop sells teas, coffees, minerals, confectionery, newspapers and sandwiches. Greeting cards and mobile phone credit are also available.

## **4. Smoking**

The hospital operates a NO SMOKING POLICY throughout the buildings and grounds.

## **5. Alcohol**

Patients are advised that alcohol is not permitted during their rehabilitation.

## **6. Fire Safety**

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

## **7. Infection Control**

The aim of the infection prevention & control programme 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 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 diarrhoea or cold and flu symptoms please inform the staff on the ward;
- When you are being examined or treated by a member of staff, always feel free to ask them if they have cleaned their hands.

## **8. Television**

All bed spaces are wired for television. You may bring in your own small television. Please use earphones when using personal televisions/radios so as not to disturb other patients. There are also communal televisions available until 22:00 in shared areas.

## **9. Library**

A selection of books is available. You may borrow these if you wish. Just ask a member of staff if you wish to see the collection.

## **10. Social Activities**

Regular social activities are organised by the Activities Coordinator and the recreational assistants and you are welcome to attend. A list of regular events is included in your information pack. Watch out for posters announcing additional day and evening events.

## **11. Volunteers**

The hospital is fortunate to enjoy the support of almost 100 adult volunteers as well as younger people from different schools in Dublin. These volunteers are a link with the community and provide a valued contribution that complements and enhances the care given by staff

members. Their activities are as varied as the volunteers themselves and can include shopping, chatting, reading the newspapers, playing chess/draughts, taking patients and residents for walks, escorting an organised activity or bringing someone to the coffee shop. If you have any special requests or need further information please contact the Volunteer Coordinator at extension 675.

## **12. Religious Services**

Catholic Mass for residents is held in the hospital's Concert Hall four times a week: Sundays at 10:30, Mondays, Wednesdays and Fridays at 10:00. Holy Communion is distributed in the wards for those who are unable to attend services. Church of Ireland services are held every Friday at 11:30 in the hospital's Concert Hall. If you need assistance to attend a service, please let a member of staff know and they will arrange for a porter or volunteer to bring you. Religious leaders from other faiths are welcome in the hospital. Contact the Pastoral Care Department on extension 653 if you need assistance in this respect.

## **13. Prayer Room**

A prayer room is provided in the main concourse of the hospital. This provides a quiet and reflective space and is open to all.

## **14. Hairdressing**

A hairdressing service is available by appointment. Please speak to a member of staff if you wish to make an appointment. Please note that you are required to pay the hairdresser directly. A price list is available on each ward.

## **15. Telephones**

There are a limited number of payphones available in the hospital. You are welcome to use your mobile phone and charge the battery on the ward. Chargers should be unplugged when not in use. We ask that phones be switched to silent at night, during therapy sessions and during medical ward rounds. Credit top-ups are available from the coffee shop. The use of the camera facility on phones is not permitted on wards or in therapy areas.

## **16. How to make Comments, Suggestions and Complaints**

If you wish to make a comment, suggestion or complaint, please see the separate leaflet in your Information Pack.

## **17. Post**

There is a post facility available for out-going post at Reception. Incoming post will be delivered to you if it is addressed to:

Your name  
c/o your Ward  
The Royal Hospital Donnybrook  
Morehampton Road  
Dublin 4  
D04 HX40

## **18. Email**

Messages can be received via info@rhd.ie with “your name” and “your unit” in the subject line. These will be delivered to you and we will be pleased to assist you in sending a response. Access to computers with email and other internet facilities is available in the Reading Room on the ground floor. Contact a member of staff if you require assistance.

## **19. Guest Wi-Fi/DVD use**

The Royal Hospital Donnybrook provides a guest wireless network which is available for access by users, however

- The hospital cannot guarantee the security of equipment, device configurations or data files resulting from connection to the hospital’s guest wireless network or the Internet.
- The hospital cannot accept liability for any damages to hardware, software or data, however caused.
- Guest wireless access is provided as a free service.
- The password to guest wi-fi is available from the Clinical Nurse Manager. However, users are responsible for setting up their own equipment to access the guest wireless network.
- Staff are not in a position to provide any technical assistance in configuring personal devices in order to connect to the guest Wi-Fi.
- The hospital filters all internet traffic. Unacceptable internet use will not be tolerated. Similarly, any inappropriate video or movie content will not be tolerated.



## **20. Transport**

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

## **21. Valuables**

Valuables and excess cash should not be kept on the ward. It is the policy of The Royal Hospital Donnybrook that patients pass to their next of kin, cash, valuables and jewellery for safe keeping as soon as possible following admission. We recommend you keep a small sum of money for your day to day needs. The hospital can take no responsibility for the loss, theft or breakage of personal belongings.

## **22. Friends of The Royal Hospital Donnybrook**

The Friends of the hospital raise funds to help with service developments, research, education and social events for residents and patients. A leaflet providing further information on the Friends is available on all wards.

## 23. Donations

The hospital partly relies on donations and these are always welcome. Please note, however, staff are not permitted, under any circumstances, to individually seek or accept money for themselves from patients, residents or their carers. Donations may be made:

- To the Finance Department of the hospital
- To a department or ward within the hospital
- To the Friends of The Royal Hospital Donnybrook

Donations are acknowledged in writing.

*If you require any further information, please do not hesitate to ask any member of staff.*

The Royal Hospital Donnybrook is a registered charity – charity No. CHY982.

## Telephone Numbers

The Royal Hospital Donnybrook Switchboard .....	4066600
Stroke Rehabilitation Unit .....	4066767
General Rehabilitation Unit.....	4066783
SPARC (Larches Unit).....	4066648
PARC (Willows Unit).....	4066749
Neuro-Rehabilitation (Maples Unit).....	4066782
Phoenix Unit.....	4066650
Cedars Unit .....	4066651
Oaks Unit .....	4066647
Day Hospital .....	4066663
Rehabilitation Gym.....	4066780
Occupational Therapy Department .....	4066617
Physiotherapy Department.....	4066618
Social Work Department .....	4066796
Speech & Language Therapy Department .....	4066658
Nutrition Department .....	4066694
Volunteers .....	4066675
Pastoral Care .....	4066653
The Friends of The Royal Hospital Donnybrook .....	4066687



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