

Information Booklet



St. Mary's Hospital

**Phoenix Park
Dublin 20**

Table of Contents

<i>Welcome / Introduction</i>	1
<i>Hospital Mission Statement and Vision</i>	1
<i>Hospital Philosophy and Brief History of St. Mary's Hospital</i>	2
<i>General Patient and Visitor Information</i>	3
<i>Restaurant, Smoking and Personal Clothing</i>	5
<i>Laundry and Valuables</i>	6
<i>Patient Accounts and Communications / Signage</i>	7
<i>Fire Safety / Health & Safety</i>	8
<i>How to Recognise Healthcare Staff</i>	9-13
<i>Admission / Rehabilitation and Extended Care Wards</i>	14
<i>Day Hospital</i>	15
<i>Stroke Rehabilitation Unit</i>	16
<i>Nursing Services Provided</i>	16-17
<i>Household Staff</i>	17
<i>Activities Department</i>	17
<i>Medical Service</i>	17
<i>Physiotherapy Service</i>	18
<i>Occupational Therapy Service</i>	19
<i>Nutrition and Dietetics Service</i>	20
<i>Catering Department Service</i>	20
<i>Portering, Laundry Service and Switchboard Service</i>	21
<i>X-Ray Department Service</i>	22
<i>Contract Cleaning and Infection Control Service</i>	22
<i>Ophthalmology and Optician Service</i>	22
<i>Nurse Led Ear Care Service</i>	23
<i>Dental Service</i>	23
<i>Audiologist</i>	23
<i>Healthy Ageing Clinic</i>	23
<i>Contact Telephone Numbers for Heads of Departments</i>	24
<i>Medical Director</i>	(01) 625 0383
<i>Director of Nursing</i>	(01) 625 0335
<i>Hospital Manager</i>	(01) 625 0338
<i>Physiotherapy Manager</i>	(01) 625 0300
<i>Occupational Therapy Manager</i>	(01) 625 0300
<i>Dietetics Manager</i>	(01) 625 0300
<i>Catering Manager</i>	(01) 625 0300
<i>Laundry Manager</i>	(01) 625 0300
<i>Portering Manager</i>	(01) 625 0300
<i>Stores Manager</i>	(01) 625 0300
<i>Social Worker</i>	(01) 625 0300
<i>Complaints Policy</i>	25
<i>FÁS Office</i>	25
<i>Friends of St. Mary's Hospital</i>	25
<i>Proposed developments within St. Mary's Hospital from 2007 onwards</i>	26

Welcome/Introduction

This Information Booklet aims to inform patients/families and healthcare staff of the services provided within St. Mary's Hospital. This Information Booklet is available in St. Mary's Hospital, the Mater Misericordiae and Beaumont Hospitals.

Hospital Mission Statement

To deliver quality assured healthcare within a socially inclusive environment, in collaboration with voluntary and statutory bodies. To promote the long-term physical and psychological well being of all patients, through consultation, co-operation, collaboration and communication with patients/families and healthcare staff.

Hospital Vision

Every patient within St. Mary's Hospital will be treated as an individual and is entitled to the highest possible standard of care. Each patient will be given equal access to quality assured healthcare and all patients are entitled to make informed choices regarding their healthcare. Patients that display behaviour which is challenging to others will be given non-judgemental psychological, spiritual and therapeutic support.

Hospital Philosophy

Each patient should be treated as an individual and cared for with equity and respect. All healthcare professionals will be accountable and responsible for ensuring that patients receive the highest possible standards of care. The privacy and dignity of patients will be maintained at all times.

Brief History of St. Mary's Hospital

St. Mary's Hospital, which was built in 1769, was originally the Royal Hibernian Military School. The school provided care and education for the children of the members of the Irish Regiment who had been orphaned or whose parents had been posted abroad. The Royal Hibernian Military School continued to operate until 1922 when the building was handed over to the Free State Government.

The building was subsequently developed as a hospital by the Irish Army and continued as a hospital for the Defence Forces until 1948.

In 1948 the hospital transferred to the Dublin Health Authority and was developed for use as a Chest Hospital. Finally, in 1964 the hospital changed to a Facility for the Elderly. In 1987 Cuan Aoibheann, a 38 bedded facility for the care of Physically Disabled Adults, was opened. In 2006 a new Stroke Rehabilitation Unit was opened called the Hibernian Stroke Unit, serving patients from the Mater Misericordiae Hospital.

General Patient and Visitor Information

Location

St. Mary's Hospital is located in the Phoenix Park, close to the Chapelized Gate entrance to the park.

Bus & Rail Services

The following bus routes service the hospital:

25, 25A, 26, 66, 66A, 67, 67A

The Luas Red Line stops at Collins Barracks, which is a short walking distance from the main gates of the Phoenix Park.

The Phoenix Park is also within very close proximity to Heuston Train Station.

Courtesy Bus

A courtesy bus will collect visitors from any gate in the Phoenix Park and bring them to the hospital.

The phone number for the courtesy bus is (087) 2381998.

Car Parking

Car parking is limited but a small number of spaces are provided for staff and visitors at the side of the hospital near the Mortuary and to the rear of the hospital in front of St. Mary's Hospital Lecture Hall and it is free of charge. The Gate Porter will direct car drivers to the appropriate area. Car parking is prohibited in certain locations within the hospital and this is clearly signposted. There is also signage within the hospital to direct staff and visitors to designated car parking. Visitors are requested to follow the instructions of the Gate Porter.

Restricted parking signage is also visible throughout the hospital for fire access and Ambulance/Taxi set down only points. Any vehicles parking in unauthorised zones will be clamped. Hospital management bear no responsibility for loss or damage to vehicles or personal belongings. All vehicles are parked at the owners own risk. When transporting patients, cars can be driven to the nearest possible appropriate set down only point. Please ask the Gate Porter for assistance in this area. Disabled parking is available next to the administration building. Please ask the gate porter for directions.

Postal Address

Post is delivered on a daily basis to all wards. If you wish to send a letter to your relative the postal address is:

Name of Relative

Name of Ward

St. Mary's Hospital

Phoenix Park

Dublin 20

Telephone & Fax Facilities

The direct telephone number for the hospital is (01) 6250300

The direct fax number for the hospital is: (01) 6250450

There are public telephones in the main entrance hall. The use of mobile phones is not permitted within the main hospital as their use may interfere with hospital equipment and cause annoyance to patients/residents.

Visiting Times

Visiting in St. Mary's Hospital is permitted between 11am and 8pm daily. Visiting times may be restricted intermittently due to infection control guidelines, which will be signposted in the main entrance.

We encourage all families to visit their relatives especially at mealtimes, as this is an important social occasion. Your assistance at this time is also valued. Please speak to the Clinical Nurse Manager if you would like to help with the care of your relative.

Restaurant

The restaurant is located on the Ground Floor of the main hospital, opposite the Day Hospital and is open to visitors.

The opening times are as follows:

Breakfast:	9.00 - 11.15	am
Lunch:	12.00 - 2.15	pm
Supper:	3.00 - 4.00	pm

Smoking

In compliance with the Tobacco Smoking (Prohibition) Regulation 2003, St. Mary's Hospital is a smoke free hospital. On admission patients who smoke will be offered nicotine replacement therapy to assist them to adjust to a smoke-free life style. A smoking cessation facilitator will be available to consult with patients and their families, please ask the ward manager.

We request that relatives/friends do not bring cigarettes, matches or lighters into the hospital.

(On a temporary basis limited smoking facilities will be available for patients who are experiencing difficulties adapting to a smoke-free environment). No smoking signs are also posted throughout the hospital and as per legislation fines will be imposed if anyone is found smoking in the non smoking areas

Clothing

Patients are encouraged to bring their own clothes such as daywear, nightwear and toiletries into hospital.

The following list is a guide only:

1. Suitable day clothes, including shoes and socks.
2. Nightwear
3. Slippers
4. Toilet requisites
5. Outdoor coat, scarf, hat, to visit our grounds or go out on social occasions.

Please remember that St. Mary's Hospital is restricted for space due to the nature of the building and subsequently bedside lockers are small. We are pleased that, if necessary, we can supply patients with their requirements to allow their stay with us to be as pleasant as possible.

Laundry

We have a laundry service in the hospital and can launder clothing provided it is marked with the patients name and ward. However, we strongly encourage families to launder their relative's clothes at home. If this is the desired option please inform the ward staff and they will ensure that clothing is stored in a clear alginate bag for return home.

THE HOSPITAL CANNOT ACCEPT RESPONSIBILITY FOR LOSS, DAMAGE OR THEFT OF PERSONAL ITEMS INCLUDING CLOTHING.

Valuables

We aim to provide a homely environment. To achieve this, patients are welcome to bring in their personal belongings such as a radio. However, SPACE is limited so large items cannot be accommodated. Use of personal electrical items is restricted as fire precautions forbid the hospital to overload plug sockets with large electrical items such as fridges or televisions. Please consult with ward staff with regard to this issue.

It is not advisable to bring large sums of money or valuables into the hospital. In exceptional circumstances the patient accounts department located on the ground floor of the administration building may store money or valuables safely. You will receive a receipt for this.

THE HOSPITAL CANNOT ACCEPT RESPONSIBILITY FOR LOSS OR THEFT OF PERSONAL ITEMS INCLUDING MONEY OR JEWELLERY.

Patient Accounts

Opening Hours: Monday to Friday

9:30pm – 12:30pm

2:15pm – 4.00pm

Please ring bell once and wait for assistance

Communication

There are notice boards in the main foyer/entrance of the hospital and opposite the restaurant. There are also leaflet holders and suggestion boxes on each ward. The hospital management team value all suggestions that patients/families have to make regarding the service provided within the hospital. If patients/families have any queries regarding the services provided in St. Mary's Hospital they should be directed to the Hospital Manager, St. Mary's Hospital, Phoenix Park, Dublin 20. We would ask all patients/visitors to follow the signage within the hospital for directions to wards/departments. We would also request that relatives/friends of patients do not ring the hospital wards with general patient enquires before 11am. Between 8am and 11am healthcare staff are providing vital care to patients and are unable to answer general enquires. However, relatives of palliative care patients are encouraged to telephone the ward at any time.

The background of the page is a faded, grayscale photograph of the exterior of St. Mary's Hospital. The building is a multi-story structure with a prominent central dome and bell tower. It features numerous windows with white frames and decorative architectural elements like cornices and pilasters. The overall tone is professional and institutional.

Fire Safety

Fire Safety is of paramount importance to the hospital management team. There are fire orders posted in many locations within the hospital and we would request that all patients/families follow the instructions of the hospital staff during any emergency. Also, there are floor plans in each ward/dept highlighting the fire exits in each area. Hospital lifts must not be used during a fire. The assembly point for all persons during a fire is located across from the main hospital entrance.

Health and Safety

The Health & Safety of patients/families and staff is also of paramount importance to the hospital management team. We would request that all patients/visitors be vigilant when walking around the hospital and report any Health & Safety concerns to any staff member.

Children or vulnerable patients/visitors should not be left unsupervised/alone during visiting times.

How to Recognise Hospital Staff

Clinical Nurse Manager

Navy blue tunic
with white trim,
Laced black or
dark blue shoes
with rubber soles
Navy trousers
Navy cardigan



Staff Nurse

Hospital blue pinstripe
tunic with navy trim,
Laced black or dark
blue shoes with
rubber soles
Navy trousers
Navy cardigan

Healthcare Assistant

Sky blue tunic,
Laced black or
dark blue shoes
with rubber soles,
Navy trousers,
Navy cardigan,



Household Staff

Aqua green tunic with
navy trim, Laced black
or dark blue shoes
with rubber soles,
Navy trousers,
Navy cardigan

Activities Staff

Lemon tunic with
white trim.
Laced black or
dark blue shoes
with rubber soles,
Navy trousers,
Navy cardigan



Occupational Therapist

White tunic, or polo shirt with green trim. Appropriate
footwear, Green trousers, Green cardigan.
Laced shoes with rubber soles.

Physiotherapy Staff

White tunic, blouse or polo shirt with navy trim and/or 'Chartered Physiotherapist' logo. Laced navy or black shoes with rubber soles, navy trousers and navy cardigan.

Physiotherapy students may wear a different uniform as appointed by their respective colleges.



Porters

Green fleece jacket, green polo shirt, dark green trousers, green/navy jumpers
Laced black shoes with rubber soles.





**Physiotherapy /
Occupational Therapy
Assistant**

Pale green striped tunic with navy trim or dark green polo shirt, laced navy or black shoes with rubber soles, navy trousers and navy cardigan.

Medical Team

Business Casual Dress.
White coat, shirt with tie or blouse, trousers or skirt.
Laced shoes with rubber soles.

Dietitian

White coat with shirt or blouse and tie and either trousers or skirt. Laced shoes with rubber soles.

Social Worker

Business Casual Dress
Laced shoes with rubber soles.

Admission and Rehabilitation Wards

These wards admit patients directly from the community/rapid assessment clinic (Smithfield), acute hospitals and the Day Hospital. On admission a detailed assessment is carried out by the multidisciplinary team, based on which an appropriate plan of care-intervention is established. This may involve a period of rehabilitation after which the patient is discharged home or alternatively they may be transferred to another residential care setting, or to another ward in St. Mary's for extended care.

Extended Care Wards

The main focus of the extended care wards is to provide a homely environment for male and female patients when they are unable to regain a level of independence suitable to live in their own homes.

Deer Park Lodge

Deer Park Lodge is a welfare home, providing care for patients that require minimal assistance. Allowing the patients to retain their independence and dignity is a critical part of their daily care provision. Consequently, patients are encouraged and provided with assistance in returning to independent living within their own home or eventually through supported accommodation.

Cuan Aoibheann Unit

Cuan Aoibheann provides multidisciplinary care including: Nursing, Medical, Social Work, Occupational Therapy, Physiotherapy, Nutrition and Dietetics. There is also an activities department for those patients with physical and sensory disabilities. The ethos of this unit is to create an environment conducive to the physical and psychological well being of the patients, while maintaining their independence and dignity.

Day Hospital

The day hospital provides an assessment and treatment centre for community residents north of the river Liffey. The day hospital also acts as a day centre for community patients who avail of the social interaction opportunities within the day hospital and the nutrition provided on a daily basis.

Stroke Rehabilitation Unit

The Hibernian Stroke Rehabilitation Unit contains 6 beds. This unit forms an integrated care pathway for stroke patients following their acute care in the Mater Misericordiae University Hospital. The stroke unit is co-ordinated from a multidisciplinary perspective in conjunction with a Clinical Nurse Specialist in Stroke Rehabilitation.

Nursing Services Provided

All Nursing and Healthcare Assistant Staff

The main role of every staff nurse and healthcare assistant is to provide twenty-four hour quality assured healthcare to all patients. Our aim in St. Mary's Hospital is to be a centre of excellence in older person care and for younger persons with physical and sensory disabilities. Our objective is to care for patients utilising evidence-based practice. In view of this, all nursing and healthcare assistant staff adhere to national and international evidence based policies, procedures and standards when caring for patients in St. Mary's Hospital. Healthcare assistants support nursing staff by assisting in daily activities including hygiene, mobility, feeding and social recreation.

Household Staff

Household staff are responsible for ensuring that all patients receive regular meals according to H.A.C.C.P. (Hazard Analysis and Critical Control Point) regulations.

Activities Department

The activities department was set up in St. Mary's Hospital in January 2001 to provide for the social, therapeutic, recreational, psychological and spiritual needs of all patients. This is achieved by providing a wide range of purposeful activities that are stimulating and appropriate to the individual needs of each patient. There is also an advocacy service provided by a project officer from Age Action Ireland. This allows patients to have a voice in the day-to-day running of the hospital through resident councils and committees. As part of this process all relatives are encouraged to arrange a meeting known as a family forum with the Clinical Nurse Manager and staff on the ward where their relative is residing. This allows relatives to ask any questions regarding patient care within an informal environment: for further details contact the Clinical Nurse Manager on the ward.

Medical Services

There is 24 hour medical cover in St. Mary's hospital. Dr. Dermot Power is the medical director for all wards except Bebhinn and Rhiannon wards where Dr. Alan Moore is the consultant.

Physiotherapy Service

Physiotherapy is a science based health care profession, which uses mainly, but not exclusively, physical approaches in the promotion, maintenance and restoration of an individual's physical, psychological and social well being and takes into account an individual's variation in health status. In St. Mary's Hospital Physiotherapy Department, we aim to help patients to reach an optimum level of function to enable them to safely manage the basic routines of daily living. Where this is not possible, we then aim to assist in maximising the person's abilities, performance and general well being, thus contributing whenever possible to comfort and quality of life. Areas covered by a Physiotherapist may include functional movement, exercise, balance, gait, mobility aids, footwear and seating.

The service provided by the physiotherapy department is dependant on staffing levels which may change from time to time. In general ongoing physiotherapy intervention is provided to patients undergoing rehabilitation, while an assessment and advisory service is provided to those awaiting community placement and those in extended care.

Occupational Therapy Service

Occupational Therapists are a group of professionals who assist individuals to participate in the everyday activities that are important to them. These activities range from self care activities e.g. washing and dressing, through to social and leisure activities. In St. Mary's Hospital we work with clients in the areas of rehabilitation and extended care.

Our aim in extended care is, where possible, to provide opportunities for meaningful participation in day to day activities to optimise a residents autonomy. All of our interventions are based on a thorough assessment with the resident and their family. This includes an assessment of functional ability, cognitive skills, sensory and physical status and values and interests. All interventions are founded on a well established relationship with the resident.

Specific Occupational Therapy interventions may include:

- Functional and cognitive assessment
- Home visits
- Retraining in activities of daily living
- Supply of adaptive aids and appliances
- Advising families and patients on how to best manage functional and cognitive difficulties
- Advice and provision of seating and positioning aids
- Powered wheelchair training, participation in banking, woodwork, music, reminiscence groups and other therapeutic group activities
- Participation in gardening projects and maintenance of gardening tunnels

Nutrition and Dietetics Service

The aim of the Nutrition and Dietetic Service is to ensure that all residents receive a healthy and nutritious diet to enable the resident to get well and stay well. The Dietitian sees residents for many reasons. It could be because the resident:

- Has a poor appetite
- Needs extra calories if on pureed diet
- Is on P.E.G. Feeding (Percutaneous Endoscopic Gastrostomy)
- Needs a special diet due to medical condition e.g. Diabetes Mellitus, Coeliac Syndrome.

The Dietitian will

- Monitor weight via the Nursing Team
- Assess nutritional intake of food, fluids and tube feeds via the Nursing Team
- Arrange supplements or extra food and fluid if necessary via the Nursing Team
- Provide the patient / family with written information on discharge
- Discuss any questions patients/families may have regarding diet

Catering Service

The Catering Department / Restaurant provides a 365 day food service to staff and patients on the St. Mary's Campus. The Department is responsible through a team of professionally trained staff to provide freshly cooked food, which is H.A.C.C.P. (Hazard Analysis and Critical Control Point) compliant and nutritionally suitable for its users.

The Catering Department is the proud holder of the Happy Heart Award. The fundamental ethos of the Catering Management is to promote and support the development and implementation of healthy catering policies and practices. A five week menu cycle is operated for the Hospital which gives consideration to cultural and religious food choice, while embracing clients dietary needs and special requests.

Portering Service

The portering staff are responsible for the removal of clinical waste/domestic waste and sharps waste from all wards/departments within the hospital. They also deliver linen and pharmacy items and have a responsibility for maintaining the hospital grounds, including emptying litter bins, etc. They are also responsible for the removal of any cast equipment throughout the hospital and deliver the meal trolleys to the outer units. They also transport patients to the clinical treatment room for dental referral and replace oxygen cylinders throughout the hospital. They also provide a telephony service in the main switchboard during night-time hours, and are responsible for transporting deceased patients to the mortuary. Portering staff monitor people coming into and leaving the hospital through the front gate. They have a responsibility to advise about parking.

Switchboard Service

The switchboard staff provide an efficient, courteous and friendly service. The switchboard is staffed on a 24 hour basis, 7 days per week. The staff at the switchboard work as part of the hospital team. The staff deal with various types of inquiries from patients/visitors and staff and arrange transport for patients/visitors/staff. They also arrange for the transport of clinical specimens, report and document any faults or emergencies regarding fire or cardiac arrest. Finally, they monitor and report any faults with the phone or bleep system.

X-Ray Department

The X-Ray department provides a radiography service to in-patients, day hospital patients and Community patients. The X-Ray attendant is responsible for transporting patients to and from X-Ray and transporting X-Ray films to and from wards.

Contract Cleaning Service

A private company is responsible for the cleaning service within the hospital. The contract cleaners are primarily responsible for cleaning floors, dusting, cleaning toilets, cleaning beds and cleaning chairs. The contract cleaners work closely with the Infection Control Manager and have a responsibility to conduct regular audits of cleaning standards within the hospital.

Infection Control Department

The Infection Control Manager is responsible for monitoring the hospital for best practice with regard to infection control standards. The infection control manager is responsible for monitoring any infectious outbreak within the hospital and educates staff/patients and visitors in the latest infection control guidelines.

Ophthalmology Service

There is an ophthalmology service for hospital patients usually every Tuesday.

Optician Service

There is an optician service for patients once per month on a Saturday from 10.00am – 4.00pm. The optician performs eye testing and if necessary provides patients with corrective glasses or lenses. In the future this service will be available to community patients via the day hospital/healthy ageing clinic.

Audiology Service

An audiologist visits the hospital once per month from 10am - 4pm and assesses patients hearing, fitting hearing aids and advising patients on ear care.

Nurse Led Ear Care Service

This service provides in-patients with assessment and treatment regarding ear care problems, including removal of wax build-up, hearing aid service and repair. The clinic is open every 2nd Monday 10.00am – 4.00pm.

Dental Clinic

The dental clinic is open every Thursday from 10.00am – 4.00pm and provides dental assessment and treatment for all in-patients and patients referred from the day hospital.

Dental Theatre

The dental theatre is open Monday to Friday from 9.00am - 4.00pm, and provides dental assessment and treatment to the wider community.

Community Liaison / Intervention Clinic

This service will see older persons from North Dublin who require medical and nursing assessment and whose condition means would benefit from prompt assessment of their status.

Contact Telephone Numbers for Heads of Departments

The background of the page is a faded, grayscale photograph of the St. Mary's Hospital building. It is a multi-story stone building with a central clock tower and a dome. The building has many windows, some with flower boxes underneath. The image is positioned behind the text, providing a visual context for the information.

Medical Director	(01) 625 0383
Director of Nursing	(01) 625 0335
Hospital Manager	(01) 625 0338
Physiotherapy Manager	(01) 625 0300
Occupational Therapy Manager	(01) 625 0300
Dietetics Manager	(01) 625 0300
Catering Manager	(01) 625 0300
Laundry Manager	(01) 625 0300
Portering Manager	(01) 625 0300
Stores Manager	(01) 625 0300
Social Work Manager	(01) 625 0300

Complaints Policy

If any patient or relative wishes to complain about any aspect of the service provided in St. Mary's hospital, they are encouraged to do so through the Clinical Nurse Manager on the ward. If the complaint cannot be resolved at ward level then a complaint form must be completed and sent to the hospital manager by post.

FÁS Office

The FÁS office provides volunteer staff to assist the therapeutic activities department in providing patients with recreational activities.

Friends of St. Mary's Hospital

The friends of St. Mary's Hospital is a registered charity that collects monies to provide patient's with extra resources for recreational activities, including social outings and sensory gardening. Any donation to this charity group should be made through the Director of Nursing.

Proposed developments within St. Mary's Hospital from 2007 onwards

- 
- 1) Refurbishment of the main Hospital foyer/entrance
 - 2) Upgrading of the hospital lifts
 - 3) Replacing the roof of the Day Hospital
 - 4) Construction of a 100 bedded units at the rear of the hospital
 - 5) Upgrading of roads and traffic management system
 - 6) Continued refurbishment of some wards
 - 7) Appointment of a Speech and Language Therapist
 - 8) Development of a new pharmacy department.

Map - St. Mary's Hospital

Speed restriction limit of 20 km/h



