

SCAN FOR MORE INFORMATION

Leopardstown Park Hospital
Resident Handbook

www.lph.ie



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WELCOME TO LEOPARDSTOWN PARK HOSPITAL

At Leopardstown Park Hospital we are dedicated to providing innovative care that focuses on physical, emotional, psychological, social and spiritual needs. Our holistic approach promises to provide excellence in care and service with a focus on meeting your individual needs. We respect the need to uphold your dignity, individuality and independence within a safe and therapeutic environment and we welcome family participation in your care.

Mr. Adrian Ahern
Chief Executive Officer



OUR MISSION

To deliver quality specialist services for older people, with a very high standard of clinical care, within a social care model and on a person centred basis.

Vision

To be a leading provider of high quality, person centred services for older people within a compliant, enabling and empowered environment.

Foreword

I suppose it's a valid claim that any period of 100 years in the history of Ireland can be tumultuous and exciting, but it is without doubt that the century 1917--2017 must rank as the most tumultuous. It opens with the fallout from the recently commemorated 1916 Rebellion, followed by the execution of the leaders, the 1918 election, the War of Independence, the Civil War, the declaration of the Republic, World War 11, the economic war, joining the then Common Market, the Anglo-Irish Agreements (Sunningdale and Good Friday) up to the most recent manifestations of normality in Anglo-Irish relations. Through all that turmoil Leopardstown Park Hospital filled faithfully its primary role of caring for the sick and aged population of Dublin and surrounding districts as well as our foundation role of caring for veterans of forces of Her Majesty's Forces in Ireland. The Leopardstown Park Hospital (1979) Establishment Order brought the Hospital under the control of the Department of Health as well as protecting the rights of Veterans as "principal primary beneficiaries. In celebrating the centenary, we pay tribute to our benefactor Mrs. Gertrude Power Dunning, our dedicated staff, medical, nursing, allied health, carers and administrative right up to the present day who have delivered quality care to thousands of residents and patients. This commitment to quality care is still our hallmark and our aspiration at this significant milestone in our history is to perpetuate and grow this ethos into the future. We rely on our history as a solid foundation for the years ahead.

History

In October 1917 Gertrude Dunning gifted Leopardstown Park, a magnificent country manor set in 100 acres of parkland, to the British Ministry of Pensions. Prompted by the devastation of the First World War, the gift came with a single condition – the house and its grounds were to be used to treat soldiers who had been disabled while serving with the British forces. From very early on in First World War, the sheer number of wounded and disabled soldiers returning to Ireland had overwhelmed the bed capacity of existing hospitals.

Leopardstown Park's transformation into a hospital was mirrored across the country, with more than 100 voluntary hospitals established between 1914 and 1918 to help meet demand. Uniquely among these hospitals, however, Leopardstown Park had been gifted in trust to the British government for as long as it was needed to treat war pensioners. Nestled in the foothills of the Dublin Mountains, surrounded by vast expanses of meadows and woodland, the house and grounds were considered ideal for the treatment of shell-shocked men. Leopardstown Park Hospital operated as a specialist hospital for shell shock until 1931 and was, after 1922, the only such hospital in the Irish Free State. From 1931 its services expanded to general medical and surgical care, as well as artificial limb fitting and maintenance. Though financed and managed by the British government, most of Leopardstown Park's patients were Irish citizens. Having solely admitted British forces ex-servicemen for the first six decades of its existence, the hospital opened its doors to the wider Irish public in the 1970s. Falling patient numbers ensured that, during the late 1960s, the hospital was occasionally operating at less than 50% capacity. During difficult Anglo-Irish diplomatic relations as the violence in Northern Ireland intensified, the Irish and British governments successfully negotiated the transfer of Leopardstown Park Hospital to the Irish Department of Health in 1979. Over the past four decades, the hospital has developed into a key component in the provision of medical services for older people in the South Dublin area. Nonetheless, though its patient profile has evolved dramatically since 1979, Leopardstown Park Hospital retains its close connection with the British ex-service community.

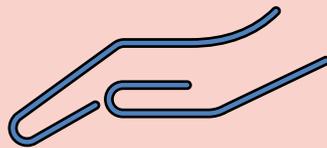


ACCREDITATION

We are Registered with the Health Information Quality Authority (H.I.Q.A.) to provide Long term care services to people aged over eighteen years.

We are also recognised by the third level colleges to facilitate the training of Nursing Students, Physiotherapy, Occupational Therapy, Speech and Language Therapy, Dietetics

RESIDENT SAFETY



At Leopardstown Park Hospital, we understand that ensuring healthcare safety is a collective effort. While our dedicated team has implemented various safety measures to safeguard you and prevent errors in your care, your active involvement is essential. By actively participating in your care and staying informed, both you and your family play a crucial role in maintaining safety. To learn more about how you can contribute to your care and enhance patient safety, please visit the patient information section on our website:

www.leopardstownparkhospital.com.



RESIDENT CHARTER

At Leopardstown Park Hospital, we are dedicated to delivering the highest standard of resident care. Our partnership with you, our resident, is paramount. To ensure clarity and mutual understanding, we have established guidelines outlining what you can expect from us and what we, in turn, expect from you. These guidelines are designed to uphold the highest standards of care and service excellence." You will find further information in our Statement of Purpose and your Contract of Care.

WHAT YOU CAN EXPECT FROM US



- At Leopardstown Park Hospital, we strive to provide our residents with the highest standard of care, ensuring timely and appropriate medical attention within a clean and safe environment.
- We are committed to delivering information in a language that you understand, offering clear and concise explanations of your condition, proposed treatments or procedures, along with the associated benefits, drawbacks, and expected rehabilitation. This empowers you and your family to actively participate in decisions regarding your treatment...
- You have the right to be promptly informed of any unexpected outcomes during your care and treatment journey. Additionally, we aim to furnish you with transparent details about hospital services and associated costs.
- Informed consent is paramount in our practice, and we ensure that you are fully aware of the risks involved in any proposed treatment. You also retain the right to refuse treatment.
- To be always treated in a courteous manner by all hospital staff.
- We uphold complete privacy and confidentiality concerning all information pertaining to your medical care, history, and personal details. Furthermore, where appropriate, you have access to your health record, fostering transparency and facilitating informed decision-making.

WHAT WE ASK FROM YOU

- Respect for your fellow residents, their families, and our staff is fundamental.
- Please inform us if you require clarification on any information provided.
- Your active involvement in decisions regarding your care is greatly appreciated
- It is essential that you provide us with accurate and detailed past and present medical and surgical history.
- Compliance with the hospital's health and safety policies, including our non-smoking policy, is required.
- Kindly ensure that you provide us with precise and up-to-date financial and health information.





GUIDELINES FOR YOUR NEW HOME FROM HOME

ADMISSIONS

Rehabilitation

This is a service provided to patients who have completed their acute medical care in an acute hospital but require rehabilitation in advance of discharge home. The period of rehabilitation will be determined based on referral and assessed need but will be for a maximum period of 6 weeks

Residential Care

Admissions to residential care are under the “Fair Deal” Scheme. The waiting list for Leopardstown Park Hospital is maintained by the HSE. Contact details:

Siobhan O’Sullivan
Local Placement Forum Co-Ordinator VII
HSE Community Healthcare East
Block B
Civic Centre
Main Street
Bray
Co. Wicklow A98 X329

T: (01) 2744247
E: siobhan.osullivan1@hse.ie

Please register your interest in a residential place in the Hospital with the local placement officer. Fair Deal funding must be approved prior to admission to the Hospital. A contract of care must be signed in advance of admission.

Clevis Welfare Home

Admission to the Clevis Welfare Home is by the Selection Committee which includes Hospital and Health Services Executive (HSE) representatives, meet on a regular basis to consider applications. Applications are made through the Acute Hospitals and HSE Community Services.

[Clevis Application Form](#)

Irish & British Armed Forces **Ex-Service Personnel**

Eligibility for services remains the same as for all applicants. However, priority of admission is given to Irish & British ex-service personnel in line with the legislative basis for the Hospital. If a potential resident, patient or client was a member of the Irish & British forces please make this clearly known when applying for services.

Healthcare **Services**

- Chaplain
- Speech & Language Therapy
- Social Work
- Activities
- Resident Services
- Nursing
- Occupational Therapy
- Dietitian
- Podiatrist
- Pharmacy
- Physiotherapy



LPH IN A SNAPSHOT

All residents are provided with services from our inter-disciplinary team (IDT) that consists of on-site access to: doctor, nurses, occupational therapists, pharmacists, physiotherapists, medical social worker, dietitian, podiatrist and speech and language therapist. We work in line with a team of health care attendants and other staff who assist with the day to day running of the hospital.

The Healthcare Chaplain provides pastoral care, spiritual guidance and support to residents, families, and staff members, of all faiths and none. Emotional and spiritual support particularly during times of crisis such as changing circumstances, difficult diagnosis, or at end-of-life is also provided.

The Speech & Language Therapist assesses a resident's FEDS (Feeding, Eating, Drinking and swallowing), in order to reduce the risk of aspiration and choking. FEDS recommendations are made in relation to food, drinks, posture and equipment in the context of person-centred positive risk management and quality of life. The SLT also assesses a resident's communication challenges in order to optimise their communication abilities (talking mats, amplifier, picture board, gesture, communication technology, staff training).

Pharmacy work closely with the medical and nursing team and other Health Care Professionals to make sure that residents get the best pharmaceutical care possible. We monitor and review all medications regularly and promote the safe, effective and economical use of medicines.

Nursing staff and Healthcare assistants are on the unit to assist you and support you to do as much for yourself as possible with your daily routine and medical needs. They provide specialist services such as, tissue viability, continence care, infection control and phlebotomy.

The activities team facilitates residents to engage and participate in meaningful activities during their day. The activities team work closely with the Occupational Therapy department to adapt tasks and the environment as needed for individual resident's needs.

The role of Social Work is to provide emotional and practical supports to residents. Social Work helps with the transition process to long term care for both residents and their families. Social Work provides information and advice on issues relating to decision making capacity. Assistance is also given regarding social welfare applications/queries.

The Physiotherapy Team provides assessment of residents on admission. This assessment forms the basis for personalised Physiotherapy intervention. This may include individual treatment or exercise or group exercises. This may be delivered in the Physiotherapy Department or at unit level and may include strength and balance exercises, transfer and mobility practice, falls prevention and management and pain management.

Dietitians assess, diagnose, and treat nutrition related issues. They work closely with the medical officer, IDT, catering and all support staff to ensure dietary advice follows SLT assessed texture modification requirements in addition to specific therapeutic needs.

Occupational Therapy offers support to people to enable them to live life to the fullest. Therapeutic interventions can include: Activities of Daily Living, Seating, Environmental adaptations/advice, Positioning and Pressure care, Splinting, Assessment for and provision of adaptive equipment, Therapeutic activities both on a group and individual basis.

Podiatrists enhance people's independence and quality of life by providing preventative care, diagnosis and treatment of a range of problems affecting the feet, ankles and lower legs.



GENERAL INFORMATION

ACCOMMODATION

- Leopardstown Park Hospital offers accommodation in single, and multiple-occupancy rooms. Each single room is equipped with its private en-suite bathroom, while double or triple rooms feature shared bathrooms

HOUSEKEEPING

- Your towels and bed linen are changed daily and if you need anything extra towels please contact a member of staff.

PERSONAL PROPERTY

- A secure area is available in each room, we encourage you to lock any valuables/money away on admission.
- All residents have access to their own wardrobe, which includes a secure locker.



VISITING HOURS

The Hospital operates a protected Mealtime Policy. Please check www.lph.ie website for up-to-date information

- Family, Carers and Volunteers are encouraged during mealtimes to assist following discussion with the nurse in charge.
- Children under the age of 12 years must be accompanied with an adult.

| | |
|--------------|-------|
| Breakfast | 08:00 |
| Lunch | 12:15 |
| Evening meal | 16:45 |

FOOD AND NUTRITION

- Nutrition is vital for resident care at Leopardstown Park Hospital. Quality food plays a significant role in encouraging residents to consume a balanced diet, providing them with essential nutrients for recovery from surgery or illness.
- We cater to various dietary requirements, including diabetic, gluten-free, high-protein, high-energy, and vegetarian diets. All meals are freshly prepared on-site by our chefs, promoting healthy eating choices.
- Our menus are designed to accommodate cultural preferences and respect religious beliefs, ensuring that residents are provided with foods prepared in accordance with their needs and beliefs.

| Mealtimes are as follows | |
|--------------------------|-------|
| Breakfast | 08:00 |
| Lunch | 12:15 |
| Evening meal | 16:45 |

MOBILE PHONES

- We kindly request that you show respect to fellow residents and staff members. We ask that you refrain from taking photographs or recording videos while within the hospital premises.

If you have any specific comments or suggestions regarding our catering services, or if you wish to speak with a member of our catering team, please don't hesitate to approach one of our unit staff. They will be more than happy to arrange for a member of the catering staff to visit you.

SMOKING POLICY

At Leopardstown Park Hospital, smoking, vaping, and the use of all tobacco or nicotine-containing products are strictly prohibited across the entire hospital campus, including all buildings, grounds, vehicles, entrances, and outdoor areas.

This policy applies equally to all residents, staff, contractors, volunteers, and visitors, in accordance with the Tobacco Regulations Act 1995 (as amended) and national Tobacco-Free Campus standards.

Leopardstown Park Hospital is committed to promoting a safe, healthy, and supportive environment for residents, staff, and visitors. Support and guidance to assist residents who smoke will be provided through appropriate clinical and care pathways, in line with person-centred care principles.

PARKING FACILITIES

- Parking on the hospital grounds at Leopardstown Park Hospital is limited and not guaranteed. While we strive to accommodate all residents, visitors, and staff, availability is on a first-come, first-served basis. We understand the importance of convenient parking for our community, and we make every effort to manage the parking spaces efficiently. However, we recommend considering alternative transportation options if parking space is not available upon arrival. Despite the limited availability, please be assured that parking is free of charge for all individuals accessing our facilities.

Residents **Feedback**

We aim to ensure your stay at Leopardstown Park Hospital is as comfortable as can be. Your feedback is invaluable to us, so we encourage you to share any suggestions or comments for improvements. We appreciate your input in helping us enhance our services

Resident **Consultation**

Leopardstown Park Hospital is committed to striving for service excellence in how we provide care for you and your family in a respectful caring manner, within a safe environment that promotes your independence and individuality. To promote a more comprehensive and effective approach, we ensure your views are captured and that the planning of our services reflects your preferences and needs (National Standards for Safer Better Health Care 2012 (Theme 1- Person-centred Care & Support)).

Residents Forum **and Advocacy**

Quarterly peer-to-peer residents' forum meetings are throughout the year on a unit-by-unit basis, deliberate on a range of topics encompassing activities, the environment, provision of services, and other emergent issues. These meetings were facilitated by the Resident Services Manager (RSM) and Medical Social Worker (MSW) you can also avail of individual discussions with the RSM & MSW an independent advocacy agency is also engaged by the Hospital through a Memorandum of Understanding in this way, advocacy supports help us collectively foster a more inclusive and diverse residential setting, where all residents have a say in shaping their service, promoting meaningful change.

COMPLAINTS & COMPLIMANTS

Leopardstown Park Hospital ensures that all resident complaints are handled confidentially and promptly, following our Service Your Say Complaints Framework, which aligns with the standards set by the HSE. Our Complaints Policy is available upon request.

Learning from complaints

-  "ASSIST ME MODEL" Support any individual named in the complaint
- Highlight any Need for Change in policy & Need for Change in practice! 

Learning from complaints

-  Act as a catalyst for POSITIVE change
- Learning, Improving & Accountability 
- Formal records & statistics to identify any trends. 

Every complaint is an opportunity to learn.



Raising concerns and complaints: A step-by-step guide

Here at Leopardstown Park Hospital, we want to give you the best care and help make you feel better, we are an open and transparent organization if you have any concerns /complaints, please see below our procedure

If you have a Complaint or Concern talk to any staff member, who will try to solve the problem with you.

If you are unhappy with how your Complaint or Concern was handled, You can contact Leopardstown Park Hospital complaints officer Edel Ambrose – 2160500 ext.333 - edelambrose@lph.ie

If you are unhappy with how we have managed your Complaint or Concern you can request a review from our Chief Executive Officer, she can be contacted at info@lph.ie or 01 216 0525

If you feel the issue has not been resolved, you can contact the HSE and request an internal investigation. Email – yoursay@hse.ie, phone-1890424555

If you are still not satisfied that your complaint /concern has not been resolved, you can go the ombudsman. Ph:01-6395600 add address

WHO CAN HELP

You can ask a friend or family member to help you make a complaint.

OR

 **Patient Advocacy Service**
Independent confidential and free support for residents, patients, and clients.
Phone: 0818 293 003

The Hospital operates a pro-active comments and complaints process, to continually improve services, based on the principles of being responsive, accessible, impartial, simple, confidential and accountable. Complaints and comments can be made by Residents, their families (with consent), or advocates (with consent). This process has been developed in compliance with Regulation 34, Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulation 2013. Our complaints procedure displayed on every unit and unit within the Hospital.

INFECTION CONTROL

To minimise the risk of infection transmission at Leopardstown Park Hospital, residents are requested to adhere to the following infection prevention and control measures:

Hand Hygiene

Residents, visitors and staff should practice hand hygiene by either washing their hands with soap and water or, if hands are not soiled, by using the alcohol-based hand gel provided throughout Leopardstown Park Hospital. Hand hygiene should be conducted before handling food, after coughing or sneezing, after using the restroom, and when hands are visibly soiled. If access to a wash-hand basin is unavailable for any reason, residents are encouraged to seek assistance from a member of the nursing staff or healthcare assistants. Furthermore, residents are encouraged to inquire with nurses, doctors, and other healthcare workers if they have performed hand hygiene before attending to them, if they have not observed them doing so.

Cough Etiquette

- Residents, visitors and staff should cover their mouth and nose with a tissue or elbow when coughing or sneezing.
- Used tissues should be disposed of in the provided bin.
- Following coughing or sneezing, residents should wash their hands with soap and water or use hand gel.

Further guidelines regarding infection prevention and control, aligned with HSE standards, are available on Leopardstown Park Hospital's website: www.leopardstownparkhospital.com.

FINANCIAL INFORMATION

METHODS OF PAYMENT



Bank Account Details:

BIC/SWIFT:

Cheque-

Card-

Cash



ADMISSION CHECKLIST

Admission Checklist - final reminder - have you brought the following:

- Day clothes and comfortable shoes.
- Nightwear, dressing gown, and closed-fitting slippers.
- Medications list.
- Any required items such as glasses, hearing aids, mobility aids, cushions, splints, or positioning devices.
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-
-
-
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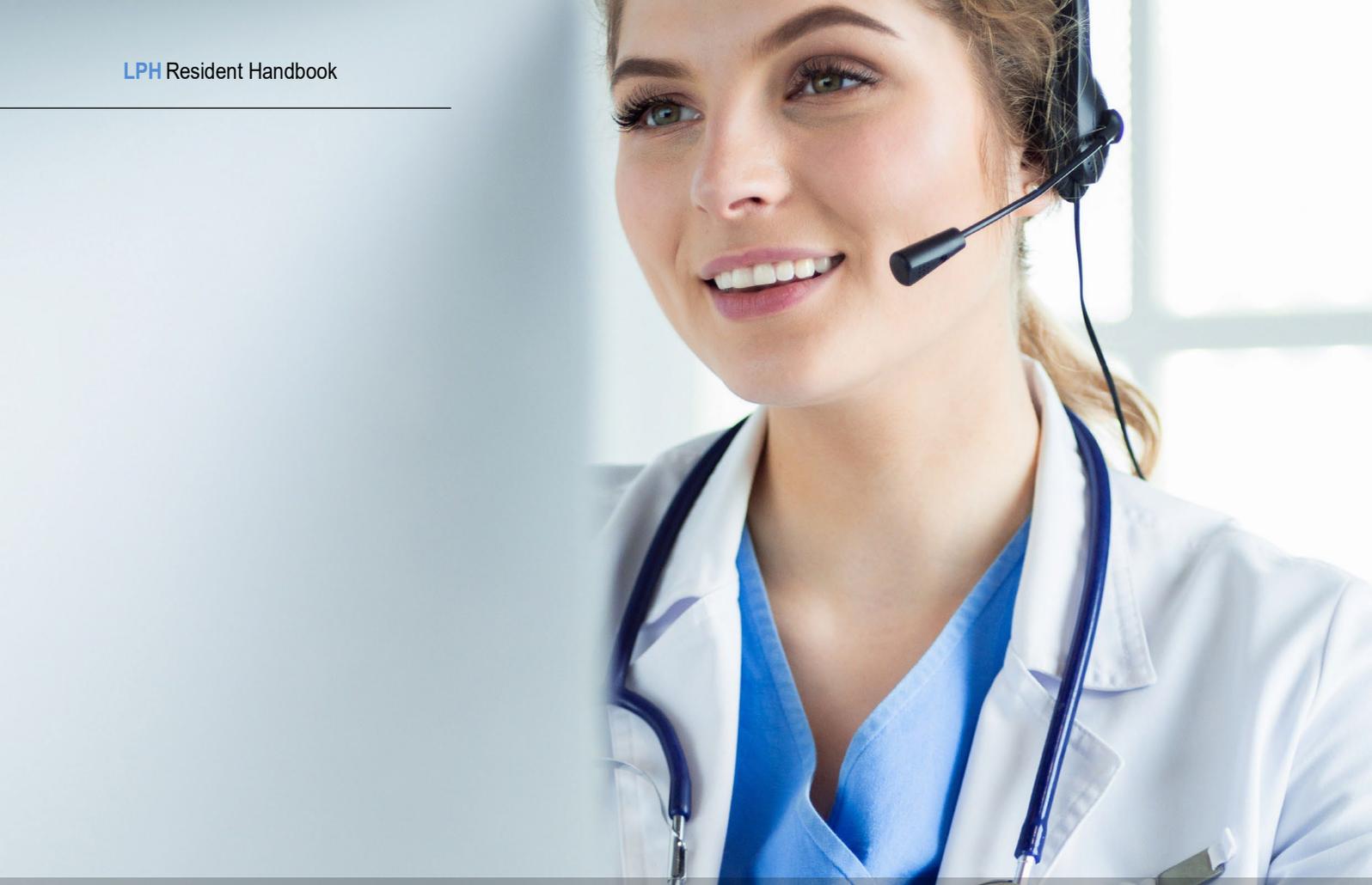
DISCHARGE CHECKLIST REHAB



Before you leave the hospital:

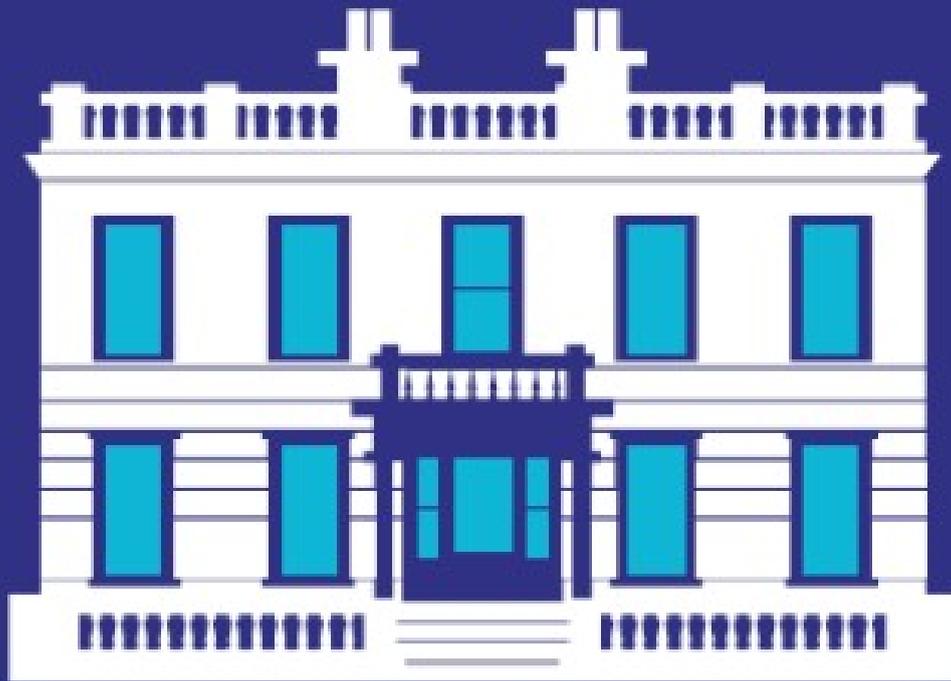
- Have you someone to collect you and take you home?**
- Have you all your belongings**
- Mobile phone/Charger**
- Your own medication that you brought into the hospital**
- Discharge medication**
- Have you someone who can get this for you on your way home?**
- Do you know and understand what medication you have been discharged on?**
- Have you received your discharge information pack with letters for GP, prescription, discharge instruction leaflet and physiotherapy information?**





CONTACT NUMBERS

| | |
|-----------------------------|-------------------|
| Main Reception | +353 (1) 216 1200 |
| Finance Department | +353 (1) 216 0522 |
| Medical Social Worker | +353 (1) 216 0565 |



LEOPARDSTOWN
Park Hospital

www.lph.ie