



LEOPARDSTOWN  
Park Hospital

Leopardstown Park Hospital Healthcare Charter  
**You and Your Care Experience**



You and Your  
Care Experience

What you can expect from your health service  
and what you can do to help

*people caring for people*



LEOPARDSTOWN  
Park Hospital

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# Glossary

**The terms referred to in this document are defined as follows:**

**Resident** - we use the term 'Resident' to include:

- individuals who live in or attend Leopardstown Park Hospital for care, rehabilitation, or day services;
- carers, families, and guardians involved in supporting their care and wellbeing;
- volunteers, community partners, and organisations that represent or support the interests of residents;
- members of the public who may use the Hospital's services in the future.

The term resident also recognises the diversity of people who engage with Leopardstown Park Hospital, regardless of age, culture, belief, nationality, religion, disability, gender, or sexual orientation. While we primarily use resident throughout this Charter, the term patient may be used in contexts referring specifically to clinical or rehabilitative treatment.

**Health** - a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (World Health Organization 1948).

**Charter** - a statement of commitment by Leopardstown Park Hospital outlining what residents and their families can expect when using our services, and how they can partner with us to support safe, respectful, and person-centred care.

**Expectations** - what residents, families, and carers can reasonably expect to experience when they access care and services within Leopardstown Park Hospital.

**Health responsibilities** - the shared duty of residents, families, and staff to promote health, maintain safety, respect the wellbeing of others, and support the Hospital in providing compassionate, efficient, and high-quality care.

**Predictable** - knowing what to expect from your care, treatment, and experience at Leopardstown Park Hospital, including the standards, processes, and communication that support your wellbeing.

**Health services** - all care, health, and support services provided by Leopardstown Park Hospital, including residential care, rehabilitation, day centre activities, therapy services, transport, volunteer programmes, and community engagement initiatives.

# Introduction

Leopardstown Park Hospital is committed to providing high-quality, person-centred care to all who live in, attend, or engage with our services. In line with the principles of the National Healthcare Charter, this document – “You and Your Care Experience” – sets out what residents and families can expect from us and how they can work in partnership with the Hospital to support safe, respectful, and compassionate care.

This Charter has been developed in alignment with the HSE National Healthcare Charter, HIQA’s National Standards for Safer Better Healthcare, and the Hospital’s mission to provide dignity, respect, and excellence in care for every resident. It reflects the views of residents, families, staff, volunteers, and community partners who together shape the culture of Leopardstown Park Hospital.

## *You and Your Care Experience – what is it?*

“You and Your Care Experience” is a statement of commitment by Leopardstown Park Hospital describing what residents, families, and carers can expect when engaging with our services, and what they can do to help us deliver the highest standard of safe and effective care.

It is based on eight guiding principles which underpin high-quality, people-centred care:

Access, Dignity and Respect, Safe and Effective Services, Communication and Information, Participation, Privacy, Improving Health, and Accountability.

These principles have been identified through collaboration between residents, staff, and national health and social care frameworks.

## *What this Charter aims to do*

- It outlines the partnership of care between residents, families, carers, volunteers, and hospital staff.
- It promotes a healthcare culture that is compassionate, respectful, and inclusive, ensuring that each person’s needs, preferences, and values are recognised.
- It supports open communication, shared decision-making, and continuous quality improvement.
- It highlights the importance of safety, dignity, and wellbeing as central to every aspect of care.
- It applies across all Leopardstown Park Hospital services, including residential, rehabilitation, day centre, therapy, and community-based programmes.

## *Our commitment*

Through this Charter, Leopardstown Park Hospital reaffirms its commitment to person-centred care that values each resident as an individual, respects their rights, and involves them as partners in their care. We invite residents, families, and staff to use this Charter as a guide for understanding and improving the shared experience of care within our Hospital community.

# Foreword

At Leopardstown Park Hospital, we are proud of our long tradition of delivering compassionate, person-centred care to residents, day attendees, and rehabilitation patients. Our Hospital community is built on respect, dignity, and a shared commitment to improving the quality of life for those in our care.

This Healthcare Charter – “You and Your Care Experience” reflects that commitment. It sets out what every resident and family can expect from Leopardstown Park Hospital, and how we can work together to ensure that each person’s experience of care is safe, respectful, and of the highest standard.

This Charter was developed in alignment with the National Healthcare Charter and HIQA’s National Standards for Safer Better Healthcare, but is tailored to reflect the values, services, and community of Leopardstown Park Hospital. It is informed by feedback from residents, families, volunteers, and staff who contribute to the continuous improvement of our services.

Our goal is to create a culture where care is individualised, compassionate, and collaborative, and where every resident’s voice is heard. We are committed to learning from feedback, listening with empathy, and ensuring that residents and families are active partners in decisions about their care and daily life in the Hospital.

Implementation of this Charter will be supported through regular resident and family engagement, staff training, and ongoing quality improvement initiatives. Progress will be monitored through resident feedback and satisfaction surveys, ensuring that the Hospital continues to uphold the highest standards of safety, dignity, and respect.

We wish to thank all residents, families, staff, and volunteers who contribute to the life and community of Leopardstown Park Hospital. Your input helps us to grow and improve every day.

Together, we will continue to build a culture of excellence, compassion, and trust.



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*Adrian Ahern*  
Chief Executive Officer  
Leopardstown Park Hospital



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*Edel Ambrose*  
Resident Services Manager  
Leopardstown Park Hospital

# Leopardstown Park Hospital Healthcare Charter

## *You and Your Care Experience*

You and Your Care Experience is a statement of commitment by Leopardstown Park Hospital describing what you can expect when and wherever you engage with our services, and how you can work with us to support compassionate, safe, and effective care.

It outlines the shared values that guide all interactions within our Hospital community — between residents, families, carers, volunteers, and staff — and describes what each of us can do to help maintain a respectful, inclusive, and high-quality care environment.

	<i>What you can expect</i>	<i>What you can do to help</i>
<b>Access</b>	Our services are organised to ensure fair and equitable access for all residents, regardless of background, ability, or need.	Keep appointments where possible and let us know if you cannot attend. Let staff know in advance if you have any accessibility, communication, or support needs.
<b>Dignity and Respect</b>	We treat all residents, families, and staff with dignity, respect, and compassion, and value the diversity of beliefs, cultures, and identities within our community.	Treat fellow residents, staff, and visitors with courtesy and respect. Help us maintain a positive and inclusive environment.
<b>Safe and Effective Services</b>	We provide services with skill, competence, and care in a safe, well-managed environment.	Support us in maintaining safety — for example, by following infection-prevention guidance or reporting any concerns to a staff member.
<b>Communication and Information</b>	We communicate clearly and honestly, providing information that is accurate, accessible, and easy to understand.	Let us know if something is unclear so we can explain further. Ask questions and share information that helps us understand your needs.
<b>Participation</b>	We involve residents and families in shared decision-making, respecting each person's preferences, values, and choices.	Be actively involved in planning your care and share your thoughts, wishes, and preferences with your care team.
<b>Privacy</b>	We respect your personal space, dignity, and confidentiality at all times and handle personal information in line with Data Protection legislation.	Respect the privacy and confidentiality of others within the Hospital.
<b>Improving Health</b>	Our services promote health, wellbeing, and quality of life, supporting residents to live as independently and meaningfully as possible.	Engage in wellbeing activities and make healthy lifestyle choices where possible. Ask your care team for advice or support.
<b>Accountability</b>	We value feedback and use it to continually improve our services. We respond to concerns or complaints with fairness, transparency, and respect.	Share your feedback or suggestions — your experience helps us make our services better for everyone.

## Access



At Leopardstown Park Hospital, our services are organised to ensure that every resident has fair and equitable access to health and social care, regardless of background, culture, belief, or ability.

We are committed to removing barriers that may prevent individuals from receiving the right care, at the right time, in the right place.

### **WHAT YOU CAN EXPECT**

- Access to hospital, day services, therapy services that are based on clinical need and person-centred care — not ability to pay.
- Clear information about your appointments, care plans, and scheduled reviews.
- Timely access to services and supports, with any unavoidable waiting periods kept as short as possible.
- Continuity of care and smooth coordination between departments and professionals involved in your treatment.
- Assistance and reasonable adjustments for residents or families with mobility, sensory, communication, or accessibility needs.
- Clear communication about any transfer, referral, or change to your care plan, and support to understand your options.
- Information on how to access support services, including pastoral care, advocacy, and family liaison.

### **WHAT YOU CAN DO TO HELP**

- Residents and families play an important role in helping us maintain fair and efficient access for everyone:
  - Please attend your scheduled appointments or let staff know as soon as possible if you cannot attend, so that the time may be offered to another resident.
  - If you use hospital transport or other arranged supports and no longer need them, please notify the relevant department to allow efficient scheduling.
  - Be ready at the agreed time for appointments, therapy sessions, or transport pick-ups.
  - Let staff know in advance if you have specific communication, mobility, or support needs so that we can prepare appropriately.
  - Ensure that your contact information (address, phone number, emergency contact) is up to date with the Unit Administration Office.
  - Use emergency services only when necessary, and seek advice from nursing or clinical staff when unsure.

### **Our Commitment**

- Leopardstown Park Hospital is committed to providing open, equitable, and accessible services. We continually review how residents and families access care, and we welcome feedback on how our services can be improved to ensure inclusivity, fairness, and responsiveness for all members of our community.

## Dignity and respect



At Leopardstown Park Hospital, we are committed to treating every resident, family member, visitor, volunteer, and staff member with dignity, respect, and compassion. We recognise and value the unique life experiences, beliefs, and identities that each person brings to our community.

Respect and kindness underpin every interaction in our Hospital — whether in care, communication, or daily living.

### **WHAT YOU CAN EXPECT**

- Care that respects your individuality, background, culture, values, and beliefs.
- A compassionate approach from all staff, where kindness and empathy are at the heart of every action.
- Sensitivity and understanding in the way your care is planned, delivered, and reviewed.
- End-of-life care that is dignified, comforting, and focused on supporting you and your loved ones with respect and privacy.
- An inclusive environment that promotes equality and values diversity across all aspects of hospital life.
- The opportunity to be listened to, supported, and understood without judgement.

### **WHAT YOU CAN DO TO HELP**

*Dignity and respect are shared responsibilities that strengthen our community:*

- Treat staff, fellow residents, families, and visitors with courtesy, kindness, and respect.
- Be considerate of those who may need quiet or rest by following visiting hours and hospital guidelines.
- Respect the privacy and dignity of others, including during care, mealtimes, and personal routines.
- Speak to a staff member if you witness or experience behaviour that feels disrespectful or unkind — we take all such matters seriously.
- Support an inclusive and welcoming environment for everyone, regardless of background, belief, or identity.

### **Our Commitment**

- Dignity and respect are central to the mission and ethos of Leopardstown Park Hospital. Through staff training, leadership example, and daily practice, we strive to maintain an environment where every person feels valued, safe, and treated as an individual.

We believe that true quality of care begins with respect — for self, for others, and for the community we share.

## Safe and effective services



At Leopardstown Park Hospital, safety and quality are at the heart of everything we do. We deliver care with professionalism, compassion, and skill, ensuring that residents receive the right care, in the right place, at the right time. Our staff are committed to maintaining a safe environment, continuously improving standards, and working together to provide effective and person-centred care.

### **WHAT YOU CAN EXPECT**

- Services that are delivered with competence, care, and professionalism by qualified staff.
- Continuity of care and seamless communication between teams involved in your treatment and daily support.
- A coordinated approach to care planning that ensures your needs, preferences, and safety are central to all decisions.
- Systems and structures that support resident safety — including risk management, infection prevention and control, medication safety, and environmental safety.
- Clear explanations about your care, treatment, and any changes to your plan.
- Pain management and comfort care that are reviewed regularly to ensure effectiveness and dignity.
- Regular monitoring of quality and safety outcomes in line with HIQA Standards and the Hospital's Quality & Safety Framework.

### **WHAT YOU CAN DO TO HELP**

*Residents and families play an important role in supporting safe and effective care:*

- Let your care team know if you have concerns or notice something that does not seem right.
- Ask questions about your medication, treatment, or care plan — and let staff know if you don't understand something.
  - Inform staff about any allergies, reactions, or changes in your condition.
  - Follow care and safety advice given by staff, such as fall prevention measures or infection control guidance.
  - If you notice a staff member who may have forgotten to wash or sanitise their hands, please feel free to gently remind them — we welcome such partnership.
  - Avoid touching medical equipment or dressings, and always seek assistance if unsure.
  - Keep personal areas tidy and free from trip hazards, and wear appropriate footwear

### **Our Commitment**

We are committed to providing safe, effective, and evidence-based care in an environment that promotes trust and confidence. Our safety systems are guided by national policy, clinical governance, and continuous quality improvement. Residents and families are encouraged to share feedback and participate in safety initiatives — because together, we make care safer for everyone.

At Leopardstown Park Hospital, safety is not just a policy — it is a shared value and daily practice.



#### **Help prevent the spread of infection:**

- Hand washing is the best way to prevent germs from spreading. Wash your hands after coughing/sneezing, after going to the toilet, after touching anything wet (e.g. ooze from your wounds, urine from your catheter, your blood stained dressings) and before mealtimes.
- If you can't get to a sink to wash your hands, ask your healthcare staff to provide you with a means to clean your hands (e.g. basin of water and soap/wipes/alcohol hand rub) so that you can keep your hands clean.
- Avoid touching any wounds or the area around drips, drains or catheters.
- Ask your doctor or nurse why you have a drip or catheter and how you can help prevent it from getting infected. Let staff know if the area around the drip becomes sore or red or if the bandage falls off or looks wet or dirty.
- Understand that taking antibiotics will not help if you are diagnosed with a virus.
- If you have diarrhoea and are on an antibiotic or have recently been on one – let the staff know.

#### **When Visiting Residents :**

To help us protect the health, comfort, and privacy of all residents, please follow these simple guidelines when visiting Leopardstown Park Hospital:

- Please avoid sitting on a resident's bed and keep the number of visitors to a safe and comfortable minimum at any one time.
- Ask unit staff for advice before bringing food, drink, or gifts to a resident — some residents may have special dietary or medical requirements.
- Do not touch dressings, medical devices, or equipment around the resident's bed space.
- Do not visit if you are feeling unwell, especially if you have a sore throat, fever, cough, diarrhoea, vomiting, or any flu-like symptoms.
- Do not bring children to visit if they have recently been unwell or have cold or flu symptoms.
- Always wash or sanitise your hands before and after visiting, and follow any infection-control guidance displayed on the unit.

Your cooperation helps us maintain a safe, healthy, and respectful environment for every resident, visitor, and staff member.

## Communication and information



At Leopardstown Park Hospital, we believe that good communication is the foundation of safe, respectful, and person-centred care.

We are committed to listening with empathy, speaking with honesty, and providing information in ways that are clear, accessible, and meaningful for residents, families, and carers.

We understand that effective communication builds trust — it allows residents and families to be informed, involved, and confident in every aspect of care.

### **WHAT YOU CAN EXPECT**

Open, clear, and honest communication throughout your care journey — from admission to ongoing care, review, and discharge.

- Information about your health, treatment, or rehabilitation plan in plain and accessible language.
- Regular updates from staff involved in your care, with time given to discuss questions or concerns.
- Information about available supports — including pastoral care, therapies, activities, advocacy, and resident council initiatives.
- Access to interpreters or alternative communication supports where needed.
- Identification of all staff involved in your care — staff will introduce themselves by name and wear an identification badge at all times.
- Written information leaflets, posters, or digital materials to help you understand your condition, treatment options, and available supports.
- Respectful and private discussions regarding your care, treatment options, and preferences.

### **WHAT YOU CAN DO TO HELP**

#### ***Ways that you can support improved communication:***

- Let your care team know if there is anything you do not understand — we are happy to explain things again in a different way.
  - Ask questions about your health, care, or treatment — there are no “silly” questions.
  - Provide accurate information about your health history, current medications, and any changes in your condition.
  - Nominate a family member or representative who can help you communicate your wishes if you prefer.
- Let staff know if you have communication needs — such as hearing or visual supports, or if you would like information in a specific format.
- Share any concerns early so that we can resolve them quickly and ensure your comfort and confidence.

### ***Our Commitment***

Leopardstown Park Hospital is dedicated to providing open, compassionate, and transparent communication at all times.

We recognise that every conversation — whether a daily update, a care discussion, or a family meeting — is an opportunity to listen, understand, and support you.

We are committed to ensuring that residents and families feel heard, informed, and respected in every interaction.

# Participation



At Leopardstown Park Hospital, we recognise that residents and families are active partners in care. We value your knowledge, preferences, and experience, and we encourage your involvement in decisions about your health, wellbeing, and daily life.

Participation means working together — residents, families, carers, and staff — to make informed choices that respect individuality and dignity.

## WHAT YOU CAN EXPECT

- To be involved in discussions and decisions about your care and treatment to the degree and extent that you choose.
- To have your values, preferences, and wishes respected when care plans are developed or reviewed.
- To be given clear information about the benefits, risks, and alternatives before any treatment or intervention.
- To have opportunities to participate in resident council meetings, family forums, or quality-improvement feedback sessions.
- To be supported to make informed decisions, with additional help provided where communication or capacity is a concern.
- To receive appropriate information and time to give informed consent before any procedure or change to your care plan.
- To know when students or trainees are involved in your care and to have the option to decline their participation.

## WHAT YOU CAN DO TO HELP

### Ways that you can support participation:

- Take an active role in planning your care — share your goals, preferences, and any concerns with your care team.
  - Prepare a list of questions, symptoms, or observations to discuss during reviews or meetings.
  - Ask for clarification if anything about your care or medication is unclear.
  - Let staff know who you would like to be involved in discussions about your care (for example, a family member or representative).
  - Share feedback and ideas through resident meetings, satisfaction surveys, or direct conversations with staff.
  - If you wish, ask for information about supports available for residents' rights, advocacy, or decision-making.



## Our Commitment

Participation is a cornerstone of person-centred care at Leopardstown Park Hospital.

We are committed to listening, involving, and empowering residents and families as equal partners in care planning and service development.

Together, we make care decisions that reflect what matters most — your comfort, dignity, and quality of life.

## Privacy



At Leopardstown Park Hospital, we are committed to protecting your privacy, dignity, and personal information at all times.

We understand that privacy is essential to feeling respected, safe, and valued — whether during care, in conversation, or in how your personal data is managed.

Your information and your personal space belong to you, and we will always handle both with care and discretion.

### **WHAT YOU CAN EXPECT**

- To have your personal and health information handled in strict confidence and used only for legitimate care and safety purposes.
- For your information to be securely stored and accessed only by staff directly involved in your care.
- For personal discussions, treatments, and assessments to be carried out in a private and respectful manner.
- To be given enough personal space during care, mealtimes, and social activities.
- To receive clear information about how your personal data is collected, stored, and used in accordance with the Data Protection Act 2018 (GDPR).
- To be supported to make a complaint or raise a concern if you believe your privacy or data protection rights have been breached.
- To have your healthcare records accessed for quality assurance or audit purposes only when necessary and in line with hospital governance procedures.

### **WHAT YOU CAN DO TO HELP**

*Ways that you can support the health service in safeguarding patient confidentiality:*

- Respect the privacy and dignity of other residents, staff, and visitors within the Hospital.
- Avoid sharing information, photographs, or stories about other residents or staff without consent.
- Speak with a staff member or the Data Protection Officer if you have any questions about how your personal information is handled.
- Maintain confidentiality when volunteering, visiting, or assisting within communal areas.

### **Our Commitment**

Protecting the privacy of residents, families, and staff is fundamental to the ethos of Leopardstown Park Hospital.

We are fully compliant with national data protection legislation and uphold the highest standards of confidentiality across all departments.

Every member of staff is responsible for safeguarding privacy — in communication, in care, and in data management — ensuring that each resident's trust is always respected.

## Improving health



At Leopardstown Park Hospital, we are committed to supporting the health, wellbeing, and independence of every resident.

We aim to promote physical, mental, emotional, and social wellbeing through compassionate care, rehabilitation, and meaningful daily engagement.

We believe in a shared partnership between residents, families, and staff.

### WHAT YOU CAN EXPECT

- Access to information, advice, and encouragement on how to maintain and improve your health and wellbeing.
- Support to live as independently and meaningfully as possible, with tailored care plans and therapeutic programmes.
- Access to physiotherapy, occupational therapy, recreational activities, and social programmes that promote health and inclusion.
- Information and support to help you self-manage long-term conditions in partnership with your healthcare team.
- Opportunities to participate in rehabilitation, health promotion, and lifestyle activities — such as exercise, creative sessions, and outdoor events.
- Infection prevention and control measures that keep the hospital environment safe and healthy for everyone.
- A smoke-free campus and encouragement to access smoking cessation supports if desired

### WHAT YOU CAN DO TO HELP

*Ways that you can support the health service to improve your health:*

- Take an active role in maintaining your health — participate in activities, exercise, and therapy programmes where possible.
- Ask your care team for information on nutrition, exercise, and wellbeing that suits your needs.
- Let staff know about any changes in your health or mood so that care can be adjusted promptly.
- Support hospital-wide infection prevention efforts by practising good hand hygiene and following staff guidance.
- Make healthy lifestyle choices where possible — including balanced nutrition, staying hydrated, and avoiding smoking or excessive alcohol.
- Encourage others to take part in wellbeing and social inclusion activities

### Our Commitment

Leopardstown Park Hospital is dedicated to promoting lifelong health and wellbeing through holistic, person-centred care. Our multidisciplinary teams work collaboratively to empower residents, enhance quality of life, and prevent illness where possible.

We strive to ensure that every resident has the opportunity to live well — physically, emotionally, and socially — within a safe, supportive, and caring environment.

# Accountability



At Leopardstown Park Hospital, we welcome feedback, suggestions, and complaints as valuable opportunities to learn, improve, and strengthen the quality of our care.

Accountability is not only about compliance — it is about responsibility, openness, and respect for residents, families, and staff.

We are committed to responding to concerns in a fair, timely, and transparent manner and to ensuring that learning from feedback leads to real, positive change.

## WHAT YOU CAN EXPECT

To have the opportunity to share your views on the care and services you receive — whether positive or negative.

- Information on how to give feedback, raise a concern, or make a complaint in confidence.
- To have your concern or complaint acknowledged and investigated promptly, with fairness and respect.
- To receive a clear explanation and, where appropriate, an apology and details of any improvements made as a result of your feedback.

The option to request a review if you are not satisfied with the outcome of your complaint.

- Assurance that raising a complaint or providing feedback will not affect your care in any way.
- To see changes implemented where feedback highlights areas for improvement.



## WHAT YOU CAN DO TO HELP

Your feedback helps us to maintain high standards and continuously improve:

- Share your experiences with us — positive feedback helps us recognise good practice, and concerns help us identify where change is needed.
- Speak directly to a staff member or nurse on duty if you have a concern; most issues can be resolved quickly at local level.
- Submit formal feedback or a complaint in writing, by email, or through our suggestion boxes if you prefer a more structured process.
- Provide as much detail as possible when submitting a concern so that we can review and address it effectively.
- Participate in resident or family forums where your insights can shape ongoing service development.

## Our Commitment

Leopardstown Park Hospital operates under the HSE “Your Service, Your Say” policy, ensuring that every comment, complaint, and compliment is valued and reviewed.

All complaints are handled in line with national policy and the Hospital’s internal Complaints Management Procedure

## Feedback and complaints can be submitted to:

Complaints Officer  
Leopardstown Park Hospital  
Foxrock, Dublin 18, D18 XH70  
Tel: (01) 295 5055  
Email: edelambrose@lph.ie  
Website: www.lph.ie

Residents and families may also escalate concerns externally to the HSE, HIQA, or the Office of the Ombudsman if they are not satisfied with the outcome at local level.

## Our promise:

We will always listen, learn, and act — because your voice matters, and your experience helps us deliver the best possible care.

# Help save a life

## ***Consider donating blood, organs, tissues or bone marrow:***

Every year, hundreds of lives are saved with the help of donated blood, organs, tissues and bone marrow. You could save or improve the lives of several other people if you become a donor. To become a blood donor, visit the National Blood Transfusion Service website, [www.giveblood.ie](http://www.giveblood.ie). To become an organ or tissue donor, put your name on the Organ Donor Register. You should also discuss your wishes with the people close to you, and carry a donor card.

For more information, or if you have a question about this topic, contact the Citizens Information phone service on lo-call 1890 777 121 (Monday to Friday, 9am to 9pm).

## ***First Aid***

Did you know that over 6,000 people die from cardiac arrest every year, before reaching hospital; that's 18 people every day? If you were the first person on the scene of one of the cardiac arrests would you know what to do? Make a difference today, find out about doing a first aid course in your local area, and learn about first aid. Help save a life.

## ***Stroke***

Learn about the signs and symptoms of stroke, F.A.S.T. Face Arms Speech Time Help a stroke victim access emergency services in time and help save a life. See [www.stroke.ie/FASTCamaign](http://www.stroke.ie/FASTCamaign)

## ***QUIT smoking***

1-in-2 smokers will die of a tobacco related disease, can you live with that, QUIT

## **For more information visit:**

- [www.quit.ie](http://www.quit.ie) or
- [www.facebook.com/HSEquit](https://www.facebook.com/HSEquit) or
- call the National Smokers' Quitline: 1850 201 203

## ***Safety in children***

Make sure that your home is a safer place for young children. See [www.hse.ie](http://www.hse.ie) for the child safety resources

## ***Road safety***

Slow down and drive carefully, never, ever drink and drive, help save a life, see [www.rsa.ie](http://www.rsa.ie)

## ***Prevent falls in older people***

Find out about how to prevent falls in older people see [www.hse.ie](http://www.hse.ie)

# Finding out about health services

## **Contact the HSE:**

Contact your local health area for information about local HSE services. You can find the contact details in the phone book under 'health services' or on the internet at [www.hse.ie](http://www.hse.ie)

Call-save: 1850 24 1850  
(Monday to Saturday 8.00am to 8.00pm)

## **Citizens Information:**

Contact your local Citizens Information service for free, confidential and independent advice on a wide range of issues including services and schemes provided by the HSE and the Department of Social Protection that you may be entitled to.

You can also visit your local Citizens Information Centre. To find your nearest office, look in your local phone book or go to the Citizens Information Board website, [www.citizensinformation.ie](http://www.citizensinformation.ie)

Lo-call: 1890 777 121  
Tel: +353 (0)21 452 1600  
(Monday to Friday, 9.00am to 9.00pm)

## **National Healthcare Charter**

If you have any comments or suggestions about the *National Healthcare Charter: You and Your Health Service*, contact us:

National Advocacy Unit, HSE  
Quality & Patient Safety Directorate  
Health Service Executive, Oak House  
Millennium Park, Naas, Co. Kildare

Tel: (045) 880 400  
Email: [yoursay@hse.ie](mailto:yoursay@hse.ie)  
[www.hse.ie](http://www.hse.ie)



### Our Shared Commitment

At Leopardstown Park Hospital, care is more than a service — it is a shared commitment between residents, families, staff, and volunteers. Together, we create a community where compassion, dignity, and respect guide every interaction, and where each person's voice and experience truly matter.

This Charter reflects our promise to:

- Deliver safe, effective, and person-centred care.
- Communicate openly, honestly, and with empathy.
- Treat every individual with dignity, kindness, and respect.
- Protect privacy and confidentiality at all times.
- Encourage participation and partnership in all aspects of care.
- Promote health, wellbeing, and social inclusion.
- Welcome feedback and continuously improve the quality of our services.

We ask every member of our community — residents, families, visitors, and staff — to uphold these shared values in daily life within the Hospital. By working together, we ensure that Leopardstown Park Hospital remains not only a place of excellent care, but a home built on compassion, trust, and understanding.



Leopardstown Park Hospital  
Foxrock, Dublin 18, D18 XH70  
Tel: (01) 295 5055 | Email: [info@lph.ie](mailto:info@lph.ie) | Website: [www.lph.ie](http://www.lph.ie)

Adapted from the National Healthcare Charter (HSE, 2012) and aligned with the National Standards for Safer Better Healthcare.