

At St John of God Hospital, we are proud to carry forward a legacy of compassionate care that has been at the heart of our mission since our foundation in 1882. Our approach is deeply rooted in the values that guide us:

Hospitality: We offer a warm, welcoming environment to all who come through our doors, inspired by the strength and humanity of the people we work alongside every day.

Compassion: Our approach is grounded in kindness and a willingness to help, ensuring each person receives individualised, empathetic, and thoughtful care.

Respect: We honour each person's dignity and choices, ensuring that our care supports and respects the inherent dignity of every individual.

St John of God, born in 1495 in Portugal, experienced his own struggles and a profound spiritual awakening that led him to dedicate his life to caring for society's most marginalised. His compassionate work laid the foundation for a global mission of care that continues to inspire us today. At St John of God Hospital, we are honoured to uphold this tradition, providing patient-centred care that embodies the values of respect, hospitality, and compassion.

As a leading provider of mental health care services, we continue the legacy of St John of God by offering high-quality, patient-focused care. Located in Stillorgan, Co. Dublin, St John of God Hospital is an independent, acute mental health teaching hospital offering 180 in-patient beds and an expanding outpatient service. Recognised as one of Europe's leading providers of mental health treatment and care, the hospital offers a comprehensive range of specialist mental health services, including addictions, psychosis, eating disorders, psychiatry of later life, and adolescent mental health.

As a leader in teaching and research, the hospital is affiliated with University College Dublin, Trinity College Dublin, Dublin City University, the University of Limerick, and the Royal College of Surgeons in Ireland, supporting undergraduate and postgraduate healthcare education, as well as higher medical training in collaboration with the College of Psychiatrists of Ireland.

St John of God Hospital CLG operates as a company limited by guarantee, without share capital, and is registered with the Companies Registration Office (No. 430743), the Charities Regulator (No. 20069858), and Revenue (CHY No. 18282).

Our multidisciplinary teams work collaboratively to tailor treatment plans that meet your specific needs, aiming to inspire hope and empower you to achieve the best possible outcomes. We are committed to upholding this legacy of compassion and excellence, ensuring that your experience at St John of God Hospital is supportive, respectful, and empowering.

Thank you for choosing St John of God Hospital. We are here to support you every step of the way.

INDEX

| | |
|---|-----------|
| About Us | 2 |
| <hr/> | |
| Patient Charter | 4 |
| <hr/> | |
| Information for your admission | 6 |
| <hr/> | |
| During Your Stay | 10 |
| <hr/> | |
| Keeping Safe During Your Hospital Stay | 18 |
| <hr/> | |
| Hospital Facilities | 22 |
| <hr/> | |
| Advocacy | 24 |
| <hr/> | |
| We value your feedback | 25 |
| <hr/> | |
| Useful Information | 26 |
| <hr/> | |
| Privacy and Dignity | 28 |
| <hr/> | |
| On Your Discharge | 29 |
| <hr/> | |



Patient Charter

At St John of God Hospital, we are committed to providing the highest standard of care and support for all our patients. We believe in treating everyone with dignity, respect, and compassion. To ensure your rights and wellbeing are upheld, we have developed this Patient Charter. It outlines your entitlements, responsibilities, and the standards of care you can expect while receiving care in our hospital.

Respect and Dignity

You have the right to be treated with respect, dignity, and empathy, regardless of your condition or background. We will maintain your privacy and confidentiality to the extent permitted by law, and all information about your treatment will be kept secure. You have the right to request your information/medical records.

Informed Consent

You have the right to receive clear and comprehensive information about your treatment options, including benefits, risks, and alternatives. We will involve you in decisions about your care, and your consent will be sought before any treatment is administered, except in emergency situations.

Access to Care

You have the right to timely and appropriate mental health assessment, diagnosis, and treatment. We will strive to provide you with access to a range of evidence-based therapies, treatments, and interventions.

Care Plan

You have the right to have an individualised treatment plan developed in collaboration with your healthcare team. We will regularly review and update your treatment plan, taking your progress and goals into consideration.

Communication and Participation

You have the right to be involved in your care, to ask questions, and to receive understandable explanations about your condition, treatment, and progress. We will encourage your active participation in your treatment and involve your family or support system, with your consent, if appropriate.



Safety and Wellbeing

You have the right to receive care in a safe and secure environment that promotes your wellbeing. We will act appropriately to ensure your safety, including regular monitoring, and risk assessments.

Freedom from Discrimination and Abuse

You have the right to be free from discrimination, harassment, and abuse of any kind. We will not tolerate any form of misconduct, and we will promptly investigate and address any complaints or concerns raised by patients.

Continuity of Care

You have the right to continuity of care, both during your stay and upon discharge. We will collaborate with community mental health services to ensure a seamless transition and provide you with appropriate aftercare support.

Feedback and Complaints

You have the right to provide feedback, raise concerns, or make complaints about any aspect of your care without fear of retribution. We will provide a clear and accessible process for submitting feedback or complaints and will take them seriously, investigating and addressing them in a timely manner.

Rights of Advocacy

You have the right to access advocacy services to support you in asserting your rights and navigating the healthcare system. We will provide information about available advocacy services and assist you in accessing them if requested. Remember, this Patient Charter is designed to guide our interactions and care for you. If you have any questions or concerns, please do not hesitate to discuss them with your healthcare team. We are committed to collaborating with you to achieve your best possible mental health and wellbeing.



Information For Your Admission

At St John of God Hospital, we prioritise a seamless and respectful admission process. Our dedicated Admissions Officer will coordinate the referral with the relevant consultant and schedule your admission date.

Your Admission

Upon arrival, you will be directed by our reception team to the Admissions Office to provide necessary administrative information, consent to a photograph, and sign required forms.

Those Accompanied by Family

You may be accompanied to the suite by family members during admission. Our

Admissions Officer will accompany you to your designated suite after completing the initial process.

Suite Admission

Upon reaching the suite, you will be asked to wait in the designated area while the Admission Officer hands over your notes to the Nursing Office. The nursing staff will be informed of your arrival.

Introduction to Nursing Staff

You will meet your admitting nurse, who will complete the admission process, including:

- Showing you to your room.
- Completing a property inventory for the items you brought.
- Securely handling sharps, medications, and large sums of money.

Orientation and Initial Health Check

The admitting nurse will:

- Conduct a tour of the suite.
- Take vital signs and perform other necessary checks as part of the physical screening.
- Introduce you to other nursing staff on duty.

Patient Assessment and Observation

St John of God Hospital is dedicated to fostering a positive, recovery-focused therapeutic environment. We employ an open and patient-centred model of treatment and care that empowers everyone on their journey to recovery.

• **Personalised Assessment:**

Every patient is carefully assessed by their Multidisciplinary Team (MDT) to determine the most appropriate level of observation based on their unique needs and circumstances. This personalised approach ensures that you receive the care and attention that best supports your recovery.

• **Access to Information:**

Detailed information about your observation level is readily available. An information leaflet and DVD are provided on your suite, offering clarity on what your observation level entails. Should you have any questions or need additional information, the nursing staff on your suite are always available to assist you.

Medication Management

When you are admitted to hospital, every effort will be made to ensure that your medication is prescribed correctly; this may involve contacting your local pharmacy and/or your GP to get a list of your current medication.

If you bring your own medicines into hospital, they may be used at the start of your admission if needed (for example, if they are not stocked in the pharmacy or if the pharmacy is closed). For the duration of your stay however, your medication will be provided by the hospital pharmacy and must be prescribed and administered by hospital staff.

Upon admission, nursing staff will send any medication you have brought with you to the pharmacy, where they will be packed in sealed bags and returned to the suite for safekeeping. Nursing staff will then arrange for your medicines to be sent home with a family member or designated person as early as possible in your admission. If this is not possible, please ask the nurse for your own medicines on the day you are discharged. If they are not collected on the day that you are going home, Pharmacy can only store them for 2 weeks after your discharge, before disposal. If you need any further information on this matter, please discuss with a member of nursing staff.

Consultant Review

You will see your treating consultant within 24 hours of admission, unless you are admitted over a weekend or Bank Holiday, in which case the on-call consultant will see you. At St John of God Hospital, our admission process is designed to ensure you receive compassionate and efficient care from the moment you arrive.

Accommodation

The hospital provides a range of accommodation options, with room allocation determined by the Clinical Team.

Personal Property and Safekeeping

During your stay at the hospital, there may be instances where certain personal items are temporarily retained for health and safety reasons. Our nursing staff will always explain the specific reasons for any such action to ensure transparency and understanding. If you have any questions or concerns regarding your personal belongings, please feel free to discuss them with a member of your MDT. We are here to support you and ensure your peace of mind.

To ensure the safety of your valuables, such as expensive jewellery and large sums of money, please return them home or deposit them in the hospital's Cash Office for safekeeping. The hospital is not responsible for items kept in patients' rooms.

Mobile Phone Access

Patients are generally allowed to use mobile phones and chargers, with exceptions within certain suites.

Your First Few Days including Observation Levels and Patient Assessment

When you arrive, a nurse will meet with you to understand your situation, the reason for your admission, and assess your level of risk. All patients are initially placed on GC1 observation, which is our standard observation level for new admissions. This means you will need to stay on the suite, and a nurse will check on you every hour to ensure your safety and wellbeing.

You will also meet with a doctor, who could be part of your care team or the on-call doctor on the day. Sometimes, the nurse and doctor interviews happen at the same time if both are available.

Hospital Charges

At our hospital, we are committed to ensuring transparency and providing comprehensive support regarding billing, patient services, and the overall experience during your stay.

Cost Estimates and Payment Options: An estimate of your admission costs is available from our Accounts Office. Payments can be made via bank draft, electronic funds transfer, credit/debit cards, QR code or private health insurance.



During Your Stay

You will be under the care of a Consultant Psychiatrist and a dedicated Clinical Team, which includes a medical registrar, a nurse, a psychologist, a social worker, and an occupational therapist. This is known as a Multi-Disciplinary Team (MDT). This team will support your mental health recovery.

Your Multidisciplinary Team **Psychology Team**

Each MDT team member brings unique expertise to provide comprehensive care tailored to your specific needs. If you need to contact any member of the team, the nurse on duty in your suite will be available to assist you.

You will have regular meetings with your MDT to discuss and refine your care plan. A care plan is a personalised set of mental health treatment goals developed collaboratively between you and your MDT. This plan is regularly reviewed and updated to reflect your progress and changing needs.

Your care plan is designed to place you at the centre of your mental health journey. It ensures that you, your MDT, and your support network are aligned and working towards the same objectives. By combining the knowledge and skills of various professionals, your MDT can offer the best possible care to support your recovery.

At St John of God Hospital, our goal is to provide patient-focused, holistic care through the collaborative efforts of our MDT, ensuring that your mental health treatment is effective, personalised, and compassionate.

Psychologists working in the Hospital have specialist post-graduate qualifications and experience of working with adults who have a range of mental health difficulties. They work with patients to empower them to manage their mental health and to promote recovery and psychological wellbeing, all with a trauma informed perspective. Psychologists offer evidence-based assessments and psychological therapies appropriate to the needs of each individual, as agreed with you and your MDT.

How do I access the Psychology Service?

Your MDT will consider your therapeutic needs with you during your admission. This may lead to you being referred by your MDT for an assessment of your psychological needs when it is felt to be most relevant to your recovery plan. Once referred, a member of the psychology team will contact you to conduct an initial assessment.

What should I expect at the initial assessment?

The initial assessment focuses on working with you to identify your strengths and difficulties, as well as discussing your goals. This will inform the development of a clear therapeutic plan. The initial assessment lasts approximately 1 hour.

The psychologist will discuss with you the different treatment options available. These may include:

- Further psychological assessment
- Participation in one of our Group Therapy Streams of Care
- Short-term individual therapy (2-3 Sessions)
- Recommendations for therapeutic support after you leave hospital.

Each of these options is described in the following sections:

What does Psychological Assessment involve?

A Psychological Assessment seeks to assist you and your MDT to better understand your difficulties and needs. Such an assessment will usually involve more than one session. You may be asked to discuss the background to your difficulties and/or asked to complete some written or task-based assessments. These assessments will explore:

- how you view yourself, other people and the world in general, or,
- your cognitive functioning (e.g., memory, attention, problem solving, etc), or,
- your current symptom severity (e.g., level of anxiety)

The type of assessment you have will be decided by the Psychologist in consultation with you and other MDT members.

Will I have therapy?

Following your initial assessment, and/or more detailed psychological assessment, the psychologist will discuss appropriate therapeutic options with you. Therapy is a specific and focused intervention, and any therapy you

are referred to will be aimed at addressing your own needs. It is important to remember that meaningful therapy often requires time. Any therapy you may be offered while an in-patient should be considered to be introductory and you may be recommended to continue engaging in appropriate therapy after you leave hospital.

What types of group therapy are available?

Group therapy is the primary format that you will be offered therapy through. You may be referred to engage in one or more of our three group therapy streams of care:

1. Introduction to Cognitive Behaviour Therapy (CBT)

This group will run weekly for 90 minutes. You may be referred to attend this group during your admission for a number of sessions. Sessions are structured to assist you in understanding the interplay between emotions, thoughts, the body and behaviour. This will help in your understanding of yourself, and in recognising some of the patterns that can facilitate and maintain anxiety and mood difficulties.

2. Building Self Compassion

This group will draw on the principles of Compassion Focused Therapy. Sessions will focus on helping clients to understand and manage their difficulties in compassionate ways and gives patients effective methods for working with challenging emotions and situations. Participants will be supported to learn to stop blaming themselves for things that they didn't choose or design, and to skilfully work with the factors they can impact to build skills for working with life challenges.

If referred to this group, you will be required to attend four 90 minute sessions over four weeks.

3. Understanding Your Emotions

This group will draw on the principles of Dialectical Behaviour Therapy. Sessions support patients to name and manage their emotions, particularly when those emotions can become overwhelming and distressing. The development of personal awareness is highlighted and participants will be taught a range of skills that can be used in dealing with challenging situations and interactions with others. If referred to this group, you will be required to attend two sessions weekly (90 & 60 minutes) over four weeks.

Will I have individual therapy?

When individual therapy is indicated in your assessment of therapeutic needs, you may be offered short-term individual therapy. This will typically consist of three sessions during your admission, aimed at supporting you to identify and to begin to explore important issues for you, and to identify how you can meet your therapeutic needs after you are discharged.

Psychiatrist

Your Consultant Psychiatrist is a doctor who specialises in mental health care. They have completed years of additional training to become experts in diagnosing and treating mental health conditions. They are here to guide and support you throughout your time at the hospital.

As the leader of your care team, your Consultant Psychiatrist will work with other professionals, such as nurses, psychologists, and social workers, to develop a treatment and recovery plan that is tailored to



your needs. They will regularly review your progress, make any necessary adjustments to your care, and ensure you receive the best possible support.

Your Consultant Psychiatrist is also available to answer your questions and help you understand your treatment, so you feel informed and comfortable during your recovery journey.

Registrar

A registrar is a qualified medical doctor undertaking advanced clinical training. At St John of God Hospital, registrars play a vital role in delivering high-quality patient care as part of the MDT. While most registrars at the hospital are specialising in psychiatry, gaining the skills and expertise needed to become consultant psychiatrists, some are training to become general practitioners, broadening their knowledge of mental health care.

Registrars work closely with consultants, nursing staff, psychologists, occupational therapists, and other team members to ensure comprehensive and holistic care for patients. Their responsibilities include conducting patient assessments, prescribing and managing medications, participating in therapeutic discussions, and contributing to treatment planning.

In addition to their clinical duties, registrars are also involved in ongoing education and professional development, often attending specialised training sessions and participating in research to further enhance their skills. Their commitment to learning and patient care makes them a crucial part of the hospital's dedication to excellence in mental health services.

Nurse

Nursing staff in St John of God Hospital work in a diverse range of settings including suite-based positions and specialist practice roles on both an inpatient and outpatient basis. Our nursing staff are qualified mental health nurses who are specially trained to care for the psychological and physical well-being of people of who are experiencing a range of difficulties, emotional distress and/or mental illness. Our suite-based nurses provide care and treatment 24 hours a day, seven days a week. The care provided is individually tailored to the needs of the person with whom they are working and is based on the development of empowering therapeutic relationships. Nursing staff journey with the person we care caring for and facilitate them to find hope, control and opportunity on their recovery journey. Our nursing staff are involved in initial and continuous assessment of each individual mental and physical health. They are involved in psychoeducation, supportive observation, assistance with activities of living, administration of medications, promotion of problem-solving techniques that build on personal strengths and resilience and supportive counselling. In addition, nursing staff will be involved in the support of the families of those individuals who are attending our service. A number of our nurses work in specialist areas of practice including management, nurse education and practice

development, eating disorders, anxiety and depression, enduring mental health, health promotion, infection control, clinical supervision and child and adolescent mental health. These nurses provide specialised treatment and ongoing management of inpatient and outpatient individuals. Some of these nurses can also prescribe medication and/or deliver psychological therapies. In addition, they provide expertise and support to suite-based nurses, help drive practice changes throughout the organization and ensure the use of best practices and evidence-based care to achieve the best possible patient outcomes.

Social Worker

Social Workers provide support in relation to the impact mental ill-health can have on people and on those who are important to them. This is done through individual work, group work, family work, psychoeducation, counselling, advocacy and through liaison with statutory and voluntary agencies. Social workers support people to explore options for change in their life circumstances and empower them to create, as far as possible, the conditions that are most conducive to recovery, health, and the maintenance of wellbeing.

The social worker collaborates with other members of the MDT and the patient to achieve optimal treatment outcomes. During an individual social work consultation, the social worker will work in partnership with the person to consider the matters that concern him or her most. Together, the social worker and the individual will explore strengths, vulnerabilities, and coping mechanisms, identify the options and supports that may be available and develop strategies to bring about improvement, in accordance with his or her own decisions and lifestyle prefer-

ences. With consent, social workers work with families and significant others to develop and strengthen the support available to the person who requires it. This may involve identifying the needs of carers, exploring self-care options, and strengthening support for them too. Social workers will always remain alert to the needs of others in the family such as children or those who may be dependent or vulnerable for a variety of reasons.

The mission of the Social Work Department is to collaborate with patients and their families in accordance with the highest standards of best international practice in a way that is empowering, person-centred and rights based. Central to social work practice are the principles of human rights, social justice, equality, empowerment, and the appreciation of diversity. Social workers work to eliminate discrimination and promote equality and justice.

Social workers in St John of God Hospital practice in an LGBT+ inclusive, non-discriminatory manner and are sensitive to the negative effect bias that stigma, discrimination, harassment, and social exclusion can have.

Social workers are registered with CORU and are bound by the Social Workers Registration Board's Code of Professional Conduct and Ethics for Social Workers. They practice in line with their legislative responsibilities and national best practice guidance and are required to engage in continuous professional development.

Occupational Therapy Overview

Occupation encompasses everything we do in our daily lives. Occupational therapy is a 'doing' therapy that involves creating therapeutic tasks and environments to help individuals develop meaningful and enjoyable ways to cope with life's challenges.

At St John of God Hospital, occupational therapy focuses on how an individual's mental health difficulties affect their ability to engage in daily activities. Occupational Therapists collaborate with patients to:

- Optimise their daily functioning and sense of purpose by evaluating self-care, leisure, relaxation, and productivity (work/study) routines.
- Explore satisfaction with their current lifestyle and its effectiveness in supporting mental wellbeing.
- Set realistic, achievable goals for desired changes.
- Develop new life skills, such as coping strategies, sensory processing, sleep hygiene, relaxation techniques, effective communication, and stress management.
- Provide support and education on managing time effectively, planning daily habits, and utilising unstructured time therapeutically.

Services Provided by the Occupational Therapy Team

The Occupational Therapy team delivers services at MDT, individual, and group levels, covering specialties such as eating disorder recovery, addictions, adolescent care, later life psychiatry, dementia care, psychosis, low mood, and anxiety. Interventions are designed to create supportive structures and routines that nurture engagement and a sense of purpose.



Group Programmes

Group-based programmes are offered daily, Monday to Friday, with some evening options. They focus on self-care, productivity, leisure, and rest, covering areas such as stress management, coping strategies, mindfulness, creative therapies, and pet therapy. Recreational activities include yoga, gym sessions, tennis, football, and sound bathing.

Assessments Offered

- **Adolescents:** Sensory profiling, motor skill assessments, handwriting tests, and screenings.
- **Adults:** Functional assessments of Activities of Daily Living (ADLs), vocational assessments, sensory profiling, and coping strategies for everyday life.

By providing tailored interventions, the Occupational Therapy team supports individuals in building resilience, achieving personal goals, and maintaining a balanced and fulfilling lifestyle.

Therapeutic Services and Programmes

The hospital provides a comprehensive range of therapeutic services and programmes designed to support your unique recovery journey. Tailored to address your specific needs, these services include:

- Mindfulness
- Relaxation
- Dietician services
- Cognitive Behavioural Therapy (CBT)
- Compassion-Focused Therapy
- Dialectical Behavioural Therapy (DBT)
- Health Promotion
- Pet Therapy
- Family Therapy
- Art Therapy
- Individual and/or group counselling/therapy
- Physiotherapy
- Chiropody

In consultation with you, your MDT will tailor the therapeutic services and programmes to meet your individual needs. Please discuss your preferences with your MDT for personalised guidance.

Recreational Activities

During your stay, you will have access to a wide range of leisure activities designed to enrich your experience and promote relaxation and wellbeing, including:

- Gym (available through the Occupational Therapy Department)
- Walking
- Pitch and Putt
- Basketball
- Soccer Pitch
- Tennis

Pharmacy

Upon your admission to St John of God Hospital, our pharmacists will confirm what medications you were taking prior to your stay. This thorough review ensures that all important details are considered, providing a seamless continuation of your medication regimen. Our pharmacists are integral members of your healthcare team, actively participating in interdisciplinary meetings to determine the most appropriate medications tailored to your specific needs.

Accessible Pharmacist Consultations

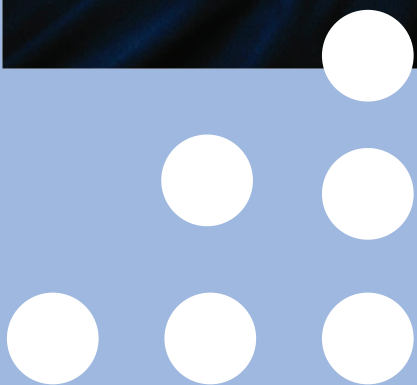
We understand that managing medications can sometimes be complex and raise questions. Therefore, our pharmacists are always available for consultations. If you have any concerns or enquiries about your

medications, do not hesitate to request a meeting with one of our pharmacists. Your health, safety, and peace of mind are our highest priorities, and we are here to support you throughout your stay.

Comprehensive Pharmacy Services

At St John of God Hospital, our Pharmacy Service is dedicated to supporting staff, patients, and caregivers in achieving safe and effective medication management. We pride ourselves on providing a compassionate, high-quality, friendly service that meets the needs of all our stakeholders. Our services include:

- **Educational Support:** We provide accurate and independent information and education about medications to healthcare professionals, patients, and caregivers. This ensures that everyone involved in your care is well-informed about your medication plan.
- **Clinical and Dispensing Activities:** Our pharmacy team engages in clinical and dispensing activities to facilitate the effective management of medications for patients within both in-patient and community settings. This holistic approach helps to optimise therapeutic outcomes.
- **Resource Management:** We offer support to ensure that medication management resources are utilised cost-effectively within St John of God Hospital, helping to maintain the sustainability of our healthcare services.



Keeping Safe During Your Hospital Stay

Keeping you safe and well while you are in hospital is a priority. There are some simple things you can do to help us look after you, while you are here with us and other patients.

Mutual Respect

It is our expectation that everyone working in and attending our services is treated with respect and dignity.

Racism and offensive remarks of any kind aimed at a person's religion, race, ethnicity, age, appearance, gender or beliefs are unacceptable. Violence including threatening others, swearing or aggressive language, hitting or throwing things will not be tolerated. Where any person does engage in such behaviour, we reserve the right to report such matters to An Garda Síochána.

If you experience any behaviour of this while you are in the hospital, seek support from hospital staff.

Protect yourself from slips and falls.

Falls can happen to anyone at any age, but they are a more common and significant problem for older people. Falls are the main cause of injury in people aged over 65. About half of all falls happen in hospital and half happen at home. People can fall for many reasons. In some cases, several factors combine to cause a fall. The good news is that there are many simple things you can do to

reduce your risk of falling and to stay independent and active. These include:

- Keep active and exercise. Further information on simple exercises that can help can be found at <https://www.hse.ie/eng/services/publications/olderpeople/take-control-reduce-your-risk-of-falls.pdf>
- If you use a mobility aid (Walking stick/ Zimmer frame) this will help to keep you steady and can reduce your risk of falling.
- Wear sturdy shoes that have a back and support you. Good soles will prevent your risk of slipping.
- Some medicines or combinations of medicines may make you feel lightheaded which could lead to a fall. If you are experiencing any side effects from your medicines or you think that your medicines might be contributing to your risk of falling speak to your nurse or doctor. We also have a hospital pharmacy department, and you can request to speak to a pharmacist if you wish to do so.
- Have your vision checked regularly. Your vision changes as you get older, poor vision can increase your chances of falling.
- Keep your bedspace clutter free and put any items that could be a tripping hazard in your wardrobe. If the storage space is not sufficient for your needs, you may need to send some property home for safe keeping.
- As you get older you need brighter lights to see well. All our bed spaces have overhead lighting, we advise that using this lighting, particularly at night when you are leaving

your If you find that lighting is not sufficient, and you are finding it difficult to see clearly please discuss this with nursing staff. We may be able to provide additional lighting to assist with this matter.

- Eat three well balanced meals a day to keep your energy and strength up and help you to exercise daily. Remember to drink water to stay hydrated.
- We can provide falls prevention aids such a personal alarm, a falls prevention bed mat and shower slippers. If you think these items might be of assistance, please talk to nursing staff. If we think these aids would be of assistance, we may recommend these to you.
- If you do fall during your stay with us, please tell staff about this so that we may ensure that you do not have an injury.

Fire Safety

The hospital has a fire alarm and smoke detectors through the building. Please check where your fire exits are on your suite.

Do not smoke outside the designated smoking areas. Internal smoking areas are for patient use only; visitors are not permitted to use these areas. The use of internal smoking areas are limited to those patients who cannot leave the suite and all of these areas are closed at night.

In relation to electrical equipment:

- Please note that electrical bikes, scooters or unicycles cannot be charged in the hospital. Irons are also not permitted.
- Never use double adapters or “multi gang” adapters in the hospital.
- Electrical equipment that has obvious signs of damage or wear and tear (such as taped charging cables) should not be used in the hospital. If staff observe such equipment in use, you will be asked to return this home and cease its use in the hospital.

- Items such as hairdryers and hair straighteners must never be left unattended while plugged in and must be allowed sufficient time to cool down after use and before storage. Never leave these items on beds, pillows, under clothes etc.
- Where they are permitted, mobile phones, laptops, tablets (etc.) should be charged in your own bed space on an appropriate surface (i.e. not on beds, under pillows etc) or in the nursing station.

Fire drills are conducted regularly. If one is scheduled during your stay, you will be advised on the proper safety procedures including evacuation of the inpatient suite or hospital. Your attention is drawn to the evacuation procedure displayed in each area.

Every Tuesday morning, between 9.15am and 9.30am, the fire alarms in the hospital are tested. This means that the alarms will sound at this time. The test is carried out to ensure the are alarms are operating correctly and that all automatic fire doors close properly. Patients will not be expected to evacuate the building during this time. Staff will indicate if, for any reason, evacuate is necessary.

If you discover or suspect a fire you should raise the alarm and inform a member of staff. In the event of a fire, follow the instructions given to you by the nurse in charge who will evacuate the suite if necessary and direct you to a safe place via the nearest emergency exit.

If you are not on the suite at this time, follow the instructions of the staff in the relevant area. Do not try to return to the suite as this may put you at risk. When you have reached a safe place, please identify yourself to a staff member to inform them what suite you are staying in.

Children First

St John of God Hospital is committed to the safeguarding of children from abuse, regarding the welfare of children as being of paramount importance and to ensuring that its staff and services respond where a concern about the safety or welfare of a child arises. In situations where there is concern that a child is in immediate danger, staff will intervene urgently to address the situation and prevent any harm from escalating. It acknowledges that all children have the right to be safe and to live a life free from abuse. In this regard St John of God Hospital has a zero tolerance for abuse and adheres to The Children First Act 2015 and Children First: National Guidance for the Protection and Welfare of Children 2017.

Children visiting the hospital must be accompanied by a responsible adult and are expected to remain with the adult who is supervising them.

All St John of God Hospital staff have a duty to inform TUSLA when they have reasonable grounds for concern that a child may have been, is being or is at risk of being abused or neglected. Mandated Persons comply with their legal obligation to make a Mandated Report to TUSLA when they have any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed or is at risk of being harmed in accordance with the harm thresholds set out in Children First National Guidance for the Protection and Welfare of Children.

Infection Prevention and Control

Hospital infections can be introduced and spread by patients and visitors. You can help staff to reduce infections by ensuring that you do the following:

- Always wash your hands after going to the toilet and before all meals.
- Ask staff and if they have washed their hands before they have contact with you.
- If you feel ill in any way, report your symptoms to staff who can assess if these are of concern from an infection prevention and control perspective (i.e. cold, flu-like symptoms, vomiting, diarrhoea).
- If you are asked to isolate because of your symptoms, please comply with this requirement until you are told it is no longer necessary.

Sexual Health and Sexual Safety

Our clinical staff are available to discuss sexual health, sexual wellbeing and sexual relationships with all patients. We will do so in a supportive, non-judgemental manner with the aim of supporting you to make decisions. Whilst on the suite, please speak to a member of staff if you would like any support regarding any of these matters.

Please be mindful that you are in a hospital environment. As such, sexual expression can only occur in the context of absolute privacy and can never involve another person. Bedrooms and bed spaces are private spaces; therefore, you must not enter some else's bedroom or bed space for any reason. Visitors are only permitted in the bedroom or bed space of the person they are visiting. While you are with us as an inpatient, we want you to feel safe and supported, free from abuse, harm, and harassment. We will provide an environment which is as safe as possible, where any sexualised behaviour between patients will be considered inappropriate, including sexual innuendo, sexual teasing, flirting, comments about a person's body, or more overtly sexual behaviours up to sexual

assault. We will be vigilant, and we will act if we observe any inappropriate sexual behaviours. If you feel uncomfortable or if you are affected by the actions of others, it is important that you tell a member of staff that you comfortable talking to, so that we can support you.

Sexual boundaries can be broken when another person in the hospital displays inappropriate sexualised behaviour towards you. Our staff are familiar with dealing with patient disclosures and any disclosures about sexual harm or sexual safety concerns will always be taken seriously and you will be addressed with empathy and compassion. We will always treat you with respect and we will seek to give you control over how the situation is responded to. There may be times when we must share information provided due to risk. This will be discussed with you.

Allergies

If you have any allergies, please make sure to tell staff what they are. Include allergies to medicines, foods or materials like latex or plasters.

Your Medicines

For your safety, all the medicines you take while you are in hospital must be prescribed for you. This includes any pain relief, creams, eye drops, patches, vitamins or supplements. This is important as they can sometimes react with new medicines or treatments you might be given in hospital. We ask that you do not bring any medicines into hospital. High Tech medicines are an exception, and you will need to bring in your supply from your own Pharmacy, as the Hospital Pharmacy cannot



supply these. If you bring in any medicines, please ask the suite for them on the day of your discharge. They can only be stored in Pharmacy for 2 weeks after your discharge, before disposal.

Please do not store any medicines in your hospital room or bed area. If you are returning from weekend leave and have medication that you have not taken, please make sure to return this to nursing staff.

If you don't understand what your medicines are for and why you need to take them, please ask a member of staff. In addition, if you have questions about possible side effects or if you feel you are experiencing side effects, please talk to staff about this.

Our experienced pharmacists provide medicines information sessions in occupational therapy on a regular basis. You can book an appointment with a pharmacist to discuss your medications privately. Please ask a member of staff on the suite if you wish to do this.

Hospital Facilities

We aim to make your stay as comfortable as possible with a range of facilities to support your needs. We have designed our services to ensure accessibility and ease throughout your time with us.

Smoking Policy

In compliance with the Tobacco Smoking (Prohibition) Regulations 2003, smoking is permitted only in clearly marked areas on each floor. Smoking outside designated areas is strictly prohibited, and the use of e-cigarettes/vapes is restricted to these zones.

Electrical Devices Policy

To ensure the safety and wellbeing of all patients, staff, and visitors; electric scooters and e-bikes must not be stored or charged inside hospital buildings due to the significant fire and health risks associated with lithium-ion batteries. These batteries can pose a fire hazard if damaged, improperly charged, or defective, and any fires could release toxic fumes, endangering respiratory health and evacuation efforts.

Dining Facilities

Our Catering Team collaborates closely with dietitians, nurses, and consultants to ensure that the meals we provide positively impact your health and wellbeing. We are committed to offering nutritious meals that support your recovery and enhance your overall hospital

experience. Our catering team takes pride in designing varied, tasty, and wholesome menus using fresh produce delivered daily.

The Catering Department ensures that our menu meets the nutritional requirements of different patients, including those with specific medical conditions. We accommodate various dietary restrictions, such as allergies, religious dietary restrictions, and vegetarian or vegan preferences. Please inform the nursing staff of any special dietary requirements so that we can cater to your needs effectively.

Mealtimes

- Breakfast: 8:30 am
- Lunch: 12:30 pm
- Tea: 5:30 pm

Visitor Dining

Visitors are welcome to dine at Angulo's Restaurant between 12:00 noon and 1:30 pm and between 5:00 pm and 5:30 pm. In addition, the Pomegranate Café offers a selection of tea, coffee, snacks, sandwiches, paninis, cakes, and confectionery daily. The café is open from 10:00 am to 7:30 pm, Monday to Sunday. Newspapers and vending machines are also available in this area.

Vending Machines

Vending machines offering soft drinks, sweets, and cigarettes are available within the hospital. A gentle reminder that there are no ATM facilities on site.

Rules & Conditions

Please note that the sale or use of alcoholic beverages is strictly forbidden on hospital premises.

Our Pharmacy Team

Our Pharmacy Department is located on the main corridor of St John of God Hospital in Stillorgan, Co. Dublin. Our experienced team comprises two pharmacy technicians and five pharmacists, all of whom have specialised qualifications in mental health. This expertise allows us to provide exceptional care tailored to the unique needs of our patients.

Contact Information

- Head of Pharmacy: Prof. Dolores Keating MPSI, MCMHP
- Opening Hours: Our Pharmacy Department is open Monday to Friday, from 8:30am to 4:30pm. Please note that we are closed for lunch from 1:00pm to 2:00pm.

The Darro Room

Located on the ground floor, this child-friendly space allows patients to meet with their children in a secure setting. Access is provided by the nurse on duty.

Wellbeing Hub

The Wellbeing Hub situated in our main reception area is aimed at providing services and information that assist individuals to sustain and maintain their mental wellbeing and help address general mental wellbeing needs. It is for out-patients, patients post-discharge and anyone living in the community in need of mental health information, education and general guidance. Mental wellbeing inputs include but are not limited to awareness, education and training workshops on sleep, coping, nature & recovery, mindfulness sessions and programmes, recovery group programmes, and a dynamic and varied suite of wellbeing initiatives.

If you or anyone you know may be interested in attending any of our workshops or talks or you would like more information, signposting or to suggest any topics please feel free to pop in, we would be delighted to chat things through with you.

Pastoral Care

St John of God Hospital acknowledges that health is influenced by an array of aspects. The Pastoral Care Departments provides spiritual support to patients and their family members.

Chapel Services

Regular Mass and other liturgical services are held in the hospital chapel. Information is available on your suite or from reception.

Multi-Faith Prayer Room

A quiet space for reflection is available in the Carrig Fergus Suite lobby.

Advocacy

St John of God Hospital empowers and advocates for patients and visitors, ensuring every voice is heard and valued. Feedback is encouraged and actively used to create a welcoming, supportive environment and drive continuous improvement.

At St John of God Hospital, engaging patients in governance and quality improvement processes is central to our commitment to excellence in care. Through regular community meetings, suggestion boxes, and online surveys; patients and visitors have accessible and varied opportunities to share their requests, suggestions, and concerns; actively shaping their own experiences. The hospital also provides weekly access to advocacy services through the Peer Advocacy in Mental Health service, with contact details clearly displayed to ensure patients can readily connect with a dedicated advocate as needed.

Peer Advocacy in Mental Health

Peer Advocacy in Mental Health is an independent mental health organisation driven by individuals with personal experience of mental health challenges. Their mission is to promote recovery by providing advocacy, information, and support to clients. They empower individuals with mental health difficulties to self-advocate, ensuring their voices are heard, confidence is built, and rights are upheld.

A representative from Peer Advocacy in Mental Health visits St Peter's and St Paul's Suites weekly. To connect with them, please speak to the nurse on duty. For more information, visit www.peeradvocacyinmentalhealth.com/

Consumer and Carer Advocacy Group

The Consumer and Carer Advocacy Group is a voluntary advocacy group comprising past and current service users, their families, and carers. We provide a platform for expressing service experiences that shape hospital policies, projects, and proposals. Issues outside this scope will not be considered. For support or hospital admission, please contact your health-care provider. You can reach them by emailing ccc@sjog.ie. For immediate support, the Samaritans are available 24/7 at 116123 or via email at jo@samaritans.org.

Compliments & Complaints

Information on the complaints process, along with the Complaints Officer's contact details, is available throughout the hospital and in this booklet. Verbal complaints are promptly addressed by hospital staff, while formal complaints are managed by the Complaints Officer. Further supporting patient satisfaction, feedback is gathered from patients and families utilising satisfaction survey forms. In addition, the hospital's 'Patient Satisfaction Complaints and Compliments Committee' meets bi-monthly, underscoring a commitment to feedback-driven service enhancement. Complaints Officer, St John of God Hospital, Stillorgan, Co. Dublin, A94 FH92. e-mail: wecare@sjog.ie



We Value Your Feedback

At St John of God Hospital, your experience is our priority. Your feedback is invaluable in helping us enhance our services and maintain the highest standards of care. By sharing your insights, you help us recognise what we are doing well and identify opportunities for improvement. This ensures we continue to provide the compassionate care that reflects our values of Hospitality, Compassion, and Respect. To share your feedback, simply scan the QR code below. Get in touch with us: wecare@sjog.ie



Useful Information

Below, you will find essential details about visiting hours, how to reach us, parking arrangements, and chapel services. These resources aim to help you make the most of your time here.

Visiting

We welcome visitors during the following hours, ensuring ample time for you to spend with your loved ones while respecting your treatment and recovery process:

Monday – Friday (All Suites):

- 4:30 pm - 5:30 pm
- 6:30 pm - 8:30 pm

Saturday, Sunday & Bank Holidays:

- 2:30 pm - 5:30 pm
- 6:30 pm - 8:30 pm

These hours are designed to balance the therapeutic needs of our patients with their need for social support. We encourage visitors to be mindful of these times to ensure a peaceful and healing environment for everyone.

How to Find Us

St John of God Hospital is located in Stillorgan on the Dublin-Bray Road (N11), just 10km from Dublin city centre. Whether you are coming by car or public transport, access to the hospital is straightforward:

- **By Bus:** Several bus routes, including the E1 and E2 buses, stop directly at the hospital entrance, making it convenient for visitors from various parts of the city.

- **By DART:** Blackrock DART station is approximately 3.5km from the hospital.
- **By Car via M50:** For those traveling by car, the hospital is accessible via the M50 motorway. Use Exit 14 for Stillorgan (Southbound) or Exit 13 for Sandyford/Dundrum (Northbound).
- **By LUAS:** The Sandyford LUAS terminus is another convenient option, located less than 2kms from the hospital, offering further connectivity to the hospital.

Parking

For those travelling by car, St John of God Hospital offers limited paid parking for visitors. To ensure that as many visitors as possible can use this facility, we kindly request that vehicles are parked only for the duration of the visit. For in-patient admissions, we ask that you arrange alternative parking for the length of your stay. Should you need assistance or additional information regarding parking, please contact reception.

Chapel

Our chapel offers a tranquil space for reflection and spiritual support, with Mass celebrated at the following times:

- Monday to Friday: 5:00 pm
- Saturday: 10:00 am
- Sunday: 10:00 am

For patients who are unable to attend the chapel, arrangements are made for Mass to be celebrated within the suites.

Periods of Leave

At St John of God Hospital, your wellbeing during any period of leave is our priority. Whether it is for a weekend or another type of leave, we work closely with you and your MDT to make decisions together. To help ensure everything goes smoothly, please follow these steps:

- 1. Notify Nursing Staff:** Prior to your departure, it is essential to inform the nursing staff on your in-patient suite about your planned leaving time. Additionally, notify them immediately before you leave.
- 2. Sign-In/Sign-Out Sheet:** For your safety and the safety of others, you are required to complete the sign-in/sign-out sheet on your suite. Nursing staff will guide you on where this sheet is located.
- 3. Medication During Leave:** If you require medication during your leave, our pharmacy staff will dispense the necessary medication, which can be collected from your suite before you leave.
- 4. Support While on Leave:** Should you need any assistance or encounter difficulties while on leave, please contact the nurse on duty at your in-patient suite. If necessary, you can return to the hospital for support. Upon your return, kindly inform the nursing staff on your suite to ensure a seamless reintegration into your care routine.

Postal Service

St John of God Hospital offers convenient postal services for patients:

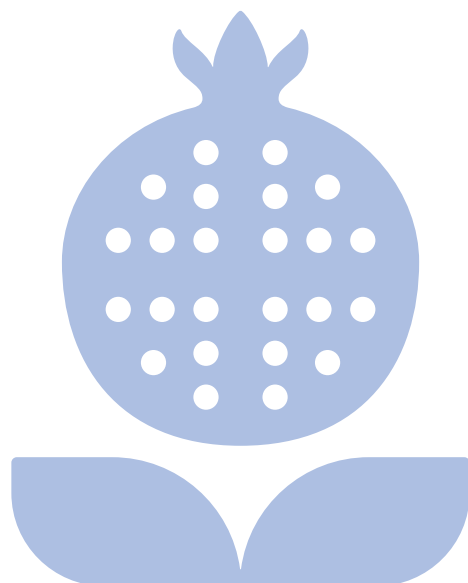
- **Incoming Post:** Mail addressed to patients is delivered directly to the in-patient suites.
- **Outgoing Post:** Stamps are available for purchase at the Cash Office. You can deposit outgoing mail in the post box located in the lobby of the Cash Office. Alternatively, you can consult the nursing staff on your in-patient suite for assistance.

Social Welfare

Illness Benefit is available for individuals unable to work due to illness and who meet the Pay Related Social Insurance (PRSI) contribution conditions. Certificates of Incapacity for Work are issued weekly to patients from our medical secretaries and forwarded to the Department of Social Welfare as required.

Taxis

Our friendly reception team is always here to help with arranging transportation. If you need a taxi, let us know, and we will organise it for you promptly. Please note that taxi costs will be your responsibility.



Privacy and Dignity

We are committed to upholding the privacy and dignity of all our patients, visitors, and staff. By working together, we create a safe and respectful environment for everyone.

Social Media Usage

While we recognise the importance of social media as a communication tool, we kindly request that you refrain from posting pictures or videos of your stay on social media platforms. It is crucial to respect the confidentiality of fellow patients, staff, and visitors who may not have given their consent to be included in such posts.

Data Protection

We prioritise your privacy. Our patient information system is fully computerised and adheres to the Data Protection Act 2018, ensuring your personal information is handled securely.

Your Rights

- **Access to Information:** For detailed information about your rights, please refer to the Patient Charter, which is included in pages 4 & 5 of your booklet. This document is also prominently displayed in every suite within the hospital, allowing you to review your rights at any time.
- **Empowerment Through Knowledge:** We encourage all patients to familiarise themselves with the Patient Charter. Understanding your rights empowers you to take an active role in your care and ensures that you receive the highest standard of treatment.

On Your Discharge

The following information will guide you through the steps for discharge, out-patient appointments, billing, and follow-up care, ensuring you feel informed and confident as you take the next steps in your recovery journey.

Discharge Planning

Your discharge is carefully coordinated with your MDT. You will receive necessary prescriptions and follow-up care instructions. Please ensure that your account is settled, room keys returned, and all personal belongings collected before leaving. A medical report will be sent to your doctor.

Out-patient Appointments

Post-discharge appointments with your Consultant Psychiatrist or MDT can be scheduled through your Team Secretary. Out-patient fees are payable at the time of service, and partial reimbursements may be available depending on your insurance policy.

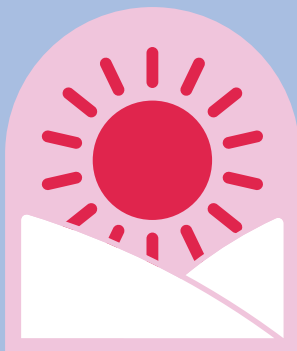


This overview is designed to provide clarity and ease during your hospital experience, ensuring you are well-informed about all aspects of your stay.

St John of God Hospital in Stillorgan, Co. Dublin, is proud to be an independent acute mental health teaching hospital with 180 in-patient beds and a growing outpatient service. Recognised as one of Europe's leading providers of mental health treatment and care, the hospital offers specialist services in areas such as addictions, psychosis, eating disorders, psychiatry of later life, and adolescent mental health.

As a teaching hospital, St John of God Hospital partners with leading institutions, including University College Dublin, Trinity College Dublin, Dublin City University, the University of Limerick, and the Royal College of Surgeons in Ireland, to support the education and training of healthcare professionals.

It also collaborates with the College of Psychiatrists of Ireland to deliver advanced medical training.



Hospitality



Compassion



Respect



St John of God Hospital

Stillorgan, Co. Dublin, A94 FH92

www.stjohnofgodhospital.ie



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