



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin

PATIENT
INFORMATION
BOOKLET

TUH at Tymon North

People Caring for People to
Live Better Lives

TUH at Tymon North

You are very welcome to the TUH unit at Tymon North where the Hospital has a dedicated Medical Gerontology Ward. The Unit is not on Hospital grounds, but it is run and managed by hospital staff. It is a place where we provide specialist medical gerontology care, address any social care and rehabilitation needs, while patients continue their recovery until well enough for discharge.

There are two wards, Cherry Blossom and Bluebell with 48 beds in total. All rooms are en suite.



The wards are staffed by a multidisciplinary team.

They are all TUH staff and will help with your care and recovery.

We hope that this booklet helps to inform you about the services and resources that are available to you the patient / or your family member.

Should you become acutely unwell and require transfer to the main hospital campus, an ambulance will transport you to the Emergency Department.

As part of your ongoing care, it may be necessary for you to attend OPD or Radiology on the main TUH campus. Where possible, transport will be arranged to and from Tymon North. Family or friends are welcome to accompany you to your appointment.



If you see this symbol when visiting the wards please be aware of its importance. This spiral symbol means that a patient is imminently dying or has died.

We would ask all visitors to be respectful and avoid mobile phone use and to be prepared to meet people who are grieving during your time on the ward.

Visiting hours 2-4pm and 6-8pm. Please contact CNM in charge for exceptional circumstances.

The **CARE** values at Tymon North for patients, families, community and staff are the same as the Hospital they are,

Collaboration

Achievement

Respect and

Equity



Good Nutrition

Food is important in helping patients recover from their illness.

Every effort is made to provide wholesome, nutritious and well balanced meals. Protected mealtimes are in place to ensure that when meals are provided, all unnecessary interruptions are avoided. Protected mealtimes means the nurses and healthcare assistants can give you the time and any help you may need.

Special Diets

Therapeutic diets and modified texture menus are available. If you are on a special therapeutic diet, a dietitian will meet with you to help plan your meals. Our menu also aims to meet the needs of patients from different cultures and faiths. Please discuss your needs with a catering staff member.

Mealtimes

Breakfast	8:15am
Mid-Morning Snack:	11am
Lunch:	12:15pm
Afternoon Tea:	3pm
Tea:	5:15pm
Late Evening Snack:	8.30pm



The uniforms of the people playing their part in caring



CNM1



CNM 2



CNM 3



Staff Nurse



SALT



Health Care Assistants



Dietitian



Food Service Assistant



Physiotherapist



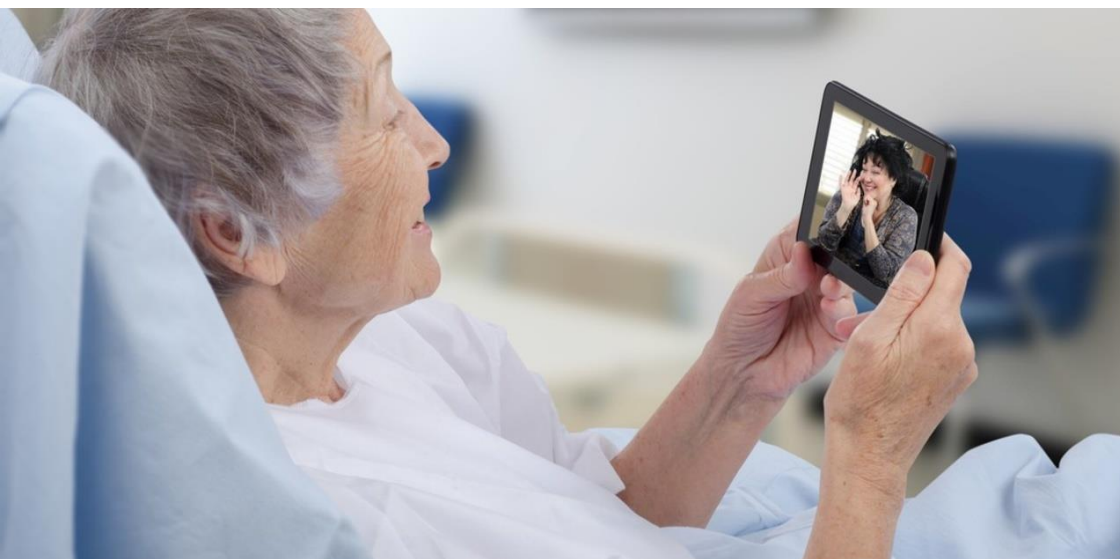
Social Worker



Occupational Therapist

Virtual Visiting

We know it is hard to be away from your family at this time. To help with keeping in contact with your loved ones, we are using technology at ward level that you can use to communicate with your family. Hospital staff will help you to use these devices.



To Facetime, you will need a mobile number or the email address of the family member. To use Skype or Google hangouts, you will need the email of the family member.

Security



Tymon North is monitored by CCTV cameras both internally and externally, 24 hours a day. All entrances / exits from the Wards are by card key only. We do not tolerate verbal or physical abuse. All security incidents, including items lost or found, should be reported to the Clinical Nurse Manager. Please do not bring valuables into Tymon North with you as we cannot be responsible for their safety.

Cleaner Air Campus



Tymon North is a Cleaner Air Campus. We discourage the use of tobacco products including e-cigarettes by staff, patients and the general public. Smoking and the use of tobacco products is not allowed on the grounds.

If you are a smoker and would like to stop smoking then support is available. Please speak with the doctors, nurses or healthcare professional who is looking after you for advice.

Patient Feedback

Our staff endeavour to make sure you receive treatment of the highest standard. If you have any feedback, positive or negative about your treatment please let us know.

You can ask to speak to the Clinical Nurse Manager (CNM) on your ward and they will try to address any feedback that you have straight away. If the CNM is unable to deal with your feedback then you can contact the Patient Advice and Liaison Service (PALS) at 01 414 4709 or Email: **PALS@tuh.ie**

Privacy

The taking of pictures, filming or recording in the Hospital by patients, friends and families is not allowed. This is to protect the privacy of all patients and staff.



Electronic Devices

Please be mindful of your use of electronic devices and mobile phones.

To limit the disturbance of other patients

- Please put your phones on silent, especially at night time
- If you are listening to the radio / music or watching something on your electronic device, please use headphones
- Please do not speak loudly on your phone outside other patient rooms

WiFi

To ensure the best experience of our patients the Hospital provides public WiFi which is free for our patients. The service is accredited by Friendly WiFi, meaning content that is not family friendly is filtered out.

Translation Services

If you require translation or support with hearing please contact the nurse in charge who will arrange assistance.



MAKING
EVERY

CONTACT
COUNT

Making Every Contact Count

TUH support patients to make healthier lifestyle choices to reduce the risk of chronic disease. The staff looking after you during your admission will *make every contact count* and discuss risk factors such as tobacco, alcohol and drug use, unhealthy eating and physical activity with you as part of routine patient care.

Quality Improvement

We are an academic teaching hospital. To help our staff and students learn how to look after you they may read your healthcare record. Your healthcare record may also be used when we conduct clinical audits and quality improvement projects. This is to check that the care you receive follows best practice. You will not be contacted directly if we use your healthcare records for the purpose of teaching or quality controls. This is because your name and personal details are kept confidential and are not included in audit or quality reports.

Patient Confidentiality

Information is recorded about who you are, about your condition and about the care you receive. This information is kept in your healthcare record and on our systems. We will share this information with relevant medical staff you would expect to be involved as part of your overall care, including your GP and staff who provide treatment in the Community setting. When you are admitted you will be given a unique identification wristband to wear. Staff will need to check it to confirm your identity before they can give you medication/treatment or take blood samples.

Clean Hands Saves Lives

Infection Prevention Control

Preventing infections is a challenge in all healthcare facilities. If patients, staff and visitors all **play their part** in following the guidelines below then we can reduce or prevent the risk of transmission of infection.

- **Use alcohol hand gel even if you have washed your hands in the bathroom.**
- Please tell us if you have any **recent vomiting, diarrhoea, cold or flu**
- You must clean your hands **after coughing, sneezing, blowing your nose and disposing of tissues**. Please also clean your **hands before eating meals, after using the toilet and when staff advise you to do so.**
- **It is ok to ask.** We want you to ask staff if they have cleaned their hands before attending to you, if you have not seen them do so.
- Do not **clutter up your bed space**, keep belongings in the locker provided – this makes it easier for us to clean around your bed space and your room properly
- **Wear shoes/slippers or non slip socks** when walking around your room. This keeps your feet clean and also reduces the risk of falling
- Tell a ward staff member if you see any **dirt, dust or clutter either around your room or in your bathroom**



- **Tell a nurse immediately if** you think a dressing has become loose, or if a wound or **intravenous drip site becomes sore or painful**. Please **do not touch your** wounds, bandages, dressings or disconnect yourself from medical equipment
- Please use your own toiletries – **never borrow or lend to others**

Resistant bugs (bacteria, or germs) are increasing across the world and we need to find ways to beat them. One way to do this is testing/screening to see if patients are carrying the bugs on their skin or in their gut. We might look for many resistant bugs such as CPE, VRE and MRSA. We will tell you if we are taking the screens. If your screen comes back positive, the clinical team will tell you and answer any questions you might have. If the screen comes back after you go home your team will let you know and a letter will be sent to your GP and Consultant.

Some of these infections are caused by your own bacteria . A 'healthcare-associated' infection (HCAI) is an infection that you pick up when in contact with a healthcare facility such as a wound infection after surgery. Others are caused by antibiotic-resistant healthcare bugs – 'superbugs' e.g. MRSA, CPE. You can pick these up from contact with other patients, from contact with hospital staff, environment and equipment.



Use this page to note any questions you want to discuss with your Healthcare Team



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