



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin



Patient Information Guide

For our adult services

People Caring for People to Live Better Lives

Content Index

01	Welcome to Tallaght University Hospital
02	Staff Uniforms
03	Good Nutrition
04	Hospital Facilities
	What to bring with you to hospital
05	Security
	Cleaner Air Campus
	Patient Feedback
06	Visiting
07	Pastoral Care
08	Privacy
	Electronic Devices
	WiFi
	Translation Services
09	Preventing Blood Clots
10	Call Bell System
	Quality Improvement
	Patient Confidentiality
	Patient Charges
11	Clean Hands Save Lives
13	Improving Antibiotic Use
	Falls
14	Patient Discharge Information
16	Five Moments of Medication Safety
17	Medicines and You

Welcome to Tallaght University Hospital

You are very welcome to Tallaght University Hospital. We hope that this booklet helps to inform you about the services and resources that are available to you and your family.

Our vision is people caring for people to live better lives.

Our mission is to enhance the wellbeing of our community through care and innovation.

Our **CARE** values for patients, families, community and staff are

Collaboration

Achievement

Respect and

Equity

It is important to us that your experience of the Hospital and our team of healthcare and support staff is positive.

If you have any questions or would like further information during your stay please speak to the Clinical Nurse Managers (CNM) on your ward.

Consent

During your stay we always ask for your consent prior to treatment. This will include an explanation of what is planned and the risks, benefits and any alternatives. If you have any questions or concerns then please direct these to a member of the healthcare team.

The uniforms of the people playing their part in caring for patients at TUH



Emergency Doctor



Dietitian



Food Service Assistant



Porters



CNM 3



Health Care Assistants



CNM 1



CNM 2



Staff Nurse



Advanced Nurse Practitioner



Occupational Therapist



Physiotherapist



Radiographer



Social Worker



Speech & Language Therapist



Gedi Team

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 on the ward. Protected mealtimes means the nurses and health care assistants can give you the time and help you may need to eat and drink.

We would ask patients to restrict the number of family members telephoning the wards during mealtimes. Phone calls interrupt staff when helping patients with their meals. This is to help you enjoy your food uninterrupted. Good nutrition during an illness helps you to recover more quickly.

Special Diets

If you are on a special therapeutic diet or a modified textured diet, do inform the nursing staff on admission to ensure that you are given the correct menu from which to choose your meals. If a special therapeutic diet is recommended, as part of their medical treatment, you will be referred to the Dietitian who will advise on a diet appropriate for your needs. Patients who require a modified textured diet (due to a problem with their swallow) will be referred to both the Dietitian and the Speech & Language Therapist.

Mealtimes

Breakfast	7:30am-8:15am
Mid-Morning Snack:	11am
Lunch:	12:10pm-12:50pm
Afternoon Tea:	3pm
Tea:	5pm-5:45pm
Late Evening Snack:	8:30pm



Hospital facilities



There is a shop in the main atrium of the Hospital where you can buy newspapers, magazines, confectionery, ice cream, soft drinks, teas, coffees, puzzle books, cards and a small selection of toiletries. The Shop is open from 7am-9:30pm Monday to Friday and 8am-8pm Weekends and Bank Holidays.



There is an ATM in the atrium.



The Coffee Shop in the main atrium is open from 7am-9:30pm Monday to Friday and at Weekends and Bank Holidays 10am-8pm.



The Phoenix Hospital canteen is on Hospital Street and provides a variety of hot and cold food. The Phoenix is open from 7am-3pm Monday to Friday.



Fire Precautions

For safety reasons we test the fire-alarm systems regularly. If the alarm rings please follow the instructions of the ward staff.

What to bring with you to Hospital

- Night wear & Day Clothes
- Slippers/Shoes
- Toiletries
- List of medications you are taking
- Personal & Medical insurance information

What not to bring with you to Hospital

- Valuables
- Jewellery
- Cash (except a small amount)
- Expensive electronic equipment
- Too much clothing (as space is limited)

Security



The Hospital is monitored by CCTV cameras both inside and outside, 24 hours a day. Security Officers manage traffic control and routinely patrol all areas of the buildings and grounds. We do not tolerate verbal or physical abuse. All security incidents, including items lost or found, should be reported to the Security Office in the main entrance hall. Please do not bring valuables, or large amounts of money into hospital with you as we cannot be responsible for their safety.

Cleaner Air Campus



TUH 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 Hospital grounds except in the smoking shelter located near the main entrance to the Hospital.

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. You can also refer yourself to the HSE QUIT smoking cessation programme by calling the Freephone number of [1800 201 203](tel:1800201203) or you can text QUIT on [50100](tel:50100) for free.

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 & Liaison Service (PALS) on 01 414 4709 or Email: PALS@tuh.ie

Visiting

Visiting

Visiting hours are between 2pm-4pm and 6pm-8pm. Visitors are regarded as an important part of the patients day and are very welcome. While your loved one is In hospital they need time to rest and recover.

There are only two visitors per patient at any given time.

Why only two visitors at a time?

Every day, hundreds of people visit our inpatients. We have many inpatients with complex medical conditions. We must reduce the risk of infection and our patients need rest. Note all our wards have Protected Mealtimes so there is no visiting during mealtimes

If there are Infection Prevention Control issues on your ward visiting will be suspended

Sending Love

If a loved one cannot visit you whilst you are inpatient in the Hospital they can email a letter to sendinglove@tuh.ie and the Patient Advice & Liaison Service will print it out and deliver within 24 hrs Monday to Friday. The correspondence must include the Patient's full name, Ward Name and the first line of their address.



Sending love sendinglove@tuh.ie

With the visiting restrictions in place why not email a letter to a loved one who is a patient in TUH?

Simply email your letter to sendinglove@tuh.ie

In the subject line to include: Patient's Full Name, Ward Name and full line of home address.

Simple email:

To: sendinglove@tuh.ie

Body: Name, Last Name, 1 (Home) Street, Dublin

Attachments: Photo of you and your letter

We will print out the letters, address the envelopes and deliver it to the patient in a sealed envelope.

This service will run from Monday to Friday with letters printed and delivered within a 24 hour time frame.

Tallaght University Hospital
Dúilíníú Óilíúcháin Tuaisceir
Láimhíníú Tuaisceir

Patient Advice & Liaison Service

Pastoral Care

The Hospital offers the services of the Pastoral Care Team. The resident healthcare chaplains, intern chaplains and volunteers care for your emotional, spiritual and religious needs and are available 24 hours a day. We also liaise with leaders of other faiths, traditions, beliefs and philosophies when required. Each healthcare chaplain serves as a member of the multi-disciplinary team caring for patients. The pastoral care team provide routine ward visits or you can ask for a visit from your nurse.

The Hospital Chapel and the Contemplation Room is located on the ground floor beside the Luas entrance.

There is a live broadcast from the Hospital Chapel to your room/ward television (Channel 41)

Chaplains also provide:	8:15am: Celebration of Mass for Staff members
Sunday	10:30am: Celebration of Mass for patients and families, followed by the Sacrament of the Sick for those who wish
Monday to Friday	1:30pm: Celebration of Mass. In addition, a variety of other Christian services are held as announced.
Ministers of Communion visit Roman Catholic patients or you can make contact on: 01 414 2485	
Friday Muslim Prayer takes place in the Contemplation Room at 1:30pm.	

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 in the Hospital.

To limit the disturbance to 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 or wards

WiFi

To ensure the best experience for 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.



If you see this symbol please be aware of its importance. This spiral symbol means that a patient is dying or has died. We would ask all patients and their visitors to be respectful and to be prepared to meet people who are grieving during your time on the ward.

Making every contact count

TUH supports 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 may discuss risk factors such as tobacco, alcohol, drug use, healthy eating, your weight, physical activity levels and mental health with you as part of routine patient care



Preventing Blood Clots

While you are in hospital you are at an increased risk of developing a blood clot in your leg or lungs. This risk remains for 90 days after discharge. To reduce this risk you may be given blood thinning injections and/or supplied with clot prevention stockings. Please read the alert card below so you know the signs and symptoms.

For more information:
www.thrombosis.ie

BLOOD CLOT ALERT CARD

WHAT IS A BLOOD CLOT?

This is the formation of a clot inside a blood vessel, usually in the leg, which may break off and go to the lungs. This can be fatal.

60% of clots happen in **HOSPITAL** or in the **90 DAYS** following admission.



Blood clots can be very serious - but there are effective treatments to deal with them and help prevent them

SIGNS AND SYMPTOMS OF A BLOOD CLOT

- Swelling or pain in one leg or arm
- Warmth or redness in the leg or arm
- Short of breath or rapid breathing
- Chest pain (particularly when breathing deeply)
- Coughing or coughing up blood

If you have one or more of these, you may have a clot and need urgent treatment.



Thrombosis Ireland
Spot The Signs... Save A Life

CSN:
20154240



Seirbhís Sláinte
Níos Fearr
a Forbairt

Building a
Better Health
Service

BLOOD CLOT ALERT CARD

Am I at risk?

WHAT CAN I DO TO HELP MYSELF?

- Ask for your risk of blood clots to be assessed, especially if you are in one of the higher risk groups listed opposite
- Walk and move as much as possible
- Drink plenty of fluids
- If directed to use stockings or medication to prevent or treat a clot follow instructions exactly
- Remember, a blood clot in the veins is more likely up to 90 days **after** being in hospital
- If you have any signs or symptoms of a clot, take **immediate action** to seek medical help

You have a **HIGHER CHANCE** of getting a clot in **HOSPITAL** than on an **AEROPLANE!**

YOU MAY BE AT HIGHER RISK IF YOU:

- are admitted to hospital and for 90 days after you go home
- have active cancer or receiving cancer treatment
- are pregnant or have had a baby less than 6 weeks ago
- become immobile (more than 3 days in bed / travel non-stop more than 6 hours / in a leg cast)

RISK MAY INCREASE FURTHER IF:

- you or a close relative had a blood clot
- you had surgery in the last 90 days
- you have thrombophilia (tendency to clot)
- you are on the oral contraceptive pill or HRT
- you have heart, lung or inflammatory disease
- you are over 60 years of age or are overweight
- you have varicose veins that become red and sore

Call Bell System

At each bed side there is a call bell which can be used to remotely contact a member of staff to inform them of your need for assistance.

Upon your admission to the ward, please familiarise yourself with the use of the call bell.

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.

Patient Charges

If you have Private Health Insurance we would respectfully ask that you use your insurance during your stay. Note this will not have any adverse effect on your annual insurance premium. TUH is a voluntary hospital and this funding stream is an important component of the Hospital's budget.

Clean Hands Saves Lives



Infection Prevention Control

People who need treatment in a hospital or clinic are often more vulnerable to infection than most other people. This may happen in any healthcare facility. Any person in any healthcare facility is at risk of picking up new bugs or germs.

COVID-19 is a viral illness that can be mild or cause severe disease. People catch the virus from others who have the virus through inhaling small droplets when people cough or sneeze or through touching contaminated surfaces. Contaminated hands is the most common way the infection is spread. Resistant bugs (bacteria, or germs) are also increasing across the world and is also spread through contaminated hands and surfaces.

What can I do to help?

- Clean your hands regularly, especially: when they are soiled, after using the toilet and before eating. If you are unable to use alcohol gel or to go to the sink in your room please ask the nurse Manager for a pack of hand wipes.
- Keeping your hands and body clean are important. Please make sure you have your own toiletries & tissues.
- When coughing or sneezing use a tissue & turn your head away from others. Dispose of the tissue & clean your hands.
- Do not touch your wounds, medical devices, drips or catheters.
- Limit the amount of personal belongings in your bed space / room, especially in your bedside locker and table. This helps staff keep your room as clean as possible which further reduces the risk of infection.
- Follow hospital policy on visiting, please do not have visitors sitting on your bed.
- Do not bring any food from outside

- If you have, or have **had a health care associated infection (HCAI) in the past such as MRSA or CPE please tell your admitting nurse or doctor.**
- **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.** Only bring essential items into the Hospital and keep them in the locker provided – this makes it easier for us to clean around your bed space 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.
- Please tell a ward staff member if you see any dirt, dust or clutter either around your bed or in the toilets or bathrooms.
- **Tell a nurse** immediately if you think your 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.

The Hospital has so many measures in place to protect you from Resistant bugs. We provide 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 positive after you go home, your team will let you know and a letter will be sent to your GP and Healthcare Consultant.

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

Improving Antibiotic Use

When you are prescribed an antibiotic, your doctor should discuss:

- Why an antibiotic is recommended for you
- The name of the antibiotic and how it will be given to you
- How long you are likely to be on the antibiotic
- Side effects that you may experience

How you can help

- Tell us about any allergies or reactions to antibiotics you have had
- If you are receiving your antibiotic as an injection, ask your doctor to review when it can be given as a tablet. Some antibiotics may need to be given as an injection for a long 'course' depending on the type of infection you have. However often antibiotics can be changed to a tablet when you start feeling better.
- Let your healthcare team know if you are experiencing side effects

Falls

It is important to note that you are in a new environment, and are at a high risk of having a fall while in hospital

Tips on how to reduce your risk of having a fall

Drink water throughout the day (at least 2 jugs/ 2 litres of water) unless directed otherwise by your medical team.



Wear supportive footwear (no backless shoes/slippers). Footwear should have good grip and fit you correctly.

GET UP, GET DRESSED, GET MOVING.... (if safe to do so).



Use your walking aids

Wear your glasses and hearing aids



Patient Discharge Information

Some important information you will need when leaving the Hospital



The length of the time you spend in hospital will depend on your clinical condition.

Soon after your admission you will be given a Predicted Date of discharge (PDD). This is the date when you may be ready to go home.

Your Discharge Plan:

From the day you are admitted to the Hospital, there are a number of different staff involved in your care. The health care team will work with you, your relatives and carers to plan your discharge.

Please tell your Doctor or Nurse as early as possible in your stay if you think you will have any concerns about going home.

On the Day of Discharge

It is hospital policy for patients to vacate their beds as early as possible in the day. If a family member/friend/carer are collecting you please ask them to be here for 11am.



The Hospital aims to discharge patients home by 11am. Patients are sometimes moved to the Transitional Lounge on the Ground Floor where you will be given your discharge information / prescription.

Nursing staff and healthcare professionals will care for you while you wait to leave and your meals will be provided.

On the day before your discharge please send most of your luggage home if applicable.

The Transitional Lounge is open from 7:30am to 8pm Monday to Friday (Except bank holidays) and can be contacted on phone no. (01) 414 3606.

Questions for you to ask about planning for home



- Are there any danger signals/red flags to look out for when I go home?
- If I need help and care at home after I leave hospital, who will help me to arrange this?
- Are there any special instructions for daily activities?
- Will I need special equipment at home?
- Who will help me to arrange this?
- Will there be any follow up appointments?
- When can I return to work or to my normal routine?
- Do I need a medical cert?
- Do I have clothes and house keys?
- Is there food available at home?
- Has the heating been turned on?

If you have any feedback you would like to share please contact patient flow department at patientflowdisplan@tuh.ie

Patient Survey

Please tell us about your experience in the Hospital.

All the feedback we get, positive and negative helps us to improve services for our patients.

Scan this QR Code and do the survey on your phone. The survey is also on the Hospital website in the PALS section www.tuh.ie/Patient-Advice-Liaison-Service



Five Moments of Medication Safety

Starting a medicine

- What is the name of this medicine and what is it for?
- What are the risks and possible side-effects?

Taking my medicine

- When should I take this medicine and how much should I take each time?
- What should I do if I have side-effects?

Adding a medicine

- Do I really need any other medicine?
- Can this medicine interact with my other medicines?

Reviewing my medicine

- How long should I take each medicine?
- Am I taking any medicines I no longer need?

Stopping my medicine

- When should I stop each medicine?
- If I have to stop my medicine due to an unwanted effect, where should I report this?

You can discuss any questions you have with the healthcare professionals looking after you.

When you first get your medicines read the Patient Information Leaflet provided inside the box.

If you still have questions about your medications after discharge, please talk to your **GP or community Pharmacist**. Further information is available on :

<https://www2.hse.ie/conditions/medicines/>



Medicines and You:

Five things you can do to stay safe while in hospital

#1

Share your home medicines list with us

We need to know what you usually take. Tell us about tablets, liquids, injections, creams, ointments, pens, patches, inhalers, nebulas, eye & ear drops. Include any vaccines, prescription medicines, over-the-counter (OTC) products, herbal products, vitamins and supplements.

#2

Tell us about your allergies and any reactions you have had

Hospital staff will always ask about any allergies you might have, as well as bad reactions that you've had in the past. We will ask the name of the medicine or substance that caused the problem. It is important that we know what happened and when it happened.

#3

Keep your patient identity bracelet on

We use this to help confirm your identity at various times during your care in hospital. This includes when we are giving you medication.



#4

Do not take any medication yourself, unless staff direct you

In general in hospital, nursing staff will administer your medication. This is to make sure you are getting the right medicine at the right dose for you at this time. It is important that your nurse, pharmacist and doctor know exactly what medicine you are getting every day.

#5

Call for the nurse if a medication pump beeps

Medicines and other fluids may be given using an intravenous pump, also called an IV pump. Never attempt to turn off the pump yourself. Do not allow any visitors to touch the pump. It can cause the medicine or fluid to be given too fast, too slow or to stop.

