



Your stay in hospital

***An information guide for
patients, families and carers***

MAYO UNIVERSITY HOSPITAL
Committed To Excellence

Welcome to Mayo University Hospital

We know that any hospital admission is an anxious time for patients and their family and we are committed to making your stay safe and as comfortable as possible.

We promise that you will be provided with the information you need to recover and have a managed and planned discharge.

Our Mission Statement

Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching and research; grounded in kindness, compassion and respect. We will achieve this through ongoing development of all our staff and becoming a model employer.

4 Key Questions



We want all of our patients and their relatives/carers to be informed about their progress. We encourage you to ask questions if you are not sure about what is happening or if you have any concerns about your care and treatment.

Person Centred Care and Support

Patients are at the heart of everything we do. We achieve this by actively involving you in all aspects of your care and any decisions that need to be made. This is in keeping with the HSE Consent Policy and Irish Law; the Assisted Decision Making (Capacity) Act. Where appropriate and with your approval, we would also work with your family and carers to make sure you get the care and support required to meet your specific and unique needs while in hospital and in organising your discharge.

We plan, provide and assess the quality of the services we offer in line with the National Standards for Safer Better Healthcare (HIQA, 2012). As part of our commitment to ongoing quality improvement and excellence, we provide information about our performance on the information boards throughout the hospital. Your feedback and suggestions are an essential part of helping us to improve our service and a tear out feedback form is included in the back of this booklet for any feedback you wish to give us.

THE WARD YOU ARE ON IS

The ward contact telephone number is:

(094) 90

The main hospital telephone number is **(094) 902 1733**

Predicted Date of Discharge

Consultant's Name

Clinical Nurse Manager

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Your Admission To Hospital

Your specific health care needs will determine where you are accommodated during your stay and you may be required to move bed or clinical area as your needs change, or the needs of other patients change.

We always consider the disruption that moving a patient may cause and do so when we need to manage infection risks, manage our bed capacity efficiently or accommodate the clinical needs of patients. Children will be accommodated according to Children's First guidance and the hospital's Child Safeguarding statement.

While we do all we can to reduce time patients spend on trolleys, at times of high demand you may be cared for on a trolley. We continuously monitor the number of patients on trolleys and it is our priority to admit to beds as soon as possible. We have comfort packs available for patient's on a trolley – please request one if you have not been issued with one.

We are a dementia and hospice friendly hospital and we have implemented a number of initiatives to improve the experience of all our patients and those visiting the hospital. Please ask nursing staff for information.



What to bring with you:

- Comfortable clothing and non-slip footwear, we encourage patients to get up, get dressed and get moving.
- Pyjamas/nightdress, dressing gown, slippers, toiletries, eye glasses, contact lenses, dentures, hearing aids (including containers for each of these) and mobility aids. Any equipment used in your care e.g. BiPap machine, prosthetics etc.
- A list of the medications/herbal supplements/creams/inhalers you are currently taking. Please do not self – medicate while in hospital, and arrange for relatives to take medications home.
- Nominated contact person's details.
- Medical Card details and Private Health Insurance details if applicable.
- GP referral letter or name and address of your GP.
- Small amount of cash for the hospital shop/trolley.
- Paperwork on Enduring Power of Attorney or any other decision support arrangements you have in place. These are examples of legal arrangements where a nominated person(s) are involved in decision making/consent regarding the patient's care.
See www.decisionsupportservice.ie

Please do not bring:

- Large sums of money or high value items.
- Alcohol, cigarettes, lighters, perishable food and flowers.

Taking unauthorised photographs or video footage within the hospital is prohibited. Storage space for personal items is limited and you should only take in items needed for your stay in hospital.

MUH do not accept responsibility for the loss or damage to personal belongings.

We are a No Smoking Campus

Mayo University Hospital is a HSE Smokefree Campus Site this also includes vaping. The campus is the entire area of the hospital grounds.

Nicotine Replacement Therapy may be prescribed if appropriate to support you if you are experiencing nicotine withdrawal. Please ask your doctor or nurse. Please contact the HSE QUIT Team on 1800 201 203 for information and support on quitting smoking or text QUIT to 50100 www.facebook.com/HSEquit, www.QUIT.ie

Purposeful Visiting; A Partner in Care Programme

The Purposeful Visiting; A Partner in Care Programme provides an opportunity for family, friends and carers to be actively involved and part of the care of the patient during a hospital stay. In accordance with the patient's wishes, a Partner in Care can remain with their loved one at any time, as part of the agreed patient – centred plan of care, in collaboration with the Clinical Nurse Manager. If you would like to become a Partner in Care, or require more information, please speak to the nurse caring for the patient.



Exceptions to visiting:

- Our Intensive Care Unit staff will advise your family members regarding visiting.
- The maternity ward allow one nominated person to visit new mothers and babies.
- The Children's ward support parents or guardians to stay with their child during their hospital stay.
- Visitor numbers should be restricted to a maximum of two at any one time and children must be accompanied by an adult.

-
- Please use the alcohol hand gels when entering and leaving the hospital and before entering and leaving the bedspace.
 - Do not visit if you are feeling unwell with any symptoms that could be contagious such as respiratory or gastrointestinal illness.
 - Please do not sit on patient's beds – use stools provided.
 - Use public toilets and hand wash/gel.

Visitors should visit the person they have come to see and not other patients. This will reduce the risk of transferring potentially harmful infections from person to person.

If a family member wishes to make an appointment to speak to your consultant or a doctor on your healthcare team please speak to the Clinical Nurse Manager.

Telephone Enquiries

Please designate one contact person, as an appointed spokesperson for the family to make phone enquiries. Minimising phone calls to the wards allows nursing staff to spend more time delivering care to the patient. Please be aware nursing staff are unable to provide confidential patient information.

WiFi

Free WiFi can be accessed through MUH_EirGuest in the wifi settings on your mobile/smart device by clicking Connect.

Interpreter Service

Please notify your team if you need an interpreter service, the nursing staff will be happy to organise this for you.

Meal Times



BREAKFAST

is served between
8am - 9am



LUNCH

is served between
12.30pm - 1.30pm



TEA

is served between
5pm - 6pm



TEA AND SNACKS

are served at
8pm

Please inform staff if you have any food allergies, intolerances or special dietary requirements.

Protected meal times are between approximately 12:30pm – 1:30pm.

There is no visiting or routine clinical interruptions during this time. However, if you are a visitor helping a patient with their meals this is welcomed. If for any reason you are away from the ward during mealtimes for a test or treatment, please inform a member of the ward staff and a replacement meal will be served to you.



Restaurant

Our Happy Heart award winning restaurant is located on the lower ground floor (Level -1). We have a spacious bright setting for your visitors to dine.

| | | | |
|----------------------|------------------|------------------------|--------------------|
| Open Daily: | 8:00am - 6:00pm | Breakfast: | 8:00am - 10:30am |
| Lunch: | 12:15pm - 2.15pm | Snacks: | Throughout the day |
| Evening Meal: | 5:00pm - 6:00pm. | Sat & Sun : | 12:30pm - 6pm |

Hospital Shop & Vending Machines

The hospital shop is situated on the ground floor inside the main entrance.

Opening hours weekdays: 8am - 9pm / **Opening hours weekends:** 8:30am - 9pm.

There is a trolley service daily from 10am for patients on the wards supplying; minerals, confectionary, newspapers, magazines and toiletries. There are vending machines and hot drink vendors located on the ground floor, level 1 and level 2.

Car Parking **P**

Car Parking is available at the rear of the hospital. Please be mindful of the steps. There is a pathway around to the right of the car park. Wheelchair accessible spaces are available in various locations, close to entrances. Please always clearly display your parking permit.

Pay stations are located in the main hospital foyer, Emergency Department and to the right of the public car park. The pay stations are cash/coin only. Cash back is available in the hospital shop.

A weekly concession ticket is available from the pay station in the hospital foyer if you need to use the car park on a daily basis. The hospital car park is extremely busy throughout the day, please allow time for parking and use public transport where possible.

Safety and Wellbeing in Hospital

Our environment here is very different from your home environment. We will guide you on admission and help you to familiarise yourself with your ward.

Points for you to consider:

- Hospital beds are narrower and higher than the beds in your home. Care is required when turning and getting in and out of bed.
- Your bed, locker and bed table has wheels, so do not lean on it unless you know it is secure.
- A call bell will be given to you to use if you need assistance. Also there is a call bell and emergency cord in your bathroom.
- You must wear supportive shoes or slippers when out of bed. Never walk while barefoot or wearing socks.

You are requested not to adjust the television sets, if the remote control is unavailable, ask staff if adjustment is necessary. Please be mindful of other patients on the ward regarding the sound volume on the television, radios and personal devices.

Fire exits are clearly marked. In the event of a fire follow instructions of hospital staff who will evacuate the ward if necessary. If you discover or suspect a fire you should raise the alarm and inform a member of staff immediately.

Preventing Falls and Staying Mobile

If you are unwell you may not feel as steady on your feet as usual. When getting up out of bed, sit on the edge for a few moments before standing and walking. Wear laced up or snug fitting shoes or slippers with rubber soles or the red hospital socks provided.

If you are concerned or fearful of falling please ask for assistance when walking and ask to speak to a physiotherapist. It is important to try to stay as mobile as possible while in hospital. If you need help just ask. If you can walk independently we encourage you to do this.

The Wellness Walkway

During an acute hospital stay patients remain in bed 83% of the time and in a chair the other 12%. 68% of patients are discharged below their pre - hospital functional level and are 61 times more likely to struggle with their activities of daily living on discharge. We can prevent this deconditioning by encouraging basic movement (HSE 2021).



**Get up
Get dressed
Get moving**

How many times have you moved today?

Moving helps you to:

- ✓ Keep your independence
- ✓ Get your energy back
- ✓ Feel better
- ✓ Get you home sooner

Get up, Get dressed, Get moving:

- Wearing pyjamas says you are unwell
- Getting dressed says you are getting better

Here at MUH we designed the Wellness Walkway, which is located on the first floor, it is a 130 metre designated corridor space that patients can access to remain active during their stay and complete exercise stations designed by physiotherapists, at intervals along the walkway with wall panels illustrating different lower and upper body exercises.

Placed between the exercise stations are seating areas, which were chosen by Occupational Therapists to promote ease of transfer and comfort for all users. The large scale photographs of locations in Co. Mayo offer people an opportunity to sit and enjoy

exploring some of the beautiful sights of Co. Mayo and maybe share a story or two with family, friends or others.

Preventing Blood Clots

- Wear your hospital stockings if advised and move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised.

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

CSN:
20154240

Thrombosis Ireland
Spot The Signs... Save A Life

NVTEP **HE**

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!**

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

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

Skin Health and Pressure Ulcers

- If you can, try to keep mobile, even in bed, and call us if you are uncomfortable.
- We are very happy to help you change position, and can provide a special mattress or cushion for support.
- Eat well and make sure that you are drinking enough.
- Talk to your nurse if you have any special skin care needs or concerns.

Medication Management



Red Apron

We encourage our nurses to wear a red apron when carrying out their medication rounds to avoid interruptions.

Please inform your nurse if you are experiencing pain and require pain relief.



Please complete the HSE "My Medicines List" leaflet, in order to have an accurate and up to date list of your medication. These leaflets are available throughout the hospital.

National Early Warning System

We use Early Warning Systems (EWS) to support the recognition and response to a deteriorating patient. This will include the National Early Warning System, the Irish Maternity Early Warning System and the Paediatric Early Warning System.



Infection Prevention and Control

The prevention of healthcare associated infection is a key priority here in MUH. All staff are committed to providing all patients with the highest quality of care. There are certain things you can do in order to reduce the risk of infection.

What You Can Do



Keep hands clean: Hand Hygiene is the single most effective method of preventing the spread of infection. It is okay to ask staff if they carried out hand hygiene. Alcohol hand gel dispensers are available throughout the hospital, you and your visitors are encouraged to use them. Please use the hand hygiene sinks only for washing your hands.

Inform: If you have been told that you have an antimicrobial resistant bacteria (VRE, CRE, CPE or MRSA) let us know. We will put measures in place to protect you and other patients.

Watch out: If you have vomiting or diarrhoea or respiratory illness within 48 hours of your planned admission please inform us before your arrival. If you develop symptoms of vomiting or diarrhoea or respiratory illness during your stay please tell your nurse immediately. It is advisable to wear a surgical mask while in the hospital (if tolerated) to protect from respiratory illnesses. Please follow public health advice.

Know the signs and symptoms of infection: Some skin infections appear as redness, pain, or drainage at an IV catheter site or surgery site. Often these symptoms come with a fever. Tell your doctor or nurse if you have these symptoms.

Ask: Ask your friends or family who have colds, stomach bugs or other infections not to visit you in hospital. Ask your visitors not to sit on your bed or other patient's beds. Restricted visiting may apply if a ward is affected by an outbreak of infection.

Test: You may have nose, skin swabs or rectal swabs taken by your nurse on admission. These may be repeated during your stay.

Protect yourself: Get vaccinated against flu and Covid.

Support Services

The Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) based in this hospital provides a confidential and impartial liaison service for patients, their families and carers. PALS can be contacted Monday - Friday on 087 943 6046 or muh.pals@hse.ie

PALS will:

- advise and support you and your family and carers
- provide information about services
- listen to your concerns, suggestions and compliments
- help sort out problems quickly on your behalf
- help you identify the information you need

Patient and Family Experience Advisory Council

The hospital has a Patient and Family Experience Advisory Council made up of both staff and Patient Experience Advisors. The committee meets on a monthly basis. Involving patients ensures that the patient voice is heard on an individual level, on various hospital committees, training and in Quality Improvement projects. If you are interested in becoming a Patient Experience Advisor please contact: muhpatientfeedback@hse.ie.



Volunteers

We have a friendly team of Meet & Greet volunteers as well as volunteers who may be available if you would like some company during your stay. We can arrange for one of our friendly volunteers to drop by and say hello, have a chat or read to you. To arrange this or if you would like to volunteer with us, please contact: 094 904 2171 or Email: MUHPatientFeedback@hse.ie



Raising Concerns

We know that we don't always get things right and we would prefer to resolve any issues or concerns you have while you are still a patient with us. We would encourage you to raise any issue initially with the ward manager or nurse in charge as they may be able to resolve your concerns quickly. If you feel the matter has not been addressed fully please contact the Patient Advice and Liaison Service (PALS) based in this hospital on 087 943 6046 or muh.pals@hse.ie.

You can also contact the Quality and Patient Safety department in this hospital at muhpatientfeedback@hse.ie or 094 904 2459. If you need support to raise a concern or complaint, independent advocate services are available.

Open Disclosure & Risk Management

If you suffer any injury or harm while in hospital, you will be informed as soon as possible of any potential impact this will have on your care. A plan of care and information going forward will be agreed with you in line with the HSE National Open Disclosure Policy.

The incident will be notified to the Quality & Patient Safety Department for any follow up and learning as appropriate.

Freedom of Information

You have the right to access your own healthcare record. You are required to write to the hospital or service in question, providing satisfactory evidence of identification, please email muh.foi@hse.ie.

General Data Protection Regulation

Your right to privacy is important to us. You can feel safe in the knowledge we safeguard your personal information ensuring that confidentiality is respected and information is stored securely, in accordance with GDPR and the Data Protection Act. Your clinical information may be shared among relevant clinical personnel as required and appropriate for your care. All information is treated confidentially.

If you have any queries in relation to Data Protection or other issues around the security of your personal information, please contact the Consumer Affairs Department 091 775373.

Chaplaincy and Pastoral Care

The Pastoral Care/Chaplaincy Team visits the wards daily and offer emotional and spiritual support to you and your family if needed. The chaplain on duty will be happy to contact a priest, pastor, minister or leaders of other faiths on your request.

The Chapel is located on Level 1 near the Orthopaedic ward and is open 24 hours a day, 7 days a week.

Mass is celebrated on Saturday at 6pm in the Chapel.

Holy Communion is available to patients, please contact nursing staff if you wish to receive holy communion and they will contact the chaplain.

Prayers for people of the Muslim faith take place in the Lecture Hall near the MUH Library every Friday between 1pm and 2.15pm.

Confession and The Sacrament of the Sick are available on request.

End of Life Care



The staff at Mayo University Hospital aim to provide the highest standard of End of Life Care. In MUH this symbol may be displayed on a ward to add respect and solemnity during end of life or following the death of one of our patients. Seeing the symbol alerts us to show dignity and respect for them. The symbol is inspired by ancient Irish history, it is not

associated with any one religion or denomination.

Hospital Charges

Public hospital inpatient fees were removed for all patients from 1st April 2023.

Private patients are liable for a private or semiprivate charge. You are also liable to pay any Consultant, Radiology, Pathology and Anaesthetic Fees. Please ensure you check with your Insurance Company the level of your cover, and please present your Private Health Insurer's plan and policy number at registration.

Road Traffic Accidents: Additional charges will apply under the Health (Amendment) Act 1986 if compensation is being claimed following treatment for road traffic accident injuries. Your Solicitor should notify the Patient Account's Department.

Emergency Department: There is a statutory charge of €100 when you present and are treated at this Department. You are exempt from this charge when you present with a GP referral letter or are the holder of a current Medical Card. Review patients within 4 weeks are also exempt from this charge.

Accounts Enquiries: Telephone (094) 904 2315 / 904 2310 / 904 2312 during office hours.

Your Discharge Plan

Discharge planning begins on admission. The medical and nursing staff will discuss with you your predicted date of discharge, shortly after your admission. MUH encourages patients, relatives or carers to ask questions to promote understanding of patient care, progress and when you may get to go home. Please advise your nurse, as early as possible in your stay, if you think of anything that might make your return home difficult. The predicted date of discharge may need to be revised dependent on the progress of your treatment.

St. John's Unit

You may be transferred to St. John's Unit during your patient episode of care when you are stable. St. John's Unit is an acute medical ward located in the grounds of the Sacred Heart Hospital but remains under the governance of Mayo University Hospital. The unit has Consultant presence, 24 hour medical cover and a full multidisciplinary team. You will be discharged from here when your acute episode of care is completed.

If your needs have changed, or you require additional supports, to help you with your discharge, we can make referrals to a range of services, including:

- Public Health Nurse
- Community Intervention Team
- Community Occupational Therapy
- Community Physiotherapy
- Social workers in the community
- Home Help Services

The multidisciplinary team are happy for you to leave when it is safe for you to return home or to be transferred to a step down facility, such as respite or rehabilitation centre.

Day of Discharge:

- On the day of your discharge please make arrangements to be collected no later than 11am. This is to facilitate other patients who are being admitted to hospital.
- It is expected people make their own travel arrangements when they leave hospital.
- Have house keys at hand and ask for any valuables to be returned.
- Before leaving hospital, if you have any questions regarding your medication or any changes to your medication - a member of staff will be happy to assist you.
- If you have a medical card, your new hospital prescription allows you a one week supply of medication before you have to go to your GP.
- When you are discharged a letter will be sent to your GP summarising your treatment whilst in hospital and any ongoing services you may need.
- A medical certificate is issued if required.
- Prior to leaving the hospital if required nursing staff will complete a Public Health Nurse or Community Intervention Team referral to support your care at home.

Discharge Lounge:

On the day of your discharge you may be asked to move to the discharge lounge, until all necessary discharge arrangements are completed. The Discharge Lounge at MUH is based in the main foyer, past the coffee shop. It has been developed to provide a relaxed, comfortable, and safe environment for patients awaiting discharge home or to another care setting.

Please ask relatives or friends to make sure your home is ready for your return, with the heating turned on and some food available.

If you feel that you are unwell and not managing at home, please contact your GP and/or your PHN.

In the event of a medical emergency always call 999 or 112 or proceed to your nearest emergency department.



Patient Feedback

If you want us to respond to you
please leave your contact details.

Name:

Address:

Phone:

Email:



All information correct as of April 2024