



**SERVICE FOR OLDER PEOPLE**

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## **Welcome**

### **Welcome to Marymount University Hospital & Hospice**

The staff of Marymount hope that you will have a pleasant stay with us whether that is for a short period or an extended length of time. It may take a little time to settle in and we will do our best to help you in every way possible. Family, friends and children are very welcome to visit.

This booklet aims to provide you with information about our Hospital and its' facilities and to act as a guide to the services you can expect during your stay.

In addition to this booklet, a Statement of Purpose is also available, outlining other specific information for you to read.

## **Mission Statement**

### **Inspired by Mother Mary Aikenhead**

We continue the healing ministry of Christ by our care for  
all entrusted to us:

We cherish the uniqueness and dignity of each person:

We value and foster mutual respect and understanding:

We endeavour to continuously improve all aspects of our mission.

## **Health Information and Quality Authority**

Marymount University Hospital endeavours to meet the requirements of the Health Act 2007 and the National Quality Standards for Residential Care Settings for Older People in Ireland (2016).

If you wish to read previous HIQA inspection Reports carried out in Marymount, please log on to the HIQA website and note that our Ref. Number is 582.

### **Chief Inspector of HIQA-:**

Address: Unit 1301, City Gate, Mahon, Cork.

Tel: 021-4249300

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## **The History of Marymount University Hospital & Hospice**

**Marymount University Hospital & Hospice** owes its origins to the inspiration of Dr. Patrick Murphy, who from his own experiences living and working in Cork, was well aware of the medical needs of the sick and poor of the city. He had been impressed with the work of the Religious Sisters of Charity in Cork, especially during the Famine, and bequeathed to them whatever remained of his estate on condition that they provide a hospital for the people of Cork.

The facility was founded in 1870 and in September 2011 moved from its long-time city centre location, no longer fit for purpose, to a new purpose built state of the art facility at Curraheen on the edge of Cork city. The new facility provides 44 specialist palliative care beds, an extensive ambulatory care/day care facility, accommodation for the community palliative care team, and full educational and library resources. There are 63 elderly care beds and a day care facility on campus.

## **Introduction to Services**

Marymount University Hospital & Hospice is a healthcare facility which provides two distinct services. The elderly care facility provides respite care, intermediate palliative care and continuing care for older people. Marymount Hospice provides care to patients with progressive illness, both cancer and non-cancer, at a time when pain or other symptom issues need addressing.

Patients on active treatment may benefit from a short-term admission for symptom control and rehabilitation. Support is offered to families facing loss or who are bereaved. Marymount is the designated Specialist Care Centre for the Cork/Kerry region serving a population of approximately 600,000.

Admissions to Continuing Care Beds is made in accordance with the Nursing Home Support Scheme (NHSS/ 'Fair Deal') and Marymount. Marymount provides 45 beds for Continuing Care for older people who are (a) no longer able to live at home, (b) where family and community services can no longer meet the person's needs or (c) where the opinion of the NHSS ('Fair Deal') assessment team identifies the need for this service.

Marymount's Finance Department will advise residents and families on matters in relation to payments.

We invite you and your family to visit our facility prior to admission.

## **Respite Care**

We provide 12 beds for Respite admissions (female and male beds) within the Service for Older People. This is a planned short admission (one or two weeks). Respite care allows the carer to have a break or take a holiday. Applications are made through the person's local Public Health Nurse, who in turn liaises with a central HSE respite co-ordination office. A letter of welcome plus a list of necessary requirements for their stay is issued from Marymount University Hospital to all respite admissions. Residents and/or families may visit before admission, if desired. Respite admissions will be offered the shared bedroom and may be placed in any of our 3 wards depending on bed availability.

For all admissions:

ADMISSIONS: 2.30 pm – 3.30 pm

DISCHARGE: 11.00 am – 12.00 noon.

## **Palliative Care Support Patients**

Admission to Palliative Care Support (PCS) beds is decided following a referral from the Specialist Palliative Care Team – Palliative Care Consultant. Marymount University Hospital provides 6 beds for PCS residents – one bed is used for PCS respite admissions (combination of male and female beds).

## **Visiting Arrangements**

We welcome visitors to our Hospital and realise the importance of such visits for the wellbeing of our residents. People in hospital also require times for privacy, peace and quiet. In a situation where a person is ill, families are free to remain with the person, as they wish. At other times nursing staff may make specific requests for people to leave an area for a time, to facilitate the nurses in their care for the residents. We discourage visitors before 11am – to facilitate the delivery of nursing care.

**Visiting Times:** 11am – 9.00 pm

**(Next-of-kin / representative may visit at any time).**

*Children must be supervised at all times.*

### **Private Consultation rooms**

The hospital endeavours to provide space where a resident can transact his or her personal affairs in private. Private rooms are available to residents who may wish to meet away from the ward area; this can be arranged on request.

### **Catering Department**

This department, in consultation with the nursing staff, provide a choice of well-balanced and nutritious food.

### **Meal times**

Breakfast	8.45am
Morning Refreshments	11.00am
Lunch	12.30pm
Evening Meal	5.15pm
Bedtime Refreshments/snacks	8.15pm

*(The above are approximate times.)*

Snacks and drinks are available on request at other times. A choice of menu is available daily. Presentation and consistency of the meals varies to suit the individual needs of the residents.

Residents & their families who request to bring in food items (home baked produce) or other foods from home are advised to do so only following consultation with the ward manager who in turn will dialogue with the catering manager. (This does not apply to packaged dry food items that are in date).

Comments / suggestions on the catering service are welcome and should be conveyed to the Ward Manager or Catering Officer. Alternatively you can use of comment box located at the main hospital reception “Have your say the civil way” – comment cards are available on all ward receptions.

## **Activities and Recreation**

Extensive recreational activities are provided from Monday to Friday, for example:

- Music & percussion sessions
- Music, Dance & Movement
- Piano/Singing Session
- Traditional music Session
- Harp Therapy
- Music Alive Project
- Reading, Literacy & Poetry
- Flower arranging
- Art & Craft
- Bingo
- Coffee Mornings & tea parties
- Make up & beauty Care
- Multi-sensory-individual sessions
- Go for Life - group Exercise
- Circuit Training- Exercise Programme
- Guest Performances, Choirs, musicians,
- Skittles
- SIMS
- Music Therapy
- Cookery
- Table quiz
- Card Playing
- Social Outings
- Hairdressing
- Happy Hour
- Drama
- Games
- Mobile library service
- Pet Therapy
- Sonas
- Gardening
- Men's Shed

The above activities are rotated on a weekly timetable, some are established weekly sessions. They are provided on a group or individual basis. A weekly programme is posted on the Activities Notice Board on each ward.

Hairdressing appointments and price list are available on request.

Respite admissions are required to pay in advance if they wish to avail of this service.

The Volunteer Service forms an integral part of the care provided to our older residents. A large group of volunteers provide a variety of services, inclusive of:

***Visits to the hospital and gardens; Friendship Support; Entertainment; Pet Therapy; Wheelchair accessible transport; Hand and Nail Care; Ward Reception & Hospitality; Daily newspapers; Mobile Library; Care of ward plants; Personal Shopping; Advocacy Support.***

## **Spiritual Care**

The medical and nursing team endeavour to provide care to residents, which reflect the resident's individual religious, spiritual and cultural requirements.

Residents of all faiths, and those of none, are respected and facilitated, if possible. The Ward Manager can arrange a visit from your chaplain or spiritual advisor, if this is requested.

The Oratory is situated in on the ground floor, and is open to all who wish to use it as a place of peace and quiet. A dedicate quiet room is also available on the ground floor adjacent to the Oratory. Pastoral care is available to all residents and a Chaplain is available on request.

Mass is relayed from the oratory on C.C.T.V. to all bedrooms via the television. Residents are afforded a choice about participation or abstention of any/all religious/spiritual rituals.

Ministers of the Eucharist bring Holy Communion to the residents, who wish to receive it, on each ward throughout Marymount, each day.

## **Public Amenities**

Visitors' toilets are located on the ground floor adjacent to the main Reception Desk and in each ward area.

**Shop** – located on ground floor, selling newspapers, toiletries, drinks and food items; if you need something specific James will be more than happy to source it for you if possible.

### **Smoking**

Residents may smoke in designated areas within the hospital.

Visitors may smoke only in designated smoking areas outdoors.

### **Car parking**

Please note that the proceeds from the Visitors Car Park goes towards the day-to-day running costs of Marymount.

A Visitor Swipe card for the Car Park is issued to the family of each Continuing Care and Intermediate Palliative Care resident.

When transporting residents, a set-down area is located at the front door of the hospital to facilitate easier access.

### **Bus Service**

Bus Eireann operates a daily bus service from the city centre. The **number 208** route can be accessed at any point from the bus station in the city into the hospital grounds.

## **Medical and Nursing Care**

The Medical Director and a local General Practitioner attend to the medical needs of the residents. The Medical Director attends for 15 hours per week. If families wish to see the Doctor, please speak to the Ward Manager who will arrange an appointment for you. In many cases the Registered Nurses act as advocates, in matters of health and wellbeing, for the residents. We encourage families of residents to also act as advocates and express any medical concerns they have and together, as a team, we will strive to respond in a professional manner.

### **Medication**

**All residents being admitted must provide a written prescription, signed by a Doctor.**

If you have a special card, which gives details of any current treatment you are receiving (e.g. a Warfarin Card), please bring this with you to Marymount and present it to the Ward Manager. Also, please inform the Ward Manager or Doctor of any allergies to drugs, body creams/lotions or food items you may have.

### **Nursing Staff**

Registered General Nurses and Health Care Assistants provide nursing care. Many of our Health Care Assistants have completed the FETAC Level 5 health care assistant's course. Student Nurses from U.C.C. are allocated to Marymount to fulfil their placement in the Care of Older People.

## **Para Medical Services**

### **Physiotherapy**

A Physiotherapy Service is provided from Monday to Thursday. The Physiotherapists operate under an open referral policy and may also receive requests from the Medical Director and Nursing Staff, to assess and treat a resident. Residents and families may also request to speak to the Physiotherapist, by arrangement. The aim of physiotherapy is to assess each resident and provide a treatment plan suitable for each individual, aiming to maintain and improve mobility, strength and function.

### **Podiatry**

The Podiatrist visits Marymount once a week. Residents requiring the service are listed prior to, or during, the Podiatrist's visit, following an assessment and/or expressed need (by resident or family member). Residents with Diabetes are seen more frequently. There is a charge for this service – Please note, respite admissions are required to pay in advance, if they wish to avail of this service.

### **Dental and Optical Services**

These services are arranged by the Ward Managers, as resident's needs arise. A visiting dentist and optical service comes to Marymount by appointment. Residents may choose to select their own Dentist or Optician.

### **Speech and Language Therapist**

Should the need arise, this service is provided by the Health Service Executive, following a referral from the Medical Director.

## **Personal Property**

Personal items, familiar to the resident, for example, photographs, ornaments or small items welcome. However, **the Management of the Hospital does not accept responsibility for articles lost or missing within the Hospital.**

## **Personal Clothing / Laundry**

Residents are encouraged to have their own personal clothing. To prevent loss of personal clothing, it is essential for residents using the hospital's private laundry service to have every item of clothing labelled. Non-labelled new garments, brought into the Hospital, following admission, must be presented to the ward staff for labelling, prior to being placed in the resident's room - this avoids clothes going missing at a later date. The Hospital will arrange for individual clothing labels for residents on request.

Residents have the choice of having their clothes washed by Marymount's private laundry service. Resident's/families are asked to make their decision known regarding laundry at the time of admission. Families are asked to remove clothing for laundry regularly. We request that families bring in a bag to carry laundry home. Wool Garments and items requiring dry cleaning are not sent to the hospital laundry and therefore, must be taken home for cleaning. **The hospital laundry service is NOT available to respite admissions.** We do not take responsibility for any garments lost or damaged in the Hospital.

## **Resident's clothing, footwear and Comforts**

We ask families to ensure that your relative, living in Marymount has adequate clothing, appropriate to their needs: Slippers (supportive and warm), Stockings/tights/pop socks, Suitable day/night clothes, Shoes, as appropriate.

## **Toiletries**

Residents/ families are responsible for providing all necessary toiletries. We ask you to provide a variety of toiletries, as these items are very important in enhancing the hygiene and dignity of each person in our care.

The items required are:

- Liquid Soap
- Wet wipes
- Deodorant
- Moisturiser
- Shampoo
- Toothbrush and toothpaste
- Denture cleaning agent - if needed
- Hairbrush/comb
- Any other specific lotions /creams used while at home
- Vaseline for lips – if used at home
- Razors

(Incontinence wear is provided by the Hospital for our Continuing Care and Intermediate Palliative Care residents, while Respite admissions bring in their own supply, if required).

## **Home Visits/Outings with Family and Friends**

Although a person may come and live in Marymount, residents may make arrangements to go out visiting with family and friends. Residents may also if able, stay out overnight. However, this arrangement must be made in consultation with the Ward Manager and the Medical Director.

## **Resident Protection**

In keeping with the Mission Statement of our hospital, the dignity of each person is given paramount attention. Any observation or reporting of inappropriate behaviour towards a resident is taken seriously and is managed in accordance with the hospital's Policy on the Reporting and Management of Allegations of Abuse.

## **Residents' Advocacy Meeting**

A Meeting is conducted on a monthly basis, thereby providing a safe forum for residents to meet and articulate their opinions and suggestions on any area of life within Marymount University Hospital. Every effort is made to act on any proposals / suggestions made. This meeting is facilitated by a volunteer advocate.

## **Relatives Notice Board**

Items of interest and news of any forthcoming events are posted on the Ward Notice Board located in each ward opposite sitting/dining room.

## **Have Your Say – The Civil Way!**

Please and Thank You cards are located on each ward and dining room area for residents/visitors to comment on our services.

## **Complaints**

We continually strive to improve our service. You have the right to tell us if you are unhappy about any aspect of the hospital service and to have your concern investigated if necessary. You will be informed of the outcome in accordance with the hospital's Complaints Policy.

We would encourage residents / families to discuss concerns with the Ward Manager or the Nurse-in-Charge of the ward. If you are not comfortable doing this you can contact the Assistant Director of Nursing. If you remain dissatisfied you can refer your concerns to the Complaints Officer of the Hospital. An outline of the Complaints Procedure is posted on each ward.

## **Accounts**

This office is located on the top floor of the building. Payment for residential fees and for services; Podiatry, Laundry, Clothing Labels, items purchased from the Hospital Shop and Hairdresser, are made through this office. On discharge from the Hospital, residents/their families are responsible for removing all monies/valuables placed in the Hospital safe.

## **Finances**

Residents are discouraged from having money in their possession. In the interest of safety, cash in excess of €20, is considered unnecessary. Residents are encouraged to leave possessions including money in the locked press in each room. Residents are advised that property, which they do not hand over for safekeeping at the time of admission, or subsequently brought in during their stay, is retained at their own risk.

Marymount does not take any responsibility for the loss of property held by a resident/their relative.

Contact Details:

**Marymount University Hospital & Hospice,  
Curraheen Road,  
Curraheen,  
Co. Cork**

**Tel: #353 (021) 450 1201**

**Fax: #353 (021) 486 9103**

**Email: [info@marymount.ie](mailto:info@marymount.ie)**

If you wish to send an email enquiry, or a message, directly to a friend or relative, you are welcome to do so and we endeavour to facilitate this.

Please feel free to contact the hospital at any time to enquire about a relative or friend. A portable phone is available on every ward if you wish to speak directly to the resident.