Laundry Service
Residents are encouraged to bring adequate clothes with them to meet their needs. All items must be clearly labelled to ensure correct identification. Family/carer can provide for their relatives laundering needs or alternatively we can provide for same. Please feel free to discuss this with the unit Manager.

Hygiene
Please use the alcohol gel available at all unit entrances, to disinfect your hands on entering and leaving the unit areas. Feel free to ask any medical staff you come into contact with if they have cleaned their hands.

Services provided in Hollybrook Lodge
Medical Services
Nursing Services
Pharmacy Department
Physiotherapy
Occupational Therapy
Speech & Language Therapy
Social Worker Services
Chiropody
Optician
Dentistry
Beauty sessions (Volunteer)
Hair Stylists/ Barbers

Advocacy: The Social worker offers advocacy services to both residents and relatives in order to represent their views and to assist in making their voices and wishes heard.

For further information please speak with the unit Manager regarding any of the above.

Activity
There are a range of activity programmes developed to meet Resident’s individual physical, intellectual and spiritual needs. Group activity programmes are also coordinated.

Hollybrook Lodge Activity Coordinator:
Mr Ciarán Murray
Tel No: 01 428 4654

Spiritual Care
Ministers from different denominations provide services to St James’s Hospital. If you would like to have visits from a particular minister please speak with the Nursing staff and this will be arranged for as appropriate.

Catholic mass times are typically:
Wednesday – 2pm Oratory
(Father Brian Gough of St. James’s Hospital)
Saturday – 11 a.m. Oratory
(Father Dermot of St. Michael’s Parish Church)

Enquiries about Residents
It would be helpful if one person made enquiries & then passed on the information to family/friends. In order to protect resident confidentiality, any information given over the phone is kept to a minimum. If a relative wants to speak to a nurse please ring the nursing desk as per contact numbers provided.

Hollybrook Lodge
This leaflet was developed to provide you with some general information about Hollybrook Lodge.

The Lodge consists of 2 Units:
Robinson Unit (Ground floor)
McAleese Unit (First floor)
The Unit Managers are:
Robinson Unit
Senior Manager: Mrs Smitha Thomas
Junior Manager: Mrs Sumol Thomas
Tel No: 01 410 3778

McAleese Unit
Senior Manager: Mrs Vicky Ragas
Junior Manager: Mrs Shobhna Sindhu
Tel No: 01 410 3767

Person In charge: Miracline Samuel
Medical Personnel:
General Practitioner: Dr Eimear Mallon
General Practitioner: Dr Sarah Shaughnessy
Sessional commitment from Psychiatry for the older person services (Dr. Elaine Greene)
& Care of the Older Persons Services (Dr. Rosaleen Lannon)

About the Units
Each unit consists of 25 beds -3 dual occupancy areas and 17 single rooms. Access to the unit is via an intercom system. The team of nurses work 2 shift rotas covering the 24hrs period whilst the care assistants work 3 shift rotas. All staffs wear a name badge identifying their name and position held.
Uniforms
Clinical Nurse Manager: Royal Blue Navy Trousers
Staff Nurse: Pale Blue Tunic Navy Trousers
Health Care Assistant: White Tunic Burgundy Trousers
Catering Staff: Teal Tunic Navy Trousers
Housekeeping: Navy Tunic Navy Trousers
Physiotherapy: White Tunic Navy Stripe
Occupational Therapist: White Tunic Green Stripe
Speech & Language Therapist: White Tunic Red Stripe
Dietician: Wear own clothes
Social Worker: Wear own clothes
Activity Coordinator: Wear own clothes

Valuables/Property
Hollybrook Lodge does not accept responsibility for the loss or damage to any valuables, money or other articles that you bring with you. If a resident requires a small amount of money to be kept secure on one of our units this can be facilitated. Please speak to the Unit Manager to discuss further.

Meal times
- 09.00 a.m. Breakfast
- 11.00 a.m. Tea/Coffee/Soup
- 12.30 p.m. Lunch
- 13.30 p.m. Tea/Coffee
- 16.30 p.m. Supper
- 20.45 p.m. Tea/Coffee

Every effort is made by our Catering team to provide food that is both appetising and enjoyable for all residents. If a family member/carer wants to bring in food for their relative/loved one we encourage you to speak with the Unit Manager to ensure a safe system is organised to facilitate this.

Visitors to the units are discouraged from offering food and drinks to residents prior to checking with staff on the unit, as a Resident may have a special dietary requirement or swallowing difficulties.

Visiting
Hollybrook Lodge Operates an open visiting policy. Nurse Manager & staff may restrict visiting due to infection control measures when required.

Any person feeling unwell is asked not to visit the unit.

Security
Hollybrook Lodge operates a zero tolerance policy relating to any kind of verbal or physical abuse. Residents or visitors whose behaviour causes concern to other residents or staff will be asked to leave.

There is 24 hour security in Hollybrook Lodge. Visitors are asked to sign the visitor’s book on entering and exiting Hollybrook Lodge.

Smoke Free Policy
In keeping with Hospital policy and Legislation, smoking is strictly prohibited on the premises. Residents right to smoking is facilitated through the provision of a designated smoking shelter located in the garden (access through the Therapy Room). Smoking cessation advice and information is available to all residents. For further information on smoking cessation please contact the Nurse in Charge.

Complaints Policy
We would like to ensure that the services we provide are of the best quality and serve our residents well. We want to hear about your experiences of our services, to capture both compliments and comments which will help us build on our service. There is a suggestion box at the entrance of the building to allow for the provision of your feedback.

If at any time you would like to make a complaint about anything we would ask you to please speak with the Nurse In Charge initially who will hopefully help resolve the issue.

The process for making a complaint is outlined in the provided residents guide and also displayed in both units within Hollybrook Lodge.