

## Complaints Procedure

In every ward there is a suggestion box where you and your families can write concerns or suggestions. The boxes are opened on a regular basis by the Consumer Panel Committee and reviewed. The centre has a formal complaints procedure. If you have a concern or complaint, please speak with the Nurse Manager of the Ward. If the matter cannot be resolved to your satisfaction the Nurse Manager/Person in Charge will arrange for you to speak with the appropriate personnel. Signage is in place which identifies how you proceed with your complaint. [www.healthcomplaints.ie](http://www.healthcomplaints.ie)

## Religion

Mass will be celebrated in the main foyer of Phoenix Care Centre on Sundays at 10.30am

Weekly Holy Communion will be facilitated in all wards.

Arrangements can be made for members of other religions, please speak with the Nurse Manager of your unit.

## Transport to the Phoenix Care Centre

City Centre No 10 bus to Phibsboro

City Centre No 37 & 39 to Manor St

## Charges

Unless exempted in accordance with the regulations, you will be liable for a weekly maintenance charge if you have received in-patient services for an aggregate of 30 days in the previous 12 months. You will not be liable for a maintenance charge if for example you are detained involuntarily under the Mental Health Act 1945 to 2001 and / or you require medically acute care and treatment in respect of an acute ailment. If you do not qualify for an exemption, the amount you will be liable to pay on a weekly basis will depend on your income after deduction of certain allowable expenses (e.g. life assurance, medical insurance, rent / mortgage payments and / or loan repayments).

## Right to Information

In accordance with the Mental Health Act 2001, a person's right to information is protected under this law. If there are proposals to involuntarily detain a person then this person must have an opportunity to make representations on the matter or to have someone do this on their behalf. The person also has a right to information about:

- Their Detention
- Their Treatment
- Admission Orders
- The right to have their care reviewed by a consultant or by the Mental Health Commission.
- Their right to be legally represented.

Verbal information on your illness and on your medication will be given to you by both medical and nursing staff. However, if you require written information please speak to your treating doctor who will provide same.

## Irish Advocacy Network

The aim of this network is to provide information, support and choice for those who have experienced difficulties with their mental health and well being. The regional advocate is Mr Barry Hurley who visits Phoenix Care Centre on a weekly basis.

## Useful Contact Numbers

A.W.A.R.E.	(01) 8308449
Schizophrenia Ireland	(01) 8601620
The Samaritans	1850 609090
Mental Health Ireland	(01) 2841166
Dublin Rape Crisis Centre	1800778888
Shine Ireland	(01) 8601620
G.R.O.W.	(01) 8734029
Mental Health Commission	(01) 6362400
Irish Advocacy Network	(047) 38918
Women's Aid Help-line	1800341900
The Alzheimers Society	(01) 2846616
Recovery	(01) 4559074
OandA – Out and About	(01) 8338252
Victim Support	1800 661771
Homeless Persons Unit	1800 724724
Headway Helpline	1890 200278
Free Legal Advice	(01) 6794239
Dublin Adult Learning	(01) 8364301



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

# Phoenix Care Centre Mental Health Service Information Leaflet



## Phoenix Care Centre

Grangegorman,  
North Circular Road,  
Dublin 7

Tel: (01) 827 6500

# Phoenix Care Centre

## Welcome

Welcome to the Phoenix Care Centre, Mental Health Services. The aim of this booklet is to provide you with information on your stay in this centre. If you require any further information or have any other queries please do not hesitate to contact a member of staff.

## Introduction to the Service

The Mental Health Act 2001 demands that high standards of care are provided for people using the service. An organisation called the Mental Health Commission has been established to make sure that services are of a good standard and make fair decisions. In Phoenix Care Centre care is provided by a multidisciplinary team which is made up of Medical, Nursing, Social Work, Occupational therapy, Psychology, Administration, Household and where necessary access to other specialists staff.

## Admission Procedure

On admission you will have a psychiatric assessment and a medical examination. Following this an initial treatment plan will be put in place for you. As part of this treatment plan

and to ensure that you receive the best care, you may be requested to remain in your nightclothes. If this occurs it will be in your best interest and for the shortest possible time as specified by your doctor in your care plan.

## Ward Programme

The centre provides care utilising the skills of the various members of the multidisciplinary team (MDT) in a coordinated and complimentary way by using an evidence based MDT care plan. Your active participation in this care and treatment plan will ensure that interventions are aimed at maximising your recovery from this period of ill health. Your care and treatment plan may include some of the following

- Ward Therapies
- Individual Counselling
- Behaviour Therapy
- Family Therapy

## The Multidisciplinary Team

### Doctor:

On admission you will be placed under the care of a consultant psychiatrist and his/her clinical team.

### Nurse:

You will be assigned a named nurse on a daily basis who will assist you where necessary with

the activities of daily living. Your named nurse will answer questions and queries for you and/or your family.

### Social Worker:

The social worker can help you with any difficulties regarding benefits, entitlements, family issues and planning for your discharge. The social worker will work with you on an individual basis to support you in your recovery.

### Occupational Therapist:

If, for any reason, you are experiencing difficulty taking part in self-care, work or leisure activities which are important to you, an Occupational Therapy assessment will be arranged. Following this, your Occupational Therapist will work with you to create a plan of individual and/or group sessions to develop skills to overcome these difficulties.

### Psychologist:

With your consent you may be referred to the Clinical Psychologist for assessment and/or therapy in order to work out what the problem is about. This may involve exploring your feelings and concerns; discovering how your thinking can affect the way you feel and behave; learning how to handle your fears; looking at the way past experiences may influence present problems and discovering new ways of coping with life.

Other services available:

- Chiropody
- Dental
- Optical

## Personal Property and Possessions

You are requested to bring nightclothes and toiletries with you. A record will be maintained of your personal property and possessions. You are advised not to bring valuables or large amounts of money with you as the centre cannot take responsibility for items lost or stolen while in your possession. All valuables and money should be given to the Nurse Manager/Person in Charge who will ensure that provision is made for the safekeeping of these valuables.

## Visiting Times

Visiting hours are:  
2pm - 4pm and 6pm - 8pm

In Phoenix Care Centre visiting hours are flexible, however there may be times when in your best interest or the best interest of others, visitors are restricted. Visitors are requested not to visit during meal times. Special arrangements can be made with the nursing staff for children to visit; children must be supervised at all times by a parent/guardian.

## Meal Times

Meals are served in the dining room of each individual ward at the following times:

Breakfast	8.30am/9am
Dinner	12.30/1.00pm
Tea	5pm/5.30pm
Supper	9pm

You are expected to attend for meals unless other arrangements have been made.

## Smoking

Phoenix Care Centre has a “No Smoking Policy” in compliance with legislation. You are advised that there are designated smoking areas outside the building and you are requested to comply with these. Visitors are not permitted to smoke.

## Alcohol and Drugs

Alcohol and Illicit/Non prescribed preparations or Controlled drugs are forbidden in the centre, this includes any medication not prescribed by your medical team. It is the policy to inform the Gardai if this should occur.