

# Charter of Service User and Family Rights and Responsibilities



## Summary

We are committed to delivering an effective mental health care service, in an environment that fosters mutual respect for the rights and dignity of all. Our Charter of Service User and Family Rights and Responsibilities helps us achieve this goal. These rights are without regard to gender, culture, economic, educational, age, sexual orientation, marital/family status, religious or ethnic background or source of payment for care.

## Service User and Family Protection Statement

St Patrick's University Hospital is committed to preventing abuse and neglect happening to children or young people and the wider community. St Patrick's University Hospital will therefore take all possible care in its recruitment processes to employ people who will not abuse or neglect users of the service. St Patrick's University Hospital will provide ongoing training to employees in this area so that they are aware of signs and risks of abuse and neglect and know how to report either to the HSE or Gardai. When reports of concern or allegations of abuse and neglect past and present are made to St Patrick's University Hospital staff, these will be followed up and if appropriate, reported to the HSE and Gardai for assessment and investigation. Any form of behaviour, which undermines the physical, sexual emotional and / or financial well being of those who attend our service is unacceptable. All reports will be followed up in a fair and impartial manner and in accordance with the principals of natural justice. The welfare of those using our service and their dependents however will be of paramount concern.

## Service User Rights & Responsibilities

### Your Rights while attending St Patrick's University Hospital:

- A safe environment
- Care that is protective of your personal dignity and values
- Confidentiality of all information regarding your attendance at our services in accordance with or applicable to the laws and guidelines of the land.
- Seek a second opinion
- Know the reason for the presence of any individual at a consultation, and to refuse to have any individual present
- Appoint someone to make healthcare decisions on your behalf
- Receive visitors each day
- Actively participate in all aspects of your care and recovery
- Receive the following information:
  - Your admission status
  - Legal rights and entitlements
  - Names and qualifications of those treating you
  - Details of any treatments suggested
- Access to telephones and mail
- Make a complaint and know its outcome
- Interpreter
- Request access to your records, and comment on them
- Explanation of the cost of your care and any other charges you may incur when undergoing treatment
- Request to participate or refuse to participate in teaching, clinical trials or research at any time.

### Your Responsibilities while attending St Patrick's University Hospital :

- Give accurate information to the Hospital
- Co-operate with investigation of any complaint you make
- Consider and respect others and your surroundings
- Respect the confidentiality and privacy of others
- Be responsible for belongings you keep in your possession
- Meet financial obligations
- Do not bring in, or arrange to be brought in, any items or substances that may be considered harmful
- Comply with staff direction in matters of safety
- Refrain from alcohol and drugs not prescribed / approved in the hospital
- Do not engage in criminal, violent or anti-social behaviour
- Abide by other rules made known to you.

**These rights are independent of your statutory rights.**

## Complaints while attending / visiting St Patrick's University Hospital

You have the right to complain about any aspect of our services. While we prefer to resolve issues satisfactorily at local level you also have the right to complain to the Medical Director, the Chief Executive Officer, the Director of Nursing or the Chairperson of the Board of Governors. You may also complain to the Medical Council or An Bord Altranais (Nursing Board).

## Our Commitment

### We assure you that:

- We are committed to delivering an effective mental health care service, in an environment that fosters mutual respect for the rights and dignity of all.
- We are person centred in our focus. We strive to understand and meet our service users' needs and to include service users in all important decisions.
- We treat people with respect, dignity and compassion and strive to use all the resources of the organisation in a way that enhances our reputation, protects our assets and enables us to fulfil our mission.
- We are committed to evidence based service development and treatment, active participation of service users, and valuing diversity.
- We are guided by the principles of Dean Swift, founder of St Patrick's Hospital, and by the values of the Mental Health Act 2001, the European Charter of Human Rights and the United Nations Principles for the protection of persons with mental illness and the improvement of mental health care.
- We assure you that the highest standard of care will be consistently employed throughout the service.

### We do this by:

- An attitude of compassion, respect and dignity for each individual.
- Co-ordination, teamwork & collaboration, to ensure continuity and safety in the delivery of care.
- Efficient and meaningful use of the organisation's financial and human resources.
- Honesty in all transactions you and your relative / carer have with the hospital.
- Delivering safe, effective and timely care and treatment in an atmosphere that promotes respect and caring for all.

**A full copy of the charter is available in the Patient Information Centre, from any staff member or from the Clinical Governance Department, St Patrick's University Hospital, James's St, Dublin 8.**

## Family / Carers Rights & Responsibilities

### As a family member / carer you have the right to:

- A safe environment
- Collaborate in the care of the person receiving treatment
- Visit the person receiving treatment in hospital. Be treated respectfully and considerately
- Receive clear responses to queries you make
- Make a complaint and know its outcome
- Interpreter
- Refuse to participate in teaching or research at any time
- Receive the following information:
  - Legal rights and entitlements
  - Names and qualifications of those treating the person undertaking treatment in St Patrick's University Hospital
  - Details of any treatments suggested
  - Significant events (including transfers) involving your relative
  - Pending discharge
  - Explanation of the costs of care

**Rights to information are dependent on your relative / friend's expressed wishes.**

### As a relative / carer you have a responsibility to:

- Give accurate information to the Hospital
- Co-operate with investigation of any complaint you make
- Consider and respect others and your surroundings
- Respect the confidentiality and privacy of others
- Be responsible for belongings you keep in your possession
- Meet financial obligations
- Do not bring in, or arrange to be brought in, any items or substances that may be considered harmful.
- Comply with staff direction in matters of safety
- Do not engage in criminal, violent or anti-social behaviour
- Abide by other rules made known to you.