Thompson House Hospital

Resource Centre for Neurodisability & Acquired Brain Injury

Thompson House Hospital, 19-21 Magheralave Road, Lisburn, BT28 3BP
Tel: (028) 9266 5646
Fax: (028) 9041 1858
Background

Thompson House Hospital opened in 1885 at the bequest of a local doctor and his family with the purpose of providing quality health care to the people of the Lisburn area.

Today, Thompson House Hospital continues to excel in health care provision offering a range of services to adults with an acquired brain injury and other neuro-disabilities. These services include rehabilitation for adults with an acquired brain injury, neuro-palliative care, and therapeutic short break care.

The Hospital

Thompson House Hospital is a 35 bedded specialist unit in Lisburn which provides nursing care and support services to individuals over the age of 18 with complex neurological illness and acquired brain injury. Inpatient services include assessment, rehabilitation, and short break care. Services are provided through a multidisciplinary approach with input from a Neurology Consultant, a medical Rehabilitation Consultant, Nursing, GP, Clinical Psychology, Physiotherapy, Occupational Therapy, Speech and Language Therapy and Social Work, as required.

The service aims to:-

- Maximize functional ability
- Promote independence of patients
- Support individuals and their families in the community through short break care
- Support individuals to return to independent living where possible.

There is a programme of activities available to patients, both within and outside the hospital. A range of therapeutic interventions are also available along with a weekly inter-denominational church service.

Referrals to Thompson House Hospital can be made by any professional involved with the individual and all referrals will be considered by the multidisciplinary team who will determine if the individual is eligible for the service. The final decision on the application will be made by the relevant hospital consultant.
### Team providing your Care

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Hospital Manager:</td>
<td>Roisin O'Hare</td>
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<tr>
<td>Ward Sister:</td>
<td>Gillian McConvey</td>
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<tr>
<td>Deputy Ward Sisters:</td>
<td>Sandra Best</td>
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<tr>
<td></td>
<td>Colette Kearney</td>
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<td></td>
<td>Sarah-Louise McCallen</td>
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<tr>
<td>Administration Manager:</td>
<td>Tamla Meredith</td>
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<tr>
<td>Clerical Officer/ Receptionist:</td>
<td>Laura Fisher</td>
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</tbody>
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### Multidisciplinary Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tr>
<td>Neurology Consultant:</td>
<td>Dr Hughes</td>
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<tr>
<td>Rehabilitation Consultant:</td>
<td>Dr Hillan</td>
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<tr>
<td>Hospital Medical Officer:</td>
<td>Dr McAfee</td>
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<tr>
<td>Hospital Social Worker:</td>
<td>Edith Doran</td>
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<tr>
<td>Occupational Therapist:</td>
<td>Victoria Quinn</td>
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<tr>
<td>Speech and Language Therapist:</td>
<td>Jocelyn Harpur</td>
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<tr>
<td>Clinical Psychologist:</td>
<td>Lisa Rubbins</td>
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<tr>
<td>Complementary Therapist:</td>
<td>Lindsay Houston</td>
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<tr>
<td></td>
<td>Frances Deery</td>
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<tr>
<td>Art Therapist:</td>
<td>Jill Corkey</td>
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<td></td>
<td>Colin Watson</td>
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On admission you will be allocated a named nurse who will co-ordinate your care.
The care we provide

Therapeutic Short break Care

Short break is provided in Thompson House Hospital to individuals with a neuro-disability or an acquired brain injury following an assessment of need. Short break is provided to give the individual's family a break from their caring responsibilities.

Brain Injury Unit (BIU)

The Brain Injury Unit is a 7 bed unit which specialises in the care of individuals with a severe brain injury who have complex needs.

Rehabilitation

Thompson House Hospital offers goal-directed rehabilitation to individuals with an acquired brain injury or neurological condition for a defined period. Admission is agreed following a multidisciplinary assessment. Intervention is discussed and agreed with the patient, their family, and the multidisciplinary team.

Neuro-Palliative Care

For individuals with complex nursing needs requiring access to specialist care and whose needs are unable to be met within the community.

Services at Thompson House Hospital

Therapeutic Short break Care

A local GP practice provides GP services to Thompson House Hospital patients. The GP usually visits the hospital daily Monday to Friday and will see any patient referred to them by nursing staff. In addition a GP service is provided by the same practice out of hours as necessary.

A Consultant Neurologist and Junior Doctor attend Thompson House Hospital weekly to medically assess, treat and review those patients with a neurological condition.

A Medical Rehabilitation Consultant attends Thompson House Hospital weekly to medically assess, treat and review those patients with an acquired brain injury.

Should any patient require medical input from any other department or specialist areas then they can be referred onward as necessary.

A 24 hour nursing service is provided by registered nurses, assisted by a team of experienced nursing auxiliaries. Nursing teams are led by a Ward Sister and Deputy Ward Sisters. Every patient has a “named nurse” who has a particular responsibility for the planning and co-ordination of each individuals care.
Other professional services

A range of other professionals are available within Thompson House Hospital to provide assessment, treatment, and to contribute to the review of patients. These include; physiotherapy, occupational therapy, speech and language therapy, social work, and psychology.

Each individual patient will be assessed by the multidisciplinary team and treatment or therapy will be provided depending on the individual assessed needs. Other services such as dentistry, dietetics, opticians and podiatry services can be accessed as necessary however are not located on site. Nursing staff will refer for these services, or other specialist services as necessary for individual patients.

Complementary Therapies

A range of complementary therapies are available to patients. These include aromatherapy, reflexology, and Indian head massage. A multi-sensory suite is available within the hospital to provide relaxation and therapy to patients.

Day Opportunities

Thompson House Hospital has a small team supported by volunteers who provide a range of day opportunities for patients. These activities can take place on site or outside the hospital environment and include arts and crafts activities, Boccia, music, attendance at local community events, shopping trips, cinema, and ten pin bowling.

Spiritual Care

Within Thompson House Hospital inter-denominational church services are held regularly. In addition patients are provided with the opportunity to attend local church services and church events throughout the year should they choose to attend.

Support Services

There are a range of support services available on site in Thompson House Hospital. These include catering, laundry, portering, and domestic services.
The referral and admission process

A referral to Thompson House Hospital can be made by any professional involved in your care. If the referral is deemed appropriate then an application form will be sent to the referrer for completion and return to the Ward Sister.

Once the completed application form has been returned to Thompson House Hospital an initial assessment visit will be arranged. This assessment will be undertaken by 2 members of the multidisciplinary team who will visit to you to assess your condition and decide if Thompson House Hospital is suitable for your needs.

If your application is successful a member of the multidisciplinary team will contact you or the person who referred you to discuss your admission. Should you or your family wish to come and visit the hospital prior to the referral being made or admission the Ward Sister will be able to facilitate this.

You will be provided with a date and time of admission to the hospital. Should you require transport for your admission this can be arranged via your GP.

All patients admitted will be assessed by the hospital medical officer.

On arrival a member of the nursing team will be available to welcome you and help you settle in.

Other important information

Meals

Meals are served three times daily:-
- Breakfast from 8.00am -10.00am
- Lunch from 12.30pm
- Tea from 5.00pm.

Meals are served in the dining room on the ground floor or in patient room as appropriate.

Menus are available in the dining room and rotate every four weeks.

Special dietary requirements are catered for. Patients should let staff know of any special requirements they may have as soon as possible prior to admission.

Day care attendees who are not inpatients of Thompson House Hospital can avail of lunch however there is a charge for this service. This is paid to a member of staff upon arrival in the morning and the staff member will order the lunch with the catering staff.

Tea, coffee, and cold drinks are provided routinely to patient’s mid-morning and mid-afternoon. Patients can request drinks outside these times as required.
Visiting times

Whilst there are no formal visiting hours within the hospital it would be preferable for friends and relatives to avoid visiting during meal times, prior to 10.00am and after 8.30pm.

We would advise that those who have had cold, flu, or vomiting and diarrhoea symptoms within the last three days would not visit the hospital for infection control purposes.

For the purposes of the safety and security of patients the doors at the main entrance to the hospital are locked in the evening, should you require access after this time please use the intercom to the left of the door and a member of staff will provide access.

Parking

Thompson House Hospital has within its grounds a free designated parking area with a number of disabled parking spaces. We would ask that patients and visitors to Thompson House Hospital park in the designated car park and do not park on yellow lines or footpaths.

There is a set down/pick up area at the front of the hospital. We would ask that patients and visitors do not leave their vehicles unattended in this area.

Personal possessions

We would encourage you to bring small personal items (eg. photographs) to make yourself feel more at home.

TV’s are not fitted as standard in patient rooms. You may bring your own TV to use in Thompson House Hospital however if you do, a member of the Estates department will have to perform a safety test on the device to ensure it meets the necessary standards and is safe for use.

The Trust cannot be responsible for the damages or losses of personal possessions, including money that may occur during your stay. We would suggest patients bring only what they will need, and do not hold large amounts of cash on their person.

If you require Thompson House Hospital to launder your clothing we would ask you to label it prior to your admission. Whilst we aim to take good care of clothing which we are laundering on your behalf there can be occasions when items can be mislaid or damaged during the laundering process.
Smoking Policy

Please be aware that there is a No Smoking policy within the Trust. Smoking is not permitted on the grounds of the Hospital.

A smoking shelter is in place for patients to use at the rear of the hospital. Visitors to the hospital are not permitted to smoke in the hospital grounds. This smoking policy includes the use of e-cigarettes.

Quality

Service user satisfaction and a person centred focus are key factors in all service provision at Thompson House Hospital. The quality of services provided continues to be benchmarked and evaluated both nationally and internationally. We have been accredited nationally with Charter Mark, Investors in People, the International Standards Organisation (ISO) attaining both ISO- 9001 and ISO- 14000 and a four star award from the European Foundation for Quality Management (EFQM).

We welcome feedback regarding all aspects of Thompson House Hospital.

On discharge you may be given one of our feedback questionnaires. These questionnaires take only a few minutes to complete and cover many aspects of Thompson House Hospital with space at the end for you to record anything that might not have been covered by the earlier questions. All responses remain anonymous and findings are used to improve and develop our service.

Infection Control

Thompson House Hospital offers a clean and safe environment. All staff are trained in and comply with the Trust’s strategy regarding hand hygiene, decontamination of equipment and other infection control measures.

Hand hygiene audits are carried out weekly in Thompson House Hospital with results displayed at the entrance to the Dining Room/Kitchen. Other audit scores displayed in the lobby include the environmental cleanliness audit (undertaken quarterly) and the documentation audit (undertaken quarterly).

Friends & relatives of Thompson House Hospital

The Friends & Relatives of Thompson House Hospital group was established in February 1996. The group provides support to patients, their family members and friends. In addition they undertake a range of fundraising activities and organise social events and outings throughout the year.

For further information on the Friends and Relatives group please speak to a member of staff.
Our commitment to you

South Eastern HSC Trust 6 key themes

• Safety, Quality and Experience
  The trust will ensure that services are safe, of a high quality and contribute towards improving the experience and outcomes for patients, clients and carers

• Access
  The trust will ensure that patients and clients receive services in a timely and accessible manner

• Health & Wellbeing
  The Trust will develop partnerships with other organisations, interested groups and communities to promote and maintain health and wellbeing

• Efficiency and Service Reform
  The Trust will continue to focus on the efficiency and effectiveness of services, improve organisational capability within available finances

• Our Staff
  The Trust will continue build a stable, highly motivated workforce that is committed to a culture of continuous development and ultimately service improvement

• Stakeholder Engagement
  The Trust will ensure that it listens to and learns from patients, clients, areas and other interested parties in the planning and delivery of services.

HSC standards to improve patient & client experience

• Respect
  Our staff will show respect in all contacts with patients and clients

• Attitude
  Our staff will show positive attitudes towards patient and clients

• Behaviour
  Our staff will show professional and considerate behaviour towards patients and clients

• Communication
  Our staff will communicate in a way which is sensitive to the needs and preferences of patients and clients

• Privacy and Dignity
  Our staff will protect the privacy and dignity of patients and clients at all times.
Tell us what you think of our services

(Compliments/suggestions/comments/complaints)

We are keen to hear what you think of our service. If you have any comments suggestions, compliments, or complaints please let us know.

If you are not happy about any aspect of the care, treatment or service we have received at Thompson House Hospital you should in the first instance contact the Ward Sister/ Deputy Ward Sister, so that your complaint can be dealt with immediately. If you remain dissatisfied you may make a formal complaint to the Complaints/Patient Liaison Manager using the contact details adjacent.

You can contact complaints by:-

Writing: Complaints/Patient Liaison Manager
South Eastern HSC Trust
Lough House
Ards Hospital
Church Street
Newtownards
BT23 4AS

Telephone: (028) 9056 1427

Fax: (028) 9056 4815

Email: complaints@setrust.hscni.net
Getting to Thompson House Hospital

Thompson House Hospital is located just a few minutes from Lisburn City Centre and just 5 minutes from the Motorway.

The hospital is only a short walk from the train station and is easily accessible by bus.