



## Mercy Times at 30!

**Welcome to the 30th edition of Mercy Times. Across 15 years Mercy Times has been sharing all the key moments in the Hospital and has grown in terms of look, style and readership.**

The creation and ongoing success of **Mercy Times** is testament to Catherine McAuley's words - *"Take short, careful steps, not great strides"* as it has evolved incrementally over the years. An idea was formed in 2002 and a "pilot" copy of a hospital newsletter was issued. The newsletter piqued interest across the organization and in 2004, the first formal edition was published. Staff were asked to name their Newsletter and, Mercy Times was born.

The Editorial Team decided to celebrate the milestone of 30 editions by reflecting on the work to date by the various voluntary Committee/Team members who have given so freely and enthusiastically of

their time through the years. Mercy Times would not be possible without the buy in of all staff across the organization and the response of staff (across all disciplines) has always been positive and receptive when contacted about producing an article (sometimes at short notice!). In more recent years however, as Mercy Times has grown, staff are now actively coming forward with ideas and topics and creating a greater sense of ownership about their newsletter.

To celebrate this edition, the Editorial Team gathered former and current Mercy Times members for a special photo shoot. Some former members have retired or have since moved to other roles outside

the organization but there has been a total of 24 Mercy Times Committee members across the 15 years including 1 Chairperson, 2 Editors and 1 Graphic Designer. Only one member of Mercy Times is still on the journey from the very first day – our "Man with the Camera" – Tony O'Regan. Tony has been a familiar sight at all major events throughout the years ensuring Mercy moments are captured for posterity!

The tradition of Mercy is all about the narrative - sharing and telling our story. Mercy Times will continue that tradition whilst continuing to move forward.

### *There is more inside ...*

- *MUH Inaugural Clinical Audit Day*
- *Mercy Moments*
- *Polish Library*
- *Welcome Phelim Quinn, CEO, HIQA*



# 30 Mercy Times

## ... what was inside?

**Mercy Times grew from a two page document to bumper editions of twenty pages. We have taken a snapshot of 30 items that have been captured across the 30 editions!**

1. Four Ministers of Health came to visit
2. The appointment of two CEO's (and two retirements)
3. Two Anniversary Balls
4. Eight Competitions
5. National Recognition – Sepsis, Discharge Planning
6. Welcoming a new member of the Mercy Family – the MUH Foundation
7. Celebrations – Mercy Week/Foundation Day
8. Health Promotion
9. Visit by the French Ambassador and presentation of Legion d'Honneur to Mr. Patrick Gillen
10. Department Profiles including Pharmacy, HR etc.
11. Supporting National Initiatives including Positive Aging and Dementia
12. The Ice Bucket Challenge
13. Opening of Mercy Urgent Care Centre/St. Francis Unit
14. Affirming our Values
15. Joining the Irish Hospice Friendly Hospitals programme
16. Recipes for all seasons
17. Fifteen Nursing Graduation Ceremonies
18. Celebrating Retirees
19. Welcoming new Staff
20. Mercy Staff reaching out across the Globe – journeys to Sudan and Kenya
21. Conferences – Quality, Nursing Research etc.
22. Opening of the Stroke Unit
23. Mercy Staff responding to the need!
24. #Wellbeing The Mercy Way – Mental Health Week
25. Afternoon Tea with the Lord Mayor
26. Re-location of the Outpatient Department
27. Refurbishment of the Mansion House/Building upgrades/A new Mortuary
28. Friends of the Mercy – A Volunteer Programme
29. Appointments of Staff including Dean of the Faculty of Paediatrics at RCPI, President of the Irish Society of Urology
30. Always a time to remember – our colleagues and friends who have passed away (RIP)



# Celebrating Excellence

## The Inaugural Mercy Clinical Audit and Quality Improvement Day took place in MUH on Thursday, 6th June.

Staff were invited to submit abstracts on completed audit or quality improvement projects undertaken in Mercy University Hospital since July 2018 (completed by June 6th 2019). All submissions were considered - big or small. The only criteria were that some service in or associated with Mercy University Hospital formed part of the audit or quality improvement initiative. A multidisciplinary team focus was strongly encouraged and subsequently reflected.

All selected participants then presented their poster at the Clinical Audit & Quality Improvement Day hosted in the hospital's Drawing Room on June 6th and the posters were assessed by a panel of judges who selected the best from each category for a prize.

An invitation was extended hospital wide for all staff to participate on the day and Clinical Director Dr. Kieran O'Connor in his acknowledgment referred to the

tremendous "buzz and energy in the room" that surrounded the presentation and viewing of the posters and subsequent prize giving ceremony.

The overall winner received the Sr. Laurentia Excellence Award, which has been named in honour of MUH's former (and last) Matron Sr. Laurentia who attended and presented the prize to Anne O'Keeffe, RANP. Anne accepted the Award on behalf of her colleagues in the Emergency Department.

### Prize Winners:



**Best in Health & Social Care Professionals**  
*'Evaluation of End PJ Paralysis Initiative within an Acute Hospital Setting'* **Eileen Lombard, Senior Physiotherapist**



**Best in Medicine**  
*'NIV BiPAP Therapy Pathway'*  
**Dr Aisling Farrell, Michelle O'Keeffe, Respiratory Physician, Dr David Curran, Prof Terry O'Connor**



**Best in Nursing**  
*'St Anne's Ward Handover Improvement Project'*  
**Amy Slattery, CPC, Edel O'Neill, Former CNM2, St.Anne's, Margaret Lynch ADON**



**Best Team Project**  
*'A comparison of the provision of specialist palliative care to a cohort of patients with GOLD stage D COPD, 2014 & 2016'* **Ciara Hanrahan, Physiotherapist, Una Lehane, Outreach Nurse**



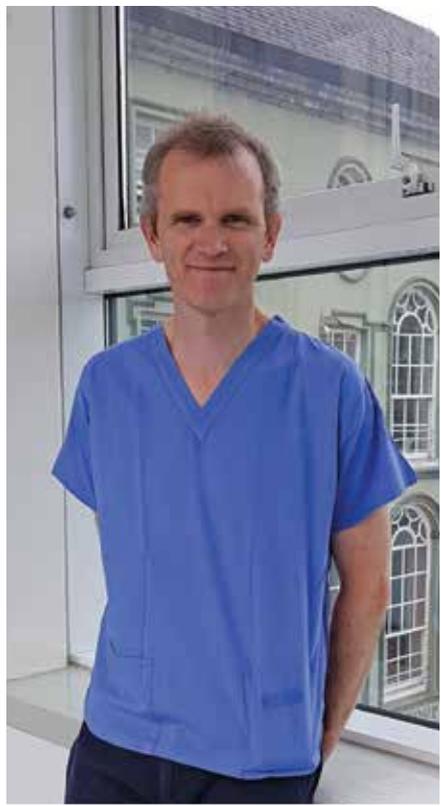
**Most Innovative**  
*'A novel education programme to improve confidence and knowledge levels regarding medications in an inpatient population'* **Dr Joseph Ryan, Dr Timothy Balfour**



**Overall Winner**  
*'Patient Empowerment a key enabler to improve patient experiences of hospital discharges'*  
**Anne O'Keeffe, RANP, Clara Minihane, RGN, Enda O'Leary, RGN, Anne Healy, CNM2, Hannah O'Sullivan CNM2, Clodagh Dolan Pharmacist, Sarah Keane, RGN, Amy Slattery CPC, Dr Adrian Murphy Consultant in ED Medicine.**



# Welcome (back) to the “The Mercy”: Dr. Owen O’Sullivan



**Mercy Times recently had the chance to welcome Dr. Owen O’Sullivan to Mercy University Hospital or actually to welcome him back .....**

“I am returning to the Mercy as a Consultant Anaesthetist, having commenced my career in Anaesthesia in the Mercy in 2005, while Dr John Cahill was chair of the department. Prior to this I had spent a year as a Medical SHO at the Mercy from July 2004. During that time I worked with Dr Neil Brennan, Prof Carl Vaughan, Dr Colm Henry and Dr Seamus O’Reilly and Dr Oscar Breathnach in Oncology.

However my Mercy career began back in 1997, when I joined the portering staff and worked weekends and holidays. This was before the opening of the Leeview Block and in a time when there were still three Mr Kieleys operating (PE, PB, and D). I continued in this role throughout much of my undergraduate degree.

I am a Corkonian and spent most of my formative years living in Glasheen. I was

educated literally on the banks of the Lee, initially in St Joseph’s on the Mardyke before moving next door to Presentation Brothers College. From there I went on to study Medicine in UCC and upon graduating I spent a year as an intern across the city in the South Infirmary before returning to the Mercy. I completed basic and specialist training in Anaesthesia in Ireland and I also completed a PhD in Anaesthesia at UCC under Prof Shorten, Dr B O’Donnell & Dr G Iohom. Following this, I spent a year as a clinical tutor at Cork University Hospital and I then went to Manchester to work as a fellow for a year before returning to Ireland to take up a post in Limerick. I spent almost three and a half years as Consultant Anaesthetist at UL Hospital Group before returning (one last time!) to the Mercy.

I have three children. We are Munster fans and try to get to as many of the games as we can. I also enjoy spending as much time outdoors – ideally in West Cork.

I am delighted to be back in the Mercy with old and new colleagues.”

## Shared Heritage, Shared Experiences

**Mercy University Hospital welcomed a visiting delegation from the University of Detroit Mercy (the McAuley School of Nursing) on June 24th. The hospital was part of their Mercy Heritage Site Visit with a particular focus on nursing practices in Ireland in conjunction with Mary Immaculate College, Limerick.**

The group were welcomed with traditional Mercy hospitality - a beautiful lunch compliments of the MUH Catering Department, followed by a presentation by Values & Culture Lead, Siobhán Kenny, on the history of Mercy in Cork and the history, legacy and ongoing work of the hospital. Assistant Director of Nursing Kay O’Mahony gave a comprehensive overview of the Department of Nursing and all the nurse led initiatives in train. Further to the presentations, the Department of Nursing facilitated a tour of the hospital where the group engaged with their nursing counterparts along the way.



After a busy afternoon in MUH, the Group rounded off their visit in the amiable surroundings of UCC where they met with Professor Corina Naughton and Professor Josephine Hegarty to connect in with the Catherine McAuley School of Nursing & Midwifery UCC. Such visits enable greater shared learning experiences, opportunities and connections for the hospital with our wider Mercy family and global healthcare and education systems.

# An Easter Egg-stravaganza

The Easter Bunny stayed around a little longer this year putting in a special appearance on Easter Monday to entertain the children in St. Anne's Ward and meet the children of MUH staff. There was a variety of treats and activities for the children which included a Treasure Hunt, Colouring Competition, Face Painting etc.

Further to its success at the Middle Parish Summer Party last year, the MUH Teddy Bear Hospital was opened again dispensing prescriptions of cuddles to much loved Teddy Bears in need of attention.



# Keeping it in the Community



Mercy University Hospital is delighted to engage the services of and support the work of the Northside Community Enterprises (NCE) who have been delivering essential training programmes to the people of Cork since 1993. A diverse range of training programmes, that are sector specific, and which serve the social and economic needs of the local community are designed to assist long term unemployed return to full time employment.

One of the areas is flower arranging and when a patient told us of the great work being done by NCE, MUH was happy to raise awareness and of NCE and promote the business of Papillon Flowers amongst staff.

Through partnerships with educational organisations and government agencies NCE offers effective solutions to enhance workforce preparation and grow area employment levels - Mercy University Hospital is proud to play its part.

# Cork Northside COPD Support Group

## Awareness of the Need – Immediacy of the Response

On Wednesday May 15th the first COPD (Chronic Obstructive Pulmonary Disease) Support group on the Northside of Cork City was launched in Hollyhill Library. The initiative is being championed by Ciara Hanrahan (Senior Physiotherapist) and Jennifer McKiernan (Clinical Nurse Specialist) who both work in The COPD Outreach service with Dr David Curran, in Mercy University Hospital. Although there is an existing COPD support group on the southside of the city, Ciara and Jennifer identified a need for a local group for people on the northside of the city living with COPD.

### Did you know that?

- The primary cause of COPD is exposure to tobacco smoke but other environmental exposures and genetic factors may contribute
- COPD is soon to be the 3rd leading cause of death in the world
- Chronic shortness of breath is the most common symptom which limits physical activity and social interaction

## Benefits for Our Community

There is a wealth of research to show that support groups are particularly beneficial for those who feel isolated or alone with their disease. In keeping with the Mercy values, the support group aims to bring dignity and respect to people with COPD who find their disease isolating and debilitating.

By bringing the support group out into the community, in a venue that is easily accessible to all, it is hoped that over the coming months and years the people attending the group will provide not only support and advice for each other but they will host guest speakers to give expert advice on various aspects of the disease. Many local health care professionals have expressed interest in helping out: local GPs have volunteered to speak to the group about how to get the most from your GP appointments, exercise classes will be organised for the group, experts will speak on the use of inhalers and oxygen use to name a few.

There was a great turn-out for the first meeting with many people attending on a weekly basis now. Carers and loved-ones of people living with COPD are also welcome and encouraged to come along. In collaboration with the Cork Southside COPD support group, COPD Support Ireland and the Mercy Foundation it is hoped that some funds can be raised to help consolidate the group and to plan some events. Is it too soon to mention Christmas?

**Do you have COPD?  
Does your loved one have COPD?  
Would you be interested in attending a new COPD support group on the Northside of Cork City?**



**HOLLYHILL LIBRARY  
WEDNESDAYS at 3PM**

If you wish to attend the group please call;

**Ciara 086 814 8036**

**Jennifer 086 467 0204**



*Welcome to the Group: First Cork Northside COPD Support Group meeting*

# Our Common Home

**As a public body, Mercy University Hospital exists to provide a service to the public and communities. The very nature of public service reflects many principles of social responsibility, accountability, transparency and respect for differing stakeholders interests.**

The public sector also has a leadership role to ensure that its own way of operating is in line with good Corporate Social Responsibility (CSR) practices in its multiplicity of roles as employer, purchaser, service provider, and in its engagement with communities.

**The 3 main lines of CSR, identified by John Elkington in 1994, are:**

- People = Social
- Planet = Environmental
- Profit = Economic

As the impact of climate change is increasingly felt, the environmental component of CSR is becoming increasingly important.

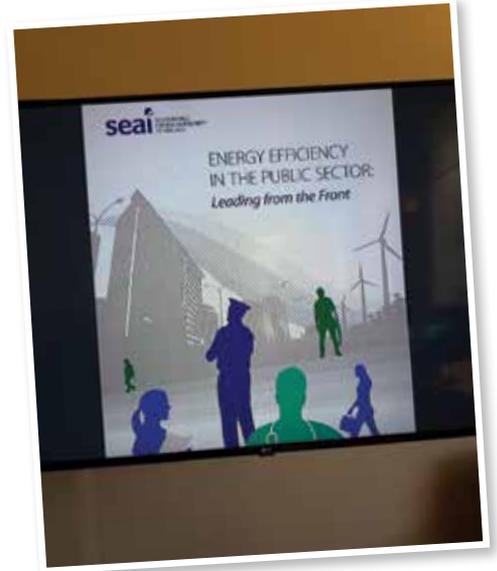
The global Mercy family is also committed to addressing a number of identified forms of injustice, one of which is to protect against the degradation of our “Common Home” (the environment), a vision which keeps alive the founding spirit of Catherine McAuley. MUH is presently designing its Green Charter and a number of initiatives will be launched incrementally in the coming months and these will be communicated across the hospital to all staff. Two recent steps forward in our eco friendly journey included:

## Partnership with SEAI

MUH was delighted to welcome Jim Gannon, CEO, SEAI to complete a partnership agreement to further improve energy efficiency and reduce carbon emissions in the hospital campus. Mercy Hospital are actively working towards achieving the 33% improvement in energy efficiency by 2020 as part of the Public Sector Energy Efficiency strategy.

## Disposable Cup Phase Out

As part of Mercy University Hospital’s commitment to the protection of our Common Home, the hospital has commenced phasing out disposable cups in the Main and Small Canteens. To assist this process the **Mercy Reusable Cups** are back and are available to purchase for €5. This has the double benefit of helping the environment and raising funds for the hospital.



*MUH CEO Sandra Daly with SEAI CEO Jim Gannon sealing the deal*



*Aileen and Marie, Catering Dept., promoting the Reusable Cups available for sale.*



*The MUH Theatre Team are already a “disposable cup free zone”*

# Mercy Times - Foundation Features

## Radiothon 2019

The 96FM Giving for Living Radiothon which took place over 3 day in May in Mercy University Hospital raised a phenomenal **€440,451** for Cork Cancer Services across the city.

All of us at the Mercy Foundation would like to thank all Hospital staff who supported this year's Radiothon especially our Radiothon Coffee Morning which took place in the Drawing Room on May 23rd. You helped raise **€716.77** by dropping in for some tea, coffee and delicious cakes. Thank you everyone!



## Make Your Mark on Cancer Walk

The annual Make Your Mark on Cancer Walk will take place on Sunday, July 21st! Join us as we walk from the Viaduct Inn to Bandon to support all those who have been affected by cancer.

Over €300,000 has been raised by the Make Your Mark on Cancer committee who set up the walk in memory of Mark Prendergast who received cancer treatment in the Mercy University Hospital. All funds raised will go towards the Mercy Cancer CARE Centre. Drop into our office to pick up your sponsorship cards and head over to [www.makeyourmark.ie](http://www.makeyourmark.ie) to sign up!



## Facebook Fundraisers

Do you have a birthday coming up? Did you know, you can now use your birthday on Facebook to encourage your friends and family to support the Mercy Hospital Foundation. Head over to our Facebook Page – “Mercy Hospital Foundation Cork” to see how it's done.



# Hello and Goodbye

Akin to other hospitals throughout the country, Mercy University Hospital always has that bitter sweet moment in June/July of each year as the hospital celebrates and bids farewell to one group of NCHDs as they journey onwards, whilst welcoming the newest cohort of Interns and NCHDs for the year ahead.

This year, a review was undertaken in respect of the Intern Induction Programme. Together, the Clinical Director, Medical Manpower Manager, NCHD Leads and Values & Culture Lead designed a special orientation booklet which was presented to the new cohort of Interns at a special breakfast meet and greet on July 3rd. The Induction programme was further revised to ensure all new Interns received a mix of theory and practical sessions.



The outgoing NCHD cohort at their traditional farewell and prize giving ceremony.



The incoming Interns with their new Induction Booklet presented to them on their arrival at MUH.

## A Work Experience for Everyone

**Laura Ahern is a work experience student who has become a familiar face around Mercy University Hospital over the last year.**



Laura, flanked by Josephine Griffin (left) and Tracey Dineen (right) on the occasion of her talk to staff at AIB on World Down Syndrome Day

Laura originally spent two weeks here at MUH when she was sitting her Leaving Certificate. She is now attending Doras Training College and comes to MUH every Tuesday morning as part of her programme. Mercy Times checked in with Laura to see how she is finding her time with us.

Laura shared with us the diverse range of duties which she diligently records in a Diary which include assisting Mary in the post room, collecting clothes from Penny Dinners, learning to take Minutes, assisting with the test calls in Switchboard, bringing gifts to the children in St. Anne's Ward.

In her own words, Laura tells us that "I enjoy my work experience here

*and I love that everyone is so nice and mannerly to each other. I learned all about how a healthy friendship is important to everyone and I learned that being professional is really important in a work place. I love coming here because coming here is amazing with lovely people to work with. Every morning I cannot wait to come in because I just love being surrounded by lovely people".*

Josephine Griffin, MUH Patient Liaison Officer who facilitates Laura's work experience told Mercy Times that Laura "changes the whole dynamic of those she engages with, she brings an air of gentleness, kindness and politeness with her wherever she goes". This sentiment was echoed by all those who work with Laura.

# Mercy Moments

## The Pacemakers

On Wednesday, June 12th, the Pacemakers (comprising Physiotherapy and Occupational Therapy staff) certainly did set the pace when they not only participated in the Grant Thornton Corporate 5km Race but won the Ladies Relay. The race commenced at 8 pm and the the route began in South Mall, took in the Marina and finished on the Monaghan Road. Congratulations!



**Photo on the right:** The Pacemakers from the Mercy University Hospital are (L to R) Maria Larkin (OT), Jen Daly (Physio), Eileen Lombard (Physio) and Nan Kearney (OT). The race took place on Wednesday the 12th June at 8pm in Cork City.

## Darkness into Light

The Noonan Services Team (Mercy) completed the Darkness into Light Walk on May 11th in aid of Pieta House. They captured this moment outside the Mercy prior to their departure. Congratulations to you all.



# “Every hospital should have a space like this”

**The Pastoral Care Room is provided by the hospital for the loved ones of our patients to find a “quiet corner” to meet at what can be an anxious time. It provides a place of support, rest and privacy.**

In 2018, MUH was granted funding from the Irish Hospital Foundation Design and Dignity Project to undertake the refurbishment of the existing Pastoral Care Room. The aim was to create a calm space which relatives or friends of patients can use during times of supporting their loved ones who are critically ill or at end of life.

The Pastoral Care Room closed for refurbishment on Tuesday 30th October for over a week. The project was a multidisciplinary endeavor. Shane O Donnell, Technical Services Department led out on the project with the support of the Department of Nursing, Administration, Pastoral Care and the Operations Director.

Michael Ryan, MUH’s Co-ordinator of Chaplaincy Services shared the experiences of some of the families that have spent time in the newly refurbished room:

*“When my father died we met as a family in the room, away from the ward, and the busyness of the corridors, it really helped us to be together as a family.”*

*“Every hospital should have a space like this.”*

*“It was great to be able to go into the room and have a cup of tea and just be on our own for a while.”*

*“The room was such a comfort to me as I looked at the picture of Gougane Barra where we were married.”*



# National Patient Experience Survey (NPES) – MUH Initiatives



The third National Patient Experience Survey (NPES) took place during May 2019. THE NPES provide MUH with a valuable insight into how our patients experience the service we deliver to them, what we do well and what we need to improve on. Through participation in the survey our patients share their experiences of our hospital. MUH has been working on all aspects of the patient's journey from admission through to discharge, including looking at waiting times in the Emergency Department and introducing a number of initiatives that strive to deliver timely, effective, patient centred care.



## Welcome

On Tuesday, May 14th May, Mr Phelim Quinn, CEO of HIQA and Mr Ger O'Callaghan, Chief Operations Officer for the SSWHG visited MUH to acknowledge staff for their continued support for the NPES, to discuss the expansion of the programme into the National Care Experience Programme and to give MUH the opportunity to showcase quality improvement initiatives that were implemented leading to improving patient experience.

A "meet and greet" session was held in the Drawing Room, in which the patient experience improvement initiatives that are currently taking place in the MUH were showcased. Included in the presentations were:

## Nutrition and Hydration Committee

This Initiative is spearheaded by the MUH Dieticians and, in collaboration with MUH's catering department, has focused on the quality of texture diets ensuring they are appetising and appealing to our patients.

## Study Days: Discharge Planning

In improving processes around discharge the hospital has held two Discharge Planning Study Days, both proving very successful. The focus of The Study Days is to heighten staff awareness on the services internally and externally to the hospital, thus assisting with the patients discharge plan. Within this "Your Hospital Journey to Home" Campaign also focused on early discharge planning and patient

support. Working alongside of this campaign the hospital has introduced *My Healthcare Information Folders* to aid patient empowerment and communication prior to discharge.

## My Healthcare Information Folders

*My Healthcare Information Folders* are folders in which the patient can retain all the information they have been provided with during their hospital stay. They remain the property of the patient and this allows the patient to consult the information they have been provided in hospital at home and enables them to follow therapy programs along with nursing and medical advice. Carers for the patient can also consult this information making it a useful communication tool for families at time of discharge. The Folder can also be brought to out-patient and GP appointments as well as when a patient is re-admitted to an acute hospital through the Emergency Department.

## FITT Team

An excellent presentation was given by Ms Mary Hayes cANP Frailty Ambulatory Emergency Care and Ms Ciara Walsh, Physiotherapist, ED FITT Team. Both Mary and Ciara are part of a group of Health Care Professionals (HSCPs) dedicated to identifying the frail older person in ED. This team provides early comprehensive multidisciplinary assessment and thereby ensuring the person's HSCP needs are met in a timely manner. The Presentation gave a comprehensive understanding of how the FITT team is improving the patient experience in the MUH.

## Volunteers

A detailed account of the different work that the Volunteers carry out in MUH was showcased.

## Walkabout and Whiteboards

Mr. Quinn and Mr. O Callaghan then visited St. Joseph's Ward where they met with CNM2 Aoife Leahy and Assistant Director of Nursing Carmel Walsh who gave them an overview on the introduction of the Whiteboards to the clinical areas. Aoife outlined how the whiteboards are aimed at enhancing the communication amongst the multidisciplinary team; this ensures timely patient care and enhances communication with the patient around their plan of care and plan for discharge which the NPES has demonstrated that this is an area of concern for the patient.

Mr Quinn also took the opportunity to meet and speak with patients while he was on the ward.

## Acknowledgements

Mr. Quinn and Mr. O'Callaghan complimented the work being carried out in MUH, they acknowledged the warm welcome they received and are grateful for the continued support from all staff for the NPES

The information received from all patients through the National Patient Experience Survey provides MUH with an important context to the improvement work at the hospital going forward and guides the hospital's strategy, to continue to provide the high quality health care our community deserves.

## Some Sunny Day

**The Amputee Peer Support and Education Group had their annual summer outing on June 10th.**

The group went to Beech Hill Garden Centre and Roots Café on the grounds of The COPE Foundation in Montenotte. The Garden Centre and Roots Café are run by the service users of the COPE Foundation.

The Peer Support Group had a lovely afternoon with a beautiful view of Cork City. The Peer Support Group is a monthly group for amputees to come together to learn from each other and to problem solve together. It is run by Catriona Sweeney, Senior Occupational Therapist and Norma Healy, Staff Nurse, in the POLAR Unit. Refreshments are kindly provided by the Mercy Foundation.



## Polish Books for Patients

**Together-Razem Centre and the Cork City of Sanctuary Movement were delighted to launch the start of their new project “Polish books for patients” at Mercy University Hospital on July 3rd.**

The purpose of the project is to give hospital patients and their family members who do not speak or read in English an opportunity to access and read books in their native language.

Whilst the project is starting with Polish books, it is hoped that a multi language library for hospital patients and their families will progress from this initiative.



*MUH CEO Sandra Daly (centre) launching the Polish Books for Patients Project*

# Spotlight on Social Work

**As the nation celebrates a century of Medical Social Work in Ireland, it is only appropriate that MUH takes the time to acknowledge and celebrate its Social Work Department who recently reached its own milestone - its 30th birthday.**



## Social Work

Social Work is a profession based on principles of human rights and social justice that work to empower individuals, groups and communities to develop their full potential and well-being. Particular emphasis is placed on meeting the needs of vulnerable and marginalised individuals and groups. All MUH Social Workers subscribe to the CORU Code of Professional Conduct and Ethics for Social Workers (2011).

## Values

### Social Work Values:

- Uphold human rights in your practice
- Respect the rights and dignity of people
- Promote social justice

It is not surprising that Social Work Values are heavily influenced by figures such as MUH Foundress, Catherine McAuley, Nano Nagle ( Tercentenary of her birth 2019) and Edmund Ignatius Rice given their importance in the Irish educational system. Jane Addams (1860 -1935) is considered the Mother of Social Work. She was a Social Worker and Political Activist, Author and Lecturer, Community Organizer, Public Intellectual and won the Nobel Peace Prize in 1931. Today, Irish Social Work pioneers include Focus Ireland, the Immigrant Council and Young Social Innovators and contemporaries who have been influential in this sphere include people like Peter McVerry SJ and the late Frank O Leary OFM.

## Priority Areas

**The Mercy Social Work Department receives approximately 2,500 referrals per year and its priority areas focus on:**

- Child Protection & Welfare
- Complex discharges
- Long term care
- Homeless service users
- Safeguarding Vulnerable Adults
- Oncology and Palliative Care
- Paediatric Haematology/Oncology

One of the newest responsibilities for Social Work has been the ongoing and active roll out of the Children First Policy and enabling the education of all staff in same. Have you completed your Children First Training? If not, contact your line manager.



# Radiation Information for Patients Leaflet

**A Radiation Information for Patients Leaflet has been produced by the MUH Radiation Safety Committee in fulfillment of the Basic Safety Standard (BSS) legislative requirement (SI 256 of 2018).**

The production of this leaflet commenced some 5 years ago; several versions were revised until the final version was approved by the Radiation Safety Committee at their last meeting March 6th.

Most radiological examinations performed in the Radiology Department would involve the use of some relatively low levels of ionising radiation; just enough to produce images to assist referring doctors manage the care of their patients better. This leaflet is aimed at providing patients with some information which should help them put the levels of radiation used for these

radiological procedures in perspective, in comparison to exposures from naturally occurring radiation. It is hoped that this information would reassure patients and act as an additional resource for them when required to give informed consent for radiological procedures.

You can find copies of the leaflet at the reception desk and waiting rooms in the Radiology Department.

For further information about this leaflet please contact **Robert Njoagwuani** (Radiation Protection Officer) at **ext 5176**.



# Wellbeing Week

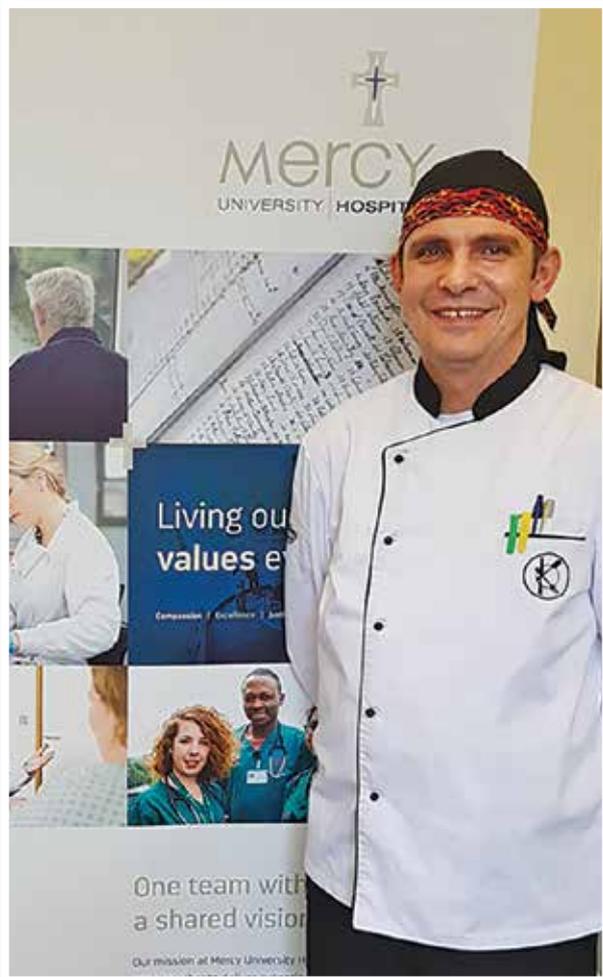
**The first Wellbeing Week of 2019 ran from April 29th – May 3rd. A number of talks and treats were available for staff across the week including:**

- Talks on Internet Safety for Children, Pensions, Skin Cancer - Prevention, Detection and Treatment.
- Free Healthy snacks available each morning – smoothies, yogurts etc
- Dietetics Advice on Hydration, healthy eating guidelines etc.
- Pilates, Blood Pressure Checks, Mini Makeovers/Minis Facials

A Gratitude Tree is the latest addition to the Wellbeing Weeks going forward whereby staff are invited to select a card off the tree and act on the random act of Kindness toward their colleagues.



# Enjoy a Taste of Summer



Lukasz Dabrowski, MUH Head Chef

## Hummus

- 400gr of chickpeas 1 average can (to be found in any shop)
- 2-4 garlic cloves
- About 4 tbsp of lemon juice
- 1 tsp of ground cumin
- 2 tbsp tahini paste ( paste from sesame seeds) or you can use sesame seeds -roast them on a dry pan
- 4 tbsp of extra virgin olive oil

That is the basic recipe - you can add whatever you like such as: roasted peppers, roasted beetroot or sweet potato-roasted.

## Salsa Fresca

This is my favourite addition for any BBQ,

- 6 fresh tomatoes
- 0.5 bunch of fresh coriander
- 5 single scallions
- 2 shallots
- 0.5 mango
- Juice of 4 limes
- Salt, pepper
- Hint of fresh chilli
- Dash of extra virgin olive oil

**Dice everything and combine together.**

# Rock your Socks

**MUH staff were delighted to “Rock their Socks” for World Down Syndrome Awareness Day on March 21st.**

‘Rock your odd socks’ is a Down Syndrome Ireland campaign to create conversation and awareness about inclusion.

The idea behind ‘Rock your Socks’ is that all types, shapes, sizes of the same thing can be unique in their own way, and yet do the same thing. Children understand what socks are, how they look and what they are for, and children understand that no two socks are the same.



# With Compliments

April 2019 (via email)

Hi there,

Today I accompanied my 8 year old nephew and his mother into the A&E Department of the MUH. He had sustained a nasty fracture to his wrist and was in a lot of pain on presentation to the department. He was swiftly triaged and seen to by an outstanding team of nurses, doctors, radiographers and porters.

The care he received was second to none. I could not fault any aspect, from waiting times, excellent communication skills to beautiful bedside manners.

In an era where the general public continually criticizes our health service, I feel it is paramount to praise those on the frontline who treat ill patients, when they are missing out on time with their own families and friends.

A heartfelt thank you to all of you today who made an already sick child, with a chronic illness, feel so much better!!!

Your outstanding work does not go unnoticed and we are truly grateful to you all.

Kind regards,  
Deborah.



## Editorial Team

Mercy Times has a wide audience that is continuing to grow across the health, corporate and political sectors and it is a wonderful opportunity to showcase all that is good and positive about MUH.

Join the Team ... if you have an article, photo, snippet, event ... let us know .... We are here for you!

### Meet your Mercy Times Editorial Team



**Edel Coakley:**  
Edel is a HR Business Partner  
- ext 5481



**Cleo Davies:**  
Cleo is the Personal Assistant to the Director of Nursing  
- ext 5344



**Siobhán Kenny (Editor):**  
Siobhán is the Values & Culture Lead for MUH  
- ext 5653



**Colin McKeon**  
Colin is an ICT Technician  
- ext 5628



**Tony O'Regan**  
Tony is the Security Manager for MUH  
- ext 5310

### Our contributors for this edition: Thank you!

Michelle Brown, Emily Burns (MUH Foundation), Maria Connolly, Lukasz Dabrowski, Jen Daly, Catherine Dewhurst, Christina Favier, Josephine Griffin, Ciara Hanrahan, Margaret McKiernan, Robert Njoagwuani, Noonan Services, Deirdre O'Connor, Shane O'Donnell, Colman Rutherford, Michael Ryan, Catriona Sweeney