



BLUEBIRD CARE DUBLIN SOUTH

CHARTER OF CARE

January 2025

PERSON /FAMILY CENTRED CARE CENTRED CARE

At Bluebird Care, Dublin South we follow a person-centred care model which is the practice of caring holistically for our clients and their families in ways that are meaningful and valuable to the individual person. It includes listening to, informing, and involving everyone in their own plan of care in ways that are respectful of, and responsive to, individual preferences.

Our Commitment to you

- We treat people with dignity, respect, and compassion.
- We respect diversity of culture, beliefs, and values in line with clinical decision making.
- We provide services with competence, skill, and care in a safe environment, delivered by trusted professionals.
- We listen carefully and communicate openly and honestly, and provide clear, comprehensive, and understandable health information and advice.
- We involve people and their families and carers in shared decision making about their healthcare. We take account of people's preferences and values.
- We will do our best to ensure that you have adequate personal space and privacy when you use our health services.
- We maintain strict confidentiality of personal information.
- Our services promote health, prevent disease, and support and empower those with chronic conditions to self-manage their condition.
- We welcome your complaints and feedback about care and services, we will investigate your complaints and work to address your concerns.

Support us to deliver safe and effective services,

- Help us to promote clear communication and information, if there is something that you do not understand, let us know and we will explain better.
- Ask questions and become more actively involved in decision making about your care.

- Support health services to safeguard patient confidentiality and privacy.
- Learn more about what you can do to improve your health, ask your healthcare provider for information about healthy living and about what support services are available in your community, ask your healthcare professional to help you to set goals for improving your health.
- Your feedback matters – tell us about your experience so that we can have your concerns addressed.

Contact details

A: Frankfort Hall, Dundrum Rd., Dublin 14. (D14RX27) **T :** 01-2061974

E : admin@dublinsouth@bluebirdcare.ie

Access

Our services are organised to ensure that you have equity of access to public health and social care services.

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WHAT YOU CAN EXPECT • Care that is appropriate, timely and based on need, not the ability to pay.

- To be registered with a general practitioner (GP) and be able to change GP easily if necessary. •

Emergency medical treatment from your GP and/or your emergency department should you need it.

- A referral to a consultant when your GP thinks it necessary, and be referred for a second opinion if it is required or requested. •
- Admittance to a public hospital as a public or a private patient. •

Reasonable access to the most appropriate public health services regardless of physical, sensory or intellectual ability. •

- To be transferred to another public health and social care facility if a recommended medical treatment is not available at the health and social care facility first attended by you. •
- Clear information on appointment dates, times and locations. •
- Any waiting period for an appointment, test or a treatment will be kept as short as possible.