

# JOONDALUP

---

## HEALTH CAMPUS

### **Patient/Carer Information Admission to Mental Health Unit**

**Manager: Geraldine Rolfe 9400 9777**

**Clinical Nurse Consultant: Iona Camacho 9400 9784**

**Reception: 9400 9759**

**Nurses' Station: 9400 9785/9758**

You have been admitted, or are about to be admitted, to Joondalup Health Campus Mental Health facility; this information will help to smooth your admission and settling in process. We hope your stay will be a successful one.

**If you have any problems during your stay please advise your allocated nurse in the first instance.**

**Any suggestions on how we can make your stay more comfortable will be warmly received. A suggestion box is located under the kitchen hatch.**

## ADMISSION

**On admission** you will be seen by a nurse who will complete your admission forms.

You will be examined by a medical doctor at some time during your first day as part of the admission process. If you arrive outside of usual business hours, the doctor who sees you may not be the doctor who will manage your stay while you are in hospital.

A team of health professionals including Consultant Psychiatrist, Psychiatric Registrar, Clinical Nurse and registered and/or enrolled nurses will be allocated to care for you.

You will be required at all times during your admission to wear a *hospital identification wrist band*. Your Photo may be taken to assist in identifying you.

Please bring only **one bag** or case with you, plus personal bag. We do not have space for multiple cases. If you bring more, you will be asked to send them home. **The hospital does not take responsibility for personal property.**

Any device capable of taking a picture, including mobile phones, is not allowed in this hospital, due to privacy requirements. If you have one, please send it home. If this is not possible, please hand it to a nurse on admission.

Please do not bring any valuable items such as laptops or DVD players. Apart from the risk of damage or loss, which the hospital will not be responsible for, you will be expected to spend time in therapeutic group activities and these items may distract you from your treatment programme.

**As a voluntary patient** you will also be required to complete a formal request to be admitted to the unit. This form provides you with some information about what you may expect from your stay here, and what our expectations of you are. It is also an acknowledgment that you have had your rights as a voluntary patient in an authorised hospital explained to you, and that you agree to:

- Respect the rights of other patients and not interfere with their person, living space, property or treatment
- Make reasonable efforts to deal with the issues that have brought you into hospital

- Participate in your treatment planning
- Attend therapy sessions that have been included in your treatment
- Comply with other treatments that have been discussed with and agreed to by you
- Respect the environment in which you will be living
- Be responsible for the tidy maintenance of your living area.

## TREATMENT

You will be allocated to a team with a Consultant Psychiatrist and a Psychiatric Registrar. These doctors will discuss your course of treatment with you. A nurse will be allocated to care for you on a shift by shift basis. Although we try to give some consistency to our staff allocation it will not always be possible for you to have the same nurse. The name of your allocated nurse is found on the white board in the patient lounge in the open unit. In the PICU (Psychiatric Intensive Care Unit) please ask at the nurses' station.

Part of your essential treatment will be attendance at **Therapy Programmes**. It is expected that you will attend these groups. The activities are designed to both assist your assessment and to address any specific issues that may have contributed to your admission. Lists of groups and required attendees are placed on the board in the main corridor. The activity timetable is available on the Friday preceding the start of the programme. Please discuss these activities with your nurse or a member of the Therapy staff if you are not sure what they entail. A notice board detailing Therapy team activities is in the main corridor near to the lounge.

If you do not cooperate with your treatment program you may be asked to leave the unit, or be assisted to find a more appropriate treatment facility.

**Please ask your nurse if you have any questions about your treatment. You can find out which nurse is caring for you each day by looking at the list on the Whiteboard in the patient lounge.**

## MEDICATIONS

Your Treating team will prescribe medications for you while you are an inpatient. Your doctor or nurse will explain to you what these medications are and why you are taking them. If you have any questions, please ask.

Your medications will be given to you by nursing staff. Medication rounds are generally at: 0800, 1300 and 1800 in the lounge area. Please ensure that you are available during medication times.

## DISCHARGE

Your discharge plan will be discussed with you during your stay and any appropriate referrals made prior to you leaving the unit.

On your day of discharge you should plan to leave the hospital by **10 a.m.** This enables staff to prepare your room for the next admission and gives you time to shop, see your GP, or attend to any other urgent business. Please advise your family/carers of this timeframe.

## SOCIAL SUPPORT

The unit has Social Worker and Welfare Officer support to help you with any financial, personal or accommodation problems. Please tell your nurse if you need to see these staff members, as early as possible during your stay here, as some problems may take time to rectify.

## LEAVE FROM UNIT

It is preferred that you do not take leave for the first few days so that staff can assess how you are progressing and arrange a plan of treatment for you. When the doctor has told you that you are well enough to have leave,

- this must be arranged in advance with your nurse, and *should not interfere with your Therapy programmes.*
- You should never leave the unit without advising staff where you are going, who with, and when you will be back.
- When you go on leave, you must sign out and you will be given a card with the unit telephone number and the name of a contact

person in case any problems arise. Please do not leave without this card.

- Please advise your nurse when you have returned and sign in stating the time you have returned.

## PATIENT CHECKS

Throughout the day a staff member is allocated to check patients at regular intervals. It would be helpful, if you are able, if periodically you look for the nurse who is on checks and let her know you are here as this will cut down on time spent looking for people.

## TELEPHONES

There is a public telephone on the unit that is available to all patients. You may receive incoming calls on this telephone, and callers for you will be advised of this. As these machines only accept coins, please make sure that you keep sufficient loose change to meet your needs.

The telephone number is **9300 1432**. ***During redevelopment an alternative phone is provided for free outgoing local calls and incoming calls. This telephone no is 9400 9970***

## ILLCIT DRUGS / ALCOHOL

*Substances that have not been prescribed for you by our medical team may be counter-productive to your recovery.*

Non-prescribed and illegal drugs are not allowed on the unit. If you are found to be in possession of illegal drugs the police may be called and you may be asked to leave the unit.

Alcohol is not to be consumed while you are in inpatient of this unit. If you are believed to be under the influence of alcohol you will be asked to undertake a breathalyser test. If you refuse, or are found to have consumed alcohol, a doctor will be asked to medically review you with a view to discharge.

## ELECTRICAL ITEMS

To prevent disturbance to others, televisions, DVD players and radios are not permitted in rooms. You may bring in a small battery powered

'walkman' type cassette /CD player that uses headphones. Relaxation tapes can be provided on request to help you sleep.

**No electrical item is to be brought onto the unit unless it has been checked and passed as safe by the hospital Engineering dept.**

### **AGGRESSION/BULLYING**

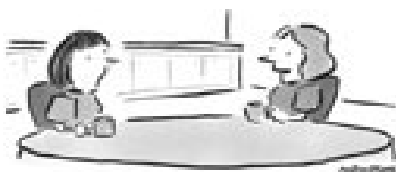
**This unit has a ZERO TOLERANCE policy for aggression or bullying towards staff or other patients. Any person found to be breaching this will be assessed for discharge or transfer to another facility.**

### **MEAL TIMES**

All main meals are supplied by hospital catering services. There is a dining room on the unit and meals must be consumed there. If you know that you will be away from the unit during mealtime please advise staff who can cancel your meal. Meals cannot be saved due to Health and Safety regulations.

You will need to ensure that your menu requests are completed by 09.00am each day. If you do not, a choice will be made for you by catering staff.

We cater for **special dietary needs** – please discuss with the admitting nurse.



"I'm on that new Elvis diet -  
Return to Slender."

**Meal times are:**

**Breakfast: 7.30am – 9.00am**

**Lunch: 12.30pm – 1.30pm**

**Dinner: 6.00pm – 6.30pm**

You will be woken around 8.00am and are advised that breakfast will not be available after 9.00am.

Drinks are available at most times from the kitchen, however, access to the kitchen is restricted at times when groups are being conducted as most patients should be participating in their therapeutic programme. Cold drinks are available at all times from the filtered water fountain or from the vending machines in the activity area. These machines also dispense snacks; however, your visitors are encouraged to bring you in drinks, small snacks or fruit if they wish. The vending machines are owned by a private company and are not the responsibility of the ward.

### **Room Search / Personal Belongings Policy**

In order to provide a safe therapeutic environment for all patients, room searches may be conducted. This will only apply if a patient or group of patients demonstrate symptoms or behaviours that suggest the use of non prescribed or illegal drugs or alcohol, or are believed to be in possession of instruments that could be used for violent or self-harming acts eg weapons, knives etc.

### **SMOKING**

Smoking is not allowed in any indoor area of the hospital. Please do not smoke or otherwise gather at the front of the unit. An area at the rear of the unit is available for smokers. There is also a smoke free outdoor area adjacent to the dining room.

**Please do not smoke near doorways as this interferes with the air quality inside the unit.**

### **LAUNDRY**

Please arrange for your family/carer to take home any personal laundry. There are facilities on site for those who do not have anyone to do this.

### **DRIVING**

This Unit has a policy that states that you are not allowed to drive while an inpatient. Cars are not to be left in the car park. You should not drive yourself to the hospital for admission unless you have someone to drive

your car home. Arrangements can be made with the Unit Manager if you have difficulty in finding someone to take your car home.

***In all instances patients should not keep car keys with them.***

Please ask for a copy of the hospital policy re driving if you are unsure of any requirements.



### **Council of Official Visitors**

The CoOV are welcome frequent visitors to this unit. Authorised Patients can request to see them at any time and a phone call to them will be facilitated by staff.

## **VISITORS**

### **Visiting in Open Unit**

Visiting times are:

Weekdays **3.30pm - 9.00pm**

Weekends: **9.00am - 9.00pm**

Please advise your visitors of these times. It is requested that visits do not take place outside of these times unless you have previously arranged this with the Clinical Nurse Coordinator.

Patients are expected to attend at groups, and visits during group times disturb groups and may be detrimental to progress towards recovery.

Visitors are asked to stay in the public areas of the unit when possible. As most rooms are shared it is generally not appropriate to visit in bedrooms.

### **Visiting to the Psychiatric Intensive Care Unit (PICU or secure unit)**

Due to the need to keep a quiet low stimulus environment in this area, visits are restricted to **TWO** visitors per patient, and two patients at any one time. Please phone ahead to book your visit.

*If you do not book your visit, you may not be able to enter the unit as other patients may have visitors.*

Visiting is welcomed from 0900 – 2100 but **visitors will be asked to vacate the unit during meal times.**

Visitors are asked not to give any item to patients without first checking with unit staff. You may be asked to let staff check your bags. If you are asked and refuse, you will be required to leave your bag outside of the unit. There is an information leaflet specifically for family/carers of patients on the PICU. Please ask for a copy.

### **Visitors –general comments.**

Visitors will in all instances be treated with respect by staff and staff will be happy for this to be reciprocated.

There may be times when, due to circumstances on the ward, visitors are asked to cut short their visit. Visitors and patients are asked to cooperate with staff if such a situation arises.

***Visitors are reminded that unruly or aggressive behaviour on their part may result in them being asked to leave the***

***premises. In such cases, the visitor may be instructed to refrain from visiting the unit.***

### **VOLUNTEERS**

This unit welcomes volunteers to assist and befriend patients. All volunteers are screened and sign confidentiality agreements.

### **CHILDREN**

Children are welcome to visit friends and family on the open mental health unit. However, due to patient acuity, children should be supervised by a responsible adult at all times. Young children are not permitted to visit on the PICU. Arrangements may be made in some circumstances for patients from the PICU to meet their young visitors on the open unit. Please ask if you would like this to happen.

**The Manager, Mental Health Unit, is happy to answer queries regarding any issues related to your stay.**

**You can contact the unit on 9400 9785 / 9758 / 9759**