

Southern Adelaide Local Health Network

Ward 18V

Flinders Medical Centre

Purka Kangkanthi
Looking after Elders

Older Persons Mental Health Service Consumer and Carer Information Booklet

The service mission of Ward 18V is to maximise the wellbeing of those older people, their families and carers whose day-to-day lives are affected by mental illness.



Government
of South Australia

SA Health

This booklet is an initiative of the Southern Older Persons Mental Health Consumer and Carer Advisory Group and staff of Older Persons Mental Health Services. The information within this book was collected by Consumers of Ward 18V, their families and carers in collaboration with staff of OPMHS. We hope to answer commonly asked questions to make your stay on ward 18V as smooth as possible. The information within this booklet is intended for patients of ward 18V, their families and carers. If you have additional questions that are not answered within this booklet please approach a member of staff.

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Introduction to Ward 18V

Welcome

Welcome to Ward 18V, an acute inpatient unit for older people with mental health problems. Our unit provides treatment and support for people living in the southern metropolitan and some country areas.

It is a 30-bed unit that is divided into two separate areas – the General Unit and the High Dependency Unit. Each consumer is accommodated and cared for in the area that best meets their individual needs.

We aim to help you return to your community as quickly as possible, with the support you may require.

Admission to Ward 18V

What will happen while I am a patient on Ward 18V?

Your stay in Ward 18V will begin with an assessment. This will be completed by medical and nursing staff, as well as members of the multidisciplinary team as required. This will enable us to develop a treatment plan for your admission. During your stay you will be involved in decisions about your care and planning for discharge.

You, your family members or carers can also request an appointment with your doctor or other staff members at any time to discuss your care. If you feel that your physical or mental health has changed,

please ensure staff are informed promptly of your concerns so that you can be reassessed by the medical officer and/or nursing staff. You will be allocated a nurse who will assist and work with you to support you with any care or concerns that you may have. Nursing staff will work with you on a personalised care plan that will guide your recovery in hospital and can be shared with people important to your ongoing support and care.

Room checks may be necessary to maintain safety for you and others on the ward. If this is required, nursing staff will discuss this with you.

Some patients may have been admitted to Ward 18V under the provisions of the Mental Health Act 2009. A copy of the relevant Order and a Statement of Rights – Voluntary/Involuntary brochure will be provided to you and your family/carer. Staff are available to discuss any questions you may have about these documents and can provide contacts to relevant advocacy/advice services about them if requested.

SA Health would like to acknowledge that the land SALHN Mental Health Services are located on is the traditional lands for the Kaurna people and we respect their spiritual relationship with this country. Ward 18V acknowledges the importance of providing culturally appropriate support and is able to collaborate with the Aboriginal Liaison Unit within Flinders Medical Centre at your request.

Resources and services are available for patients from culturally and linguistically diverse backgrounds. Please speak with staff regarding accessing these services.

Length of stay

Ward 18V is an acute care ward. We aim to return you to your community as quickly as possible with the care and supports that you may need. Every effort is made to provide an estimated length of stay, however changes in physical and mental health may over the course of an admission make it difficult to predict an exact timeframe. Please speak with our staff if you wish to discuss your length of stay. The ward does not provide longer term care or respite. Our focus is on assessment and treatment.

Planning for discharge commences early during your admission as often there are supports that may take time to arrange. You will be involved in your discharge planning, and we will aim for you to meet allocated community workers prior to discharge.

Staff on the ward

We have a wide range of specialists available for your care in Ward 18V. Our team comprises medical staff including psychiatrists, psychiatry registrars and general medical doctors, nursing staff and allied health professionals including: Occupational therapists, psychologists, social workers, physiotherapists and allied health assistants.

You may also be referred for speech pathology, podiatry or dietetic reviews.

You can expect our staff to:

- > Introduce themselves and advise you of their role
- > Offer a full orientation to the ward
- > Treat you with dignity and respect
- > Reply appropriately to any concerns or queries
- > Involve you and/or family member/ carer in your care planning
- > Inform you when they liaise with other health workers to provide continuity of care
- > Provide you with appropriate access to interpreters
- > Discuss the available treatment options with you
- > Keep your personal information confidential and respect your privacy
- > Support and help you to manage your own health and wellbeing – including use of wellness folders to engage you and your next of kin in facilitating goals, strategies and routines that enable individual recovery.

Flinders Medical Centre is a teaching hospital. We believe that this is an important role in Ward 18V. Your permission may be sought in this process by being available for interviews with healthcare students. This makes a valuable contribution to education should you agree to be involved. Please discuss any concerns with nursing staff.

Experiencing an acute episode of mental illness can be a distressing and anxiety provoking experience. Sometimes 'as required' or 'PRN' medication is prescribed to reduce this distress. Our staff are trained in providing psychologically-based therapy aimed to reduce distress and anxiety as, and will use these strategies when appropriate. While this may not provide as immediate a response compared to medication, it will help aid your recovery and teach you strategies you can use into the future. Our psychologists, occupational therapist and nurses can also provide information and resources including CDs.

Community visitors from the Community Visitor Scheme will visit the ward regularly. The Community Visitor Scheme protects the rights of people with a mental illness who are admitted to mental health care treatment centres. Any patient, guardian, carer, relative, friend or medical service provider may request to meet with them, or request contact outside of their scheduled visits.

Cost of hospital stay

During the acute assessment stage of an admission, all costs are covered by Medicare, so there are no patient charges during this time.

Australia has reciprocal health agreements for citizens of the following countries; Belgium, Finland, Italy, Malta, Netherlands, New Zealand, Norway, Ireland, Slovenia, Sweden and the United Kingdom.

Longer admissions for patients awaiting nursing home placement, or the arrangement of other community services for patients who no longer require acute care may incur costs due to different funding rebates, but we will keep you informed and work with you to minimise any expense. Planning for discharge at the start of the admission, including considering transport requirements, will reduce the need for any unnecessary stay in Ward 18V past the acute phase of care.

Please note: you will likely receive a letter sent to your home if your length of stay is approaching 35 days (this includes time spent in other wards). This will highlight the possible maintenance care costs if your care is no longer assessed to be acute. If your care is still acute, then no charges will occur. Please discuss any concerns with your treating team.

If you do not qualify for Medicare, please discuss options with our staff.

What to bring on admission to Ward 18V

Personal items

Please bring toiletries and personal clothing, including day wear, nightwear and well-fitting shoes. Ward 18V does not supply toiletries. Volunteers visit the ward daily, and a number of toiletries, newspaper/ magazines and snacks can be purchased from the trolley. Please see nursing staff for more information. Whilst every endeavour is made to ensure that

clothing, reading glasses and dentures are not misplaced, items are occasionally lost or damaged. **Ward 18V cannot accept responsibility for any personal items lost during admission to the unit.**

Please do not bring wire coat hangers, lighters, plastic bags, glass containers, razors, scissors or sharp objects into the Ward. Please notify nursing staff if you have a razor for shaving or products contained in glass bottles. Staff will take care of these items for you and provide them to you for use on an as-needs basis. You are required to disclose all personal items brought into the ward.

Prohibited items on the ward include weapons, firearms, knives, suspicious/illicit substances, sharps, aerosols e.g. deodorant/hairspray.

Cash

We recommend you bring only a small amount of cash (no more than \$50) to provide for personal needs. This money is your responsibility, and can be locked in a secure cupboard in your room.

We advise against bringing in large sums of money, expensive jewellery or articles of sentimental value. If you have a large sum of money on you when admitted this must be lodged in the Hospital Security Office to be collected on discharge – a receipt of this will be given to you.

The hospital cannot accept responsibility for money or valuables kept on the ward.

Medication

You can bring any medication that you are currently taking to assist the doctor with your admission assessment. However, this will not be needed while you are in hospital as we have our own ward supply. On rare occasions we may use your supply if our pharmacy is not able to provide a supply. You are not able to keep your own medications with you during your stay. If you are accompanied by your next of kin on admission, staff will request that they take home any medications that have been brought into the ward.

The Pharmaceutical Benefits Scheme has been extended to public hospitals and discharge medications are provided in the same quantities (up to one month's supply) and at the same cost as in the community. Our pharmacist will discuss your medication with you at discharge.

Electronic equipment

If you need to bring medical equipment that requires a power point for use during your stay this will need to be checked by hospital electricians for safety. There is a charge for this service. Mobile phone, electronic tablet and laptop use will be guided by your treatment and care plan, and reflect any vulnerability risks that may arise out of use of these. You will be asked to sign a Personal Use of Electronic Devices Agreement form which will advise about information regarding the unauthorised recording or photography of others without

their consent and awareness of privacy breaches in using social media during your admission.

Television and DVD players should not be brought to the ward as they can disturb other patients. Please ask nursing staff for any clarification about any of these points.

NB: The hospital cannot accept responsibility for lost/damaged items.

Advanced Care Directives/ Enduring Powers

Staff at Ward 18V respect any advanced wishes you have made with regards to your future care and lifestyle/accommodation choices. If these have been documented in a formal Advanced Care Directive or other Enduring Power documents, please provide a copy of these to staff for your medical records. Staff may discuss 'The 7 Step Pathway' with you – this is a clear and transparent step by step process to assist clinicians and consumers in making decisions about resuscitation.

Discharge from Ward 18V

On discharge from Ward 18V the majority of consumers are able to return to their former place of residence. However, some consumers may require a different level of care. In such cases, the social workers in Ward 18V can assist consumers and their next of kin and / or legal guardian in finding appropriate support services/accommodation. The patient or their

carer can request a family meeting or appointment with a social worker in preparation for discharge to learn about the discharge plan and services that are able to provide support after discharge.

Before a referral for a home care package or accommodation in a residential care facility can occur, an ACAT assessment is required. If you believe that you require an ACAT assessment please contact the ward social worker at your earliest convenience.

Upon discharge from Ward 18V consumers are generally supplied with 28 days' worth of medication. Therefore it is essential that they be seen by their general practitioner shortly after discharge, in order to obtain a prescription to present to their pharmacist.

As a part of their discharge planning a consumer may be referred to the appropriate Older Persons Mental Health Service Community Team for follow up care. This process helps to facilitate a smooth transition for the consumer back into the community. All discharged consumers receive a call within 7 days of discharge to follow up on progress.

General information

Country consumers

We understand that for those who are admitted from rural and remote areas it can be difficult to be isolated from your family and local supports. Ward 18V has a video-conferencing facility available,

and this is used to connect to the country mental health teams in planning care while in hospital, and transfers of care back to your local area. Family can be involved with these either at Ward 18V or in the local area.

Laundry facilities

These are limited on the ward. You may have use of a washing machine and clothes dryer in the General Unit. It is advisable to bring clothing that is clearly labelled and does not have specific laundering needs. Washing machine use is only for patients of Ward 18V.

While every effort is made to ensure clothing is not lost, Ward 18V staff cannot take responsibility for lost, misplaced or damaged items. Nursing staff are not responsible for washing patient clothing items.

Meals on Ward 18V

If you have dietary requirements or allergies, please notify staff at the beginning of your admission. Due to the health risks associated with reheating food, we do not use a microwave.

As a guide only, meals are provided at the following times in Ward 18V –

Breakfast 9.00 am
Lunch 1.00 pm
Dinner 6.00 pm

Morning tea, afternoon tea and supper are also provided to patients of Ward 18V.

Visiting Ward 18V

Visiting times in Ward 18V are generally considered to be between 8.00 am and 8.00 pm, but alternative visiting times will be accommodated where feasible. We respectfully request you avoid mealtimes where possible. Prior to visiting, it is a good idea to phone the nursing staff first to check that the person you are visiting is on the ward and is feeling well enough for visitors. Visiting times for Ward 18V High Dependency Unit should be negotiated with nursing/medical staff prior to visiting.

Children who come to visit must be supervised at all times.

Leave from Ward 18V

If you plan to leave the ward to go for a walk, attend an appointment or to visit a cafe with family, please discuss this with your nurse. There is a whiteboard in the ward entrance that will allow you to write any information and time of return.

While there may be some restrictions regarding leave if you are being managed under an Inpatient Treatment Order, it may be possible to have approved Leave of Absence on discussion with your doctor. We encourage you and your family to discuss this with the treating team, as leave can be an important therapeutic guide to your recovery. At some stages during your stay, leave may not be recommended – the treating team will have this discussion with you.

If relatives need to contact staff or the consumer on ward 18V please call the Flinders Medical Centre switchboard on (08) 8204 5511 and ask to be transferred to Ward 18V.

Therapeutic Group Program

A therapeutic group program is offered on ward 18V as part of your treatment. The groups are therapeutic in content and aim to support you in your recovery. Consumers are strongly encouraged to participate to contribute to their own wellbeing and recovery and learn skills to better manage their mental illness in the community. With some groups carers are welcome to participate in activities to support/aid or encourage the consumer's engagement. Please see staff for a list of groups available to you.

Chaplain and Church Services

Chaplains are available within the Flinders Medical Centre. Please speak to the nursing staff who can contact the chaplain service on your behalf.

Alcohol, smoking and illicit drugs

Alcohol is not permitted within the hospital.

Illicit drugs are not tolerated within the hospital grounds and possession of these may result in police intervention.

Ward 18V is a hospital ward and must comply with the SA Health Smoke – free policy. Smoking is not permitted

anywhere on hospital property. If you wish support to help you quit smoking please talk to your doctor or nurse. Nicotine replacement therapy is offered for people who smoke. Please do not bring lighters on to Ward 18V.

Please advise nursing staff if you have tobacco/cigarettes/electronic cigarettes.

Alarms and fire drills

As per safety regulations, periodic fire drills are conducted by staff.

Alarms are tested on a regular basis. In the event of an emergency, consumers will be informed and directed by staff.

Parking

There is designated 10 – 15 minute drop off/pick up parking for visitors, found outside the entrance to Ward 18V. There is a multi-level carpark situated behind Ward 18V. Patients are not permitted to drive while in hospital and are discouraged from parking their vehicles in the hospital grounds.

Public transport

If you require a taxi or a bus service please ask staff for assistance.

Newspaper

A newspaper is delivered to the ward every morning. Papers can also be purchased off the volunteer trolley. Staff will make you aware of when this arrives on the ward.

Telephone

Please see nursing staff if you would like to make a phone call and they will assist you. Use of personal mobile phones on the ward is permitted, though assessed by the treating team in consultation with you. **If you use your mobile phone on the ward, an electronic devices agreement will need to be signed. Ward 18V takes no responsibility for the loss or damage of this equipment.**

Freedom of Information

Except for certain legal exemptions under the Freedom of Information Act, the consumer and/or their legal guardian has the right to request access to or a copy of the consumer's medical record and any other document kept by Ward 18V. The consumer and / or their legal guardian may do this personally or through another person that they nominate.

If you wish to request access to your medical record please speak with the Clinical Services Coordinator for a 'Request for Access under the Freedom of Information Act' form.

Disability Advocacy and Complaints Service

The Disability Advocacy and Complaints Service of South Australia is a non-government organisation that assists with advocacy and complaints for people with any kind of disability. If you would like to speak with this service call 7122 6030 or ask a member of staff.

Consumer feedback

Your thoughts and ideas about your stay in hospital are important to us. You and your carers feedback provides us with valuable information about what we are doing well and identifies areas that we can improve.

We encourage you to participate with our 'recovery tree', where feedback and achievements are displayed on ward 18V and to complete the Consumer Feedback Survey given prior to discharge.

Hand hygiene

Hand hygiene is the single most important and basic measure available to prevent the spread of health care associated infections. Flinders Medical Centre has liquid soap and alcohol-based hand rubs available on all wards to make it easier for everyone to maintain hand hygiene.

To protect you, your family and your friends, please ensure everyone – including children – performs hand hygiene before and after visiting the hospital, including:

- > Entering and exiting a patient's room
- > After going to the toilet
- > Before and after eating
- > After sneezing, blowing your nose or coughing
- > After smoking
- > When hands are visibly soiled.

When hands are visibly soiled, use soap and water. When hands are visibly clean,

use an alcohol-based hand rub. Ensure you rub the gel all over parts of the hands and wrists until dry. There is no need to rinse.

Any further questions about hand hygiene can be directed to your assigned health care worker.

Falls and fall injury prevention

Hospitals are unfamiliar places and this can be a challenge when you are also unwell or injured. You might feel dizzy or weaker and less steady than you expect, when you get up. You may be at risk of falling. Staff want to keep you safe and avoid falls, but we need your help.

What can you do?

Bring these things to hospital:

- > Walking aid, glasses and hearing aids if you use them
- > Comfortable clothing that is not too long, or too loose or tight
- > Comfortable and well-fitting flat, non-slip shoes or slippers.

During your hospital stay:

- > Become familiar with your surroundings
- > Get to know your bed controls and how to use the call bell
- > Ask staff for help if you are unsure about anything
- > Keep the call bell, your glasses, footwear and walking aid in easy reach, and use them

- > Try to move around and do what you can for yourself, if allowed, so that you keep up your strength.

Walking around in hospital:

Staff may ask you to have a nurse or other person with you when you get out of bed, and for walking. Before you get up:

- > Please use the call bell and wait until staff come. This is important if you have been asked to call for assistance before getting up, or if you feel unsteady
- > Put on your shoes or slippers or non-slip socks
- > Put on your distance glasses if you have them. If wearing bifocals or multi-focals, take extra care, particularly on stairs.

While getting up and walking:

- > Get your balance before moving away from the bed or chair
- > Use a walking aid for balance, rather than the furniture or walls
- > Watch for spills or objects in the way, and tell staff about them
- > Let staff know if you feel unsteady.

Avoiding dizziness:

Take your time to slowly get up from lying to sitting, and then sitting to standing. If you are allowed:

- > Drink plenty of fluid, such as water
- > Keep your feet moving while you are sitting
- > Sit out of bed to let your body get used to being upright

- > If you spend long periods of time in bed, raise the headrest and knee support to put you in a more seated position, rather than lying flat. Change positions often.

If you do fall, keep calm and call for help.

For more information:

Adelaide area: Call 1300 0 FALLS (1300 0 32557) for information about falls prevention services that are close to you.

Country SA: Please contact your local health service for information about services close to you. You can also email the Country Health Falls Prevention coordinator at

Health.CHSAFallsPreventionProject@health.sa.gov.au.

Community Visitors Scheme

The Community Visitors Scheme is an independent statutory body, reporting to the Minister of Mental Health and Substances Abuse. The purpose of this scheme is to protect the rights of people with a mental illness. If you would like to be visited by the Community Visitors or require advocacy or support, please ask nursing staff for a brochure and they can assist you to make contact.

Please sign below when you have received orientation.

.....
Staff member providing orientation

.....
Patient receiving orientation

.....

For more information

Ward 18V
Flinders Medical Centre
Flinders Drive
Bedford Park
South Australia 5168
Telephone: (08) 8204 5511



This document has been reviewed
and endorsed by consumers in.



Interpreter



www.ausgoal.gov.au/creative-commons

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