

Division of Rehabilitation,
Aged Care & Palliative Care



Welcome to Bangka Strait Ward information

Any concerns about
anything at any time?

Please speak with staff or ask
for/telephone our senior nurse
(08) 7117 5010 (all hours)

In an emergency, press
the red button on the wall



Government
of South Australia

Health
Southern Adelaide
Local Health Network

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What is Bangka Strait?

Bangka Strait is our 20-bed ward based at the Repat Health Precinct. Our Bangka Strait team consists of staff from the Southern Adelaide Local Health Network and the ACH Group.

Our ward has been recently refurbished and the rooms have en-suite bathrooms, free television, free local telephone use and free Wi-Fi access. The ward also has a gym and dining area. There are outdoor courtyards and access to cafes and a hairdresser within the Repat Health Precinct.

What to expect from Bangka Strait?

The program at Bangka Strait provides a bridge between your hospital stay and your next step towards returning to the community.

Our team aims to help you prepare for your return by supporting you with being as independent as possible and with your discharge planning.

We encourage you to participate with therapy and exercise, and, if you wish, to be part of the Bangka community by socializing and eating in the dining room.

What if I need an interpreting service, spiritual support or assistance as an Aboriginal or Torres Strait Islander?

We provide free interpreting services in many languages. Auslan interpreters are available for patients with hearing impairment.

We also offer spiritual care support; and the services of our Aboriginal Hospital Liaison Service (Karpa Ngarrattendi). Please speak with staff for more details.

What to expect on the ward

Admission

On admission, you will be given a patient identity bracelet. For your safety, please wear this bracelet throughout your stay. Our team also conducts your initial assessment(s) and agrees the program for your stay with you and your support person(s). Our team will work closely with you, your support person(s) and community services to manage your care and develop your discharge plan.

Therapy

A physiotherapy program will be developed with you soon after your admission and you will be supported in participating in regular physical activity throughout your stay in individual and group sessions. The ward gym is available for your extra use, unless advised otherwise.

Access to occupational therapy, speech pathology, clinical psychology, music therapy and dietetics can be arranged as required.

Lifestyle activities

We encourage you to be as mentally and physically active as possible.

Activities such as movies, quizzes, bingo, art, and cookery are available each weekday. You can also borrow books, puzzles and cards from the lounge area.

Medical care

All clients are assessed as medically stable before coming to our ward.

Our medical team is led by Medical Consultants who visit the ward regularly and can be contacted, as needed. Medical support is also available after hours.

If you have health concerns, please speak with our nurse who can monitor your condition and, if you are still concerned, request a review from a doctor. A nurse is on the ward at all times.

For minor ailments or ongoing referrals, please follow up with your own GP following discharge.

In the event of a medical emergency or concern, the SA Ambulance Service will transfer you to the Flinders Medical Centre or the most appropriate health facility.

Day or overnight leave

Day or overnight leave may form part of your program.

This helps you and your support person/s to develop confidence and may identify additional support or equipment needed on discharge.

Meals

8.00 - 8.15am	Breakfast
10am	Morning tea – plus snack (biscuits, fresh fruit etc)
12 - 12.15pm	Lunch
2.30pm	Afternoon tea – plus snack (biscuits, fresh fruit etc)
5 - 5.15pm	Dinner
7pm	Supper – drink plus snack

Meal selection

Subject to your dietary needs, our menu monitor offers a selection of hot meals, sandwiches, soup and/or salad – as well as dessert or fresh fruit.

Our menu monitor visits your room each day to take your order.

If you are not in your room, items are selected for you from the menu for the next order. If you have any concerns about your food, please speak with your nurse.

Special dietary requirements

If you require a texture modified or special diet, our dietitian or speech pathologist will discuss with you and request your special menu.

Food from home

If you are on a modified diet, please discuss with your speech pathologist **before consuming any food or drinks not supplied by the hospital.**

The fridge and microwave in the patient kitchen area are provided for your convenience. We are not able to take responsibility for food brought from home, including reheating the food for you.

Please label any food stored in the fridge with your name and date stored. Please ask for stickers at the nurses' station. Any food unused after 1-2 days is thrown away to ensure food safety.

What about discharge?

A discharge date is set after discussion with you, staff and your nominated support person/s.

The time of discharge is **10am**, unless otherwise agreed.

On discharge:

- We provide Your Discharge Care Pack. This will include your up-to-date medicines list, any follow-up appointments, contact number for any queries about your stay, and your discharge summary.
- Our pharmacist will discuss your medications with you before you leave.

Please do not leave the ward without your Bangka Strait Discharge Care Pack, and discharge medications. The cost of discharge transport is your responsibility, but our staff can assist by booking transport.

Who is on our team?

Our team includes doctors, nurses, physiotherapists, occupational therapists, social workers, dietitians, speech pathologists, music therapist, clinical psychologist, allied health assistants, carers, cleaners, and ward support staff.

Our Aboriginal Hospital Liaison Service (Karpa Ngarrattendi) provides emotional, social, and cultural support to Aboriginal and Torres Strait Islander patients and their families whilst in hospital. Please let staff know if you would like this support.

We are also proud to be involved in training students. Please tell us if you would prefer not to have a student involved in your care.

Our pastoral care volunteer visits the ward weekly and is available to speak with you if you wish. All our pastoral care chaplains are on call 24 hours a day, seven days a week and are happy to be contacted for urgent situations overnight and weekends.

Our volunteer Patient and Family Representative visits regularly for feedback from our patients and their families, carers or friends to help us improve our service.

What other information should I know?

Call button

We encourage you to wear your call bell pendant at all times. Call buttons are also located on the bedside handset and in the bathroom. Please press the button to call for assistance. In an emergency, press the red button on the wall.

Visitors

Visitors are welcome to visit daily from 8am- 8pm.

You or your visitors are welcome to make tea or coffee in the dining room. Alternatively, there is a café in the Town Square and another in the ViTA Building, 5-10 minutes' walk away.

The main entrance is open from 8am to 4pm. Please ring the bell at other times.

Any children visiting are welcome but need always to be supervised by an adult.

Leaving the ward

To help keep you safe, please could you:

- Discuss with nursing staff before leaving and give an approximate return time.
- Sign out and in at the nurses' station.
- If you have one, take your mobile phone, in case you need our assistance; or we need to contact you.

Smoking

A No Smoking policy applies to all public health services in South Australia.

This means that smoking is not allowed within hospital buildings, grounds, or car parks. If you would like to quit smoking, we can assist with support for free - including nicotine replacement therapy and anti-smoking medication.

Valuables

We do not accept responsibility for the loss of personal property (including cash, credit cards, phones, hearing aids and keys) and are not able to provide safe keeping.

Laundry

We do not provide a personal laundry service; however, a washing machine is available in special circumstances. Please speak with staff.

Room telephones

Use of the room telephones is free for local calls. Calls to mobile, STD or international numbers are not possible. Please dial 0 for an outside line. Your room can be called directly using the number printed on each handset.

Wi-Fi

Free Wi-Fi is available to all patients and visitors. Please limit to light use style browsing. It cannot support significant streaming of video services, such as YouTube and Netflix.

To connect, please go to **Settings** then **Wi-Fi** on your device, and select the **SA Health Public network**; and accept the **Acceptable Use Policy**.

Privacy

Please respect the privacy of others including no photography or recording on the ward – thank you.

Tagging

All electrical items must be tagged. Please tell staff who will arrange tagging.

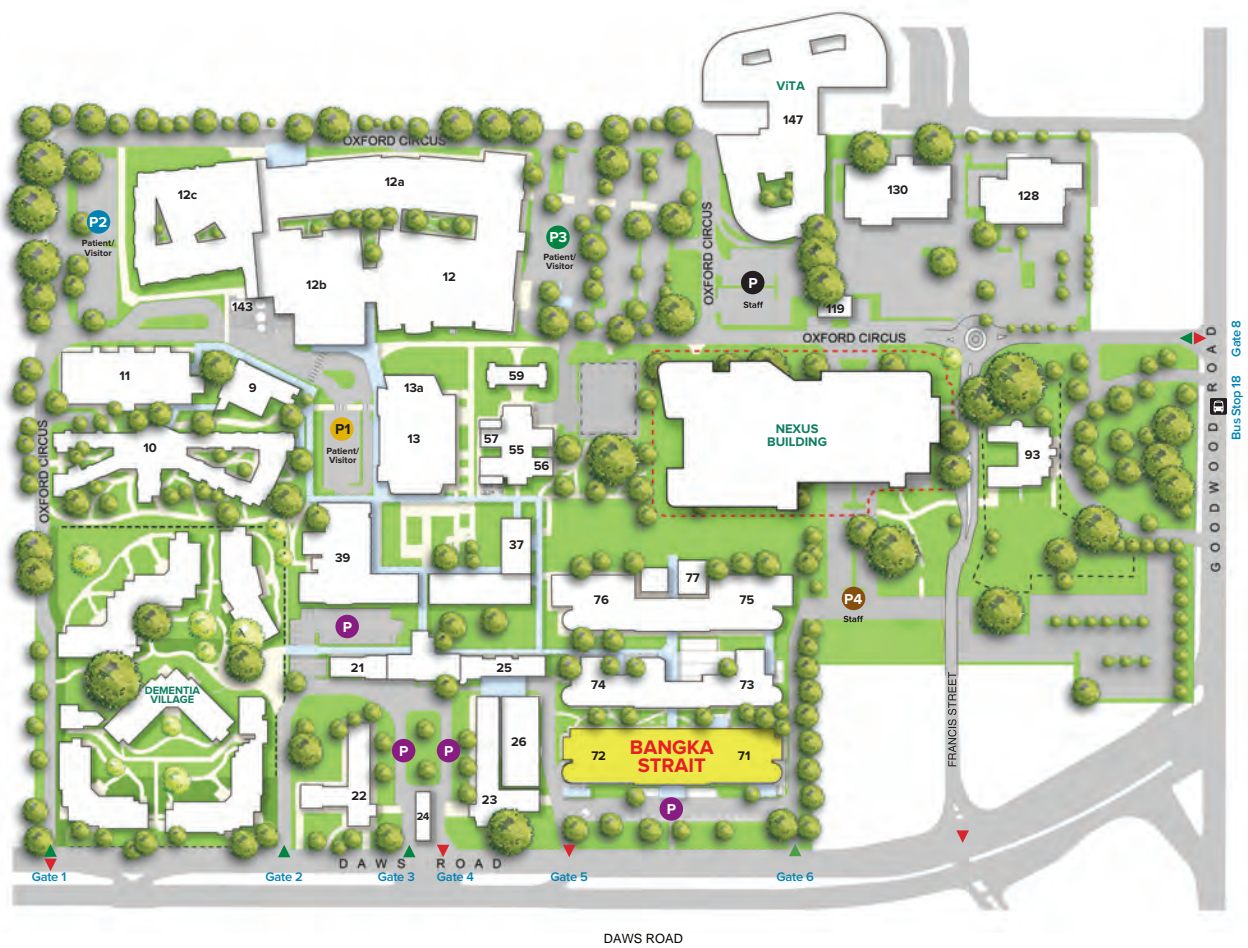
Hairdresser

A hairdresser is in the ViTA building at the Repat Health Precinct. Please contact **Vita Hair Lounge** on **8415 0631** for appointments and prices.

Access and parking

Bangka Strait is on the southern side of the Repat Health Precinct facing onto Daws Road.

Bangka Strait is accessed from Daws Road (Gate 6). The car park is immediately in front of the ward which is wheel-chair accessible. Parking is free for 3 hours.



What if I have any questions or concerns?

If you have any questions or concerns, please speak to any member of staff or ask for, or telephone, our senior nurse on duty on (08) 7117 5010 (all hours).

How can I give feedback or make a complaint?

Feedback

We welcome feedback. Please tell us by:

- Speaking with staff at any time
- Speaking with our independent Patient & Family Representative during her/his visit
- Completing the Consumer/Patient Feedback forms available on the ward
- Completing our iPad survey on discharge.

Complaints process

We take all complaints seriously. Any complaint is treated in confidence. If you have a complaint, please contact the ward's Nurse Unit Manager or senior nurse on duty (via the 24/7 Ward Contact telephone number below).

If you are still concerned or would prefer, please contact the SALHN Consumer Advisory Service either by telephone, by email, by completing one of the Consumer/Patient Feedback forms available on the ward, or by visiting the Consumer Advisory Service located on Level 2, near the main entrance of Flinders Medical Centre.

Contact details

Your Nurse Unit Manager - the senior ward nurse on duty Monday-Friday from 8am-4pm:	0466 350437
Your 24/7 Ward Nurse Contact:	7117 5010
SALHN Consumer Advisory Service:	8204 5433
SALHN Spiritual Care Team:	8204 5511
SALHN Aboriginal Liaison Unit:	8204 6359

We look forward to working with you and wish you a positive stay.

For more information

Bangka Strait
Gate 6
216 Daws Road
Daw Park SA 5041
Telephone: (08) 7117 5010



This document has been reviewed
and endorsed by consumers.



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