

Excellence  
Compassion  
Human dignity  
Justice Unity



## Information for Patients and Referrers



*Cottage staff are here to work with you, to provide non-judgemental, holistic, medical and personal care. We work together, to achieve the best possible health outcomes for you.*

*We encourage a welcome and calm atmosphere.*

*We recognise the right for your privacy and personal space and our friendly, experienced care staff will listen to your concerns with compassion.*

Cottage Manager



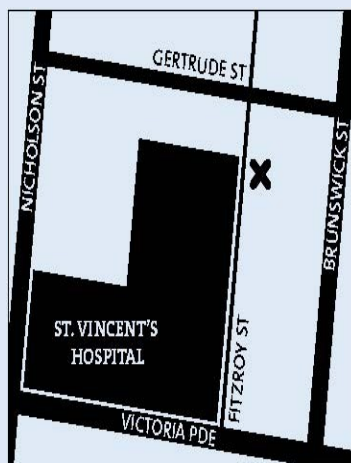
Cottage Rear Courtyard/Garden

### **What if you want to make a complaint?**

Firstly please direct your comments to the manager of The Cottage or the St. Vincent's Patient Representative on 9288 3108. The Health Services Commission is also available on 8601 5200.

### **Where is The Cottage?**

The Cottage is located at 80 Fitzroy Street, Fitzroy (between Victoria Parade and Gertrude Street). It is the red terrace house opposite the exit to the St. Vincent's underground carpark under the main hospital.



### **Mailing address:**

PO Box 2900  
Fitzroy VIC 3065  
Tel: 9288 2413  
Fax: 9288 2423

*The Cottage is funded by the Hospitals Admission Risk Program (H.A.R.P.) and the Department of Human Services. It receives clinical support from St Vincent's Health.*

*The Cottage is an affiliated member of Shekinah Homeless Services Inc.*

**Mission**  
Our health service is based on and driven by our quest for:  
Compassion – Justice – Human Dignity – Excellence – Unity



## *What is The Cottage*

The Cottage provides a hospital in the home service for people who live without sufficient support at a time of illness.

The Cottage is a home where there is an atmosphere of calm and security.

### *The Cottage offers:*

- a welcoming atmosphere and a restful, pleasant environment
- An opportunity to improve your health
- supportive and caring staff
- a place that is respectful of you and your privacy.

### *The Cottage has:*

- comfortable bedrooms for six people (four single rooms and one double)
- a lounge area with TV, CD player, library, computer and homemade, healthy snacks
- an outdoor courtyard with table, chairs and BBQ
- a phone is available for patient use in the dining room (50 cents per call).

## *What services are provided at The Cottage?*

The nursing services include:

- care given before and after operations and procedures
- coordination of your health care needs in preparation for your discharge
- education about medication and treatments
- giving of antibiotics
- wound care.

Physiotherapy, nutritional advice and diabetes education is also available. You may be reviewed by your doctor (GP) or a hospital doctor when necessary.

Nursing staff are available on call, 24 hours per day.

The nurses and the healthcare team will develop a plan with you to ensure that your specific needs are identified and addressed. Please ask for assistance at anytime or discuss any issue that is important to you as this will help the nurses in organising your care and discharge.

### *Staff at The Cottage*

The liaison nurse organises your admission, your care and discharge arrangements.

Doctors, Physiotherapists, Dieticians, Social Workers, and Case Managers are available to assist in your care.

The Cottage Manager is responsible for the overall operation and appropriate provision of care.

Personal Care workers are available 24 hours a day to make sure you receive the care you need in a clean and safe environment.

## *What are your rights and responsibilities?*

You have a right to:

- dignity and privacy
- access to services without discrimination
- information that will assist you in discussions
- involve a person to act on your behalf.

You have a responsibility to:

- respect the staff involved in your care
- respect others who may be staying or visiting The Cottage
- refrain from any alcohol or illicit drug use
- sign an agreement to stay at The Cottage
- ask questions if things are unclear
- accept the consequences of your decisions in relation to your health
- stay at The Cottage while receiving care at your time of illness
- make leave arrangements with the nursing staff
- return to The Cottage by 2pm in the afternoon

### *Answers to frequently asked questions:*

- your stay at The Cottage is free of charge
- most people stay about one week
- a call bell by your bed can be rung at anytime if you need assistance.
- linen is supplied
- a small supply of emergency clothing and toiletries are available.