

St Vincent's Mental Health Acute Inpatient Service

Information for consumers, families and carers



Do you need an interpreter?

St Vincent's provides a free, confidential interpreting service. Please ask your doctor or nurse to organise one for you.



St Vincent's is a Deaf and hard of hearing friendly health service. Ask a staff member to contact the Speech Pathology department if you would like more information.



هل أنت بحاجة إلى مترجم؟

تقدم المستشفى خدمة ترجمة مجانية وسريّة. الرجاء الطلب من طبيبك أو الممرضة الترتيب لمترجم لأجلك.

您需要傳譯員嗎？

本醫院提供免費而保密的傳譯服務。請要求您的醫生或護士為您安排傳譯員。

ΧΡΕΙΑΖΕΣΤΕ ΔΙΕΡΜΗΝΕΑ;

Το νοσοκομείο παρέχει δωρεάν, εμπιστευτική υπηρεσία διερμηνείας. Παρακαλείστε να ζητάτε από το γιατρό ή νοσοκόμο σας να κανονίζει διερμηνέα για σας.

HA BISOGNO DI UN INTERPRETE?

L'ospedale offre un servizio interpreti gratuito e confidenziale. Chieda al Suo medico o alla Sua infermiera di organizzarLe un interprete.

¿NECESITA UN INTÉRPRETE?

El hospital le ofrece un servicio de intérpretes gratuito y confidencial. Por favor, solicite a su médico o enfermera que lo organice.

TREBA LI VAM TUMAČ?

Bolnica pruža besplatnu i povjerljivu službu tumača. Molimo vas, upitajte vašeg liječnika ili medicinsku sestru da vam to organiziraju.

ДА ЛИ ВАМ ТРЕБА ПРЕВОДИЛАЦ?

Болница пружа бесплатне, поверљиве услуге преводиоца. Замолите свог лекара или медицинску сестру да вам обезбеде преводиоца.

MA U BAAHAN TAHAY TURJUMAAN?

Isbitaalku wuxuu bixiyaa adeeg turjumaan oo lacag la'aan ah, qarsoodina ah. Fadlan weydii dhaqtarkaaga ama kalkaaliyahaaga inay turjumaan kuu ballamiyaan.

TERCÜMANA İHTİYACINIZ VAR MI?

Hastanemiz ücretsiz ve gizlilik ilkesine bağlı tercümanlık hizmeti sunmaktadır. Doktorunuz veya hemşirenizden size bir tercüman temin etmelerini rica ediniz.

QUÍ VỊ CÓ CẦN THÔNG NGÔN VIÊN KHÔNG?

Bệnh viện cung cấp dịch vụ thông ngôn miễn phí và kín đáo. Xin yêu cầu bác sĩ hay y tá sắp xếp thông ngôn viên cho quý vị.

Table of Contents

Contacts

- 4 Where we are

Essential consumer information

- 5 The daily routine

Introduction to St Vincent's Mental Health Services

- 9 Strengths Model of Care

The ward environment

- 10 Safety is a shared responsibility
- 10 Women's space
- 11 Extra Care Unit
- 11 Confidentiality
- 11 Consumer consultant
- 11 Pastoral care
- 12 Vehicles
- 12 Discharge
- 12 Consumer and carer information and resources
- 12 Specialty programs

Your rights and responsibilities as a consumer

- 14 Your rights
- 15 Your responsibilities

Your feedback

- 16 Your feedback

Complaints and advocacy services

- 17 Mental Health Tribunal
- 17 Community Visitors
- 17 Mental Health Complaints Commissioner
- 17 Mental Health Legal Centre
- 17 Victorian Legal Aid
- 17 Victorian Mental Illness Awareness Council (VMIAC)

Family and carers

- 18 Carer rights and responsibilities
- 19 Supports
- 20 Carers forums
- 20 Carer resources
- 21 Carer consultant
- 21 Mental health carer support program

Contacts

Acute Inpatient Service

46 Nicholson Street, Fitzroy, 3065
Melway Ref: 2B K11 (opposite
the Royal Exhibition building)
Ground floor: (03) 9231 4416/4417
First floor: 9231 4674/4675

Gold (public pay) phones
are provided on each floor.

The numbers are:

Ground floor: (03) 9417 7615

First floor: (03) 9417 7665

St Vincent's Mental Health Administration

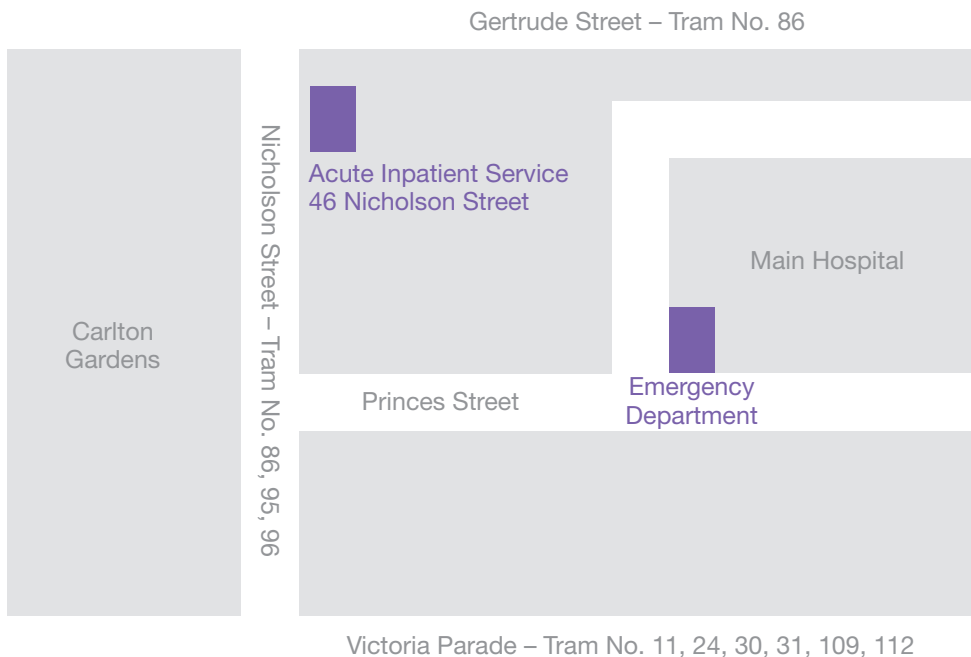
Tel: (03) 9231 4145

Fax: (03) 9231 4147

Email: mentalhealth@svhm.org.au

www.svhm.org.au

Where we are



Essential consumer information

The daily routine

Visiting hours

Visitors are asked to respect the visiting hours. Visitors may visit with people in the courtyard, lounge or dining areas. If a private room is required please speak with staff about use of the Carers Room located on the first floor.

Visiting hours are:
2pm–4pm and 6pm–8pm

Meals

Menus are filled in two days in advance. If you have any dietary requirements please speak to your Recovery partner. Meals are served at the following times:

Breakfast: 8am
Lunch: 12:30pm
Dinner: 5:30pm

Tea, coffee, milo and cordial are available throughout the day.

Medication

Medication is routinely administered at 8am, midday, 2pm, 5pm and 8pm

Nurses' shifts

There are three changes of nursing staff each day. The shifts are:

7am–3:30pm
1pm–9:30pm
9pm–7:30am

Recovery Partner

You will be allocated a Recovery Partner. A Recovery Partner is a member of the treating team who will support you throughout your stay in hospital.

Group program

Check the noticeboards for the timetable of the group program. The program is educational and therapeutic and is part of your treatment. Activities may include music appreciation, relaxation, physical activity and medication management. You are encouraged to participate in the program during your stay.

There are also community meetings where information can be shared and concerns raised. Contact the Occupational Therapist or Program Nurse if you have ideas for activities.

Laundry

There is a laundry with a washing machine and clothes dryer on each floor for your use. Please speak with staff if you would like to use the laundry.

Facilities

The Acute Inpatient Service (AIS) has a reading room, an art room, a kitchen, a sensory room and a music room, table tennis, and a basketball ring in the courtyard.

There is an information booklet about what a sensory room is – please speak with staff if you would like a copy.

There are TVs and a DVD player with a large selection of DVD's available, as well as a PlayStation. Feel free to speak with staff about using these.

Food from home

St Vincent's must comply with regulations about the storage of food. Please speak with staff if you want to store food brought from home.

Creating a safe environment

At St Vincent's Hospital we care about everyone's safety and ensuring that the ward environment remains a safe place for all. *Please do not bring in any plastic bags or other potentially dangerous objects such as knives or glass bottles.*

Consumer identification

St Vincent's Mental Health is committed to consumer safety and consumer identification is an important part of providing a safe environment. Identification bands with key information are provided to all consumers in the Acute Inpatient Service as well as other areas of the hospital. This means you can be identified whenever care and treatment are provided.



Planned leave from the ward

Leave plans should be discussed with your treating team. Prior to taking leave it is necessary to inform your Recovery Partner of your plans; where you are planning to go and when you will be returning to St Vincent's. You also need to fill in the leave book. Please note that in some instances leave may not be appropriate, such as when a review has been scheduled by your psychiatrist or registrar.

Appointments

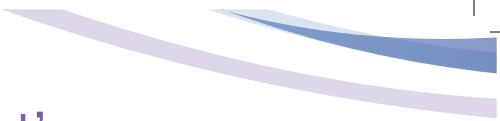
Please try to keep appointments, or tell staff if you would like an appointment to be changed.

Valuables

You are advised not to bring valuables or expensive items with you to the AIS. St Vincent's is unable to take responsibility for items that may get lost, go missing or become damaged.

You will have access to a small safe in your bedroom. If you have more than \$200 which you would like staff to look after, they will send it to the security office for safe keeping until your discharge.

'At St Vincent's Hospital we care about everyone's safety which includes ensuring that the ward environment remains a safe place for all.'



Introduction to St Vincent's Mental Health Services

St Vincent's Mental Health (SVMH) provides care in the community and inpatient settings for people who have a mental illness. Some people may be experiencing problems for the first time, while others may be suffering from long-term health conditions that may return from time to time during their life.

We welcome consumers, carers and families seeking assistance with mental health, substance use and co-occurring issues. We welcome people of all faiths and cultural backgrounds. Within our service, every consumer is treated with respect.

SVMH has a team of clinicians including psychiatrists, psychiatric registrars and medical officers, mental health nurses, occupational therapists, pharmacists, psychologists and social workers.

Our staff members are guided by the values of St Vincent's. They are committed to looking after people with compassion and justice while protecting their dignity. We strive for excellence in all we do and to work as a unified, skilled and dedicated team.

Integrated care means that if you have been attending one of our community clinics (Hawthorn or Clarendon) and have a case manager, they will continue to support you during admission. The inpatient team and your case manager will work together with you in planning for discharge home.

SVMH Acute Inpatient Service (AIS) has a total of 44 beds in 2 inpatient units and provides short-term inpatient treatment to people during the acute phase of mental illness. For people with more intensive care needs, there are 6 Extra Care Unit beds, The Victorian Aboriginal Health Service has access to 5 beds for Aboriginal consumers who use their services.

You will be introduced to your psychiatrist, registrar and your Recovery Partner. During your stay, your treatment may also include working with other members of the team such as social workers, occupational therapists and psychologists.



Strengths Model of Care

The Strengths Model of Care is used at SVMH and it emphasises that all people have strengths, a capacity to learn, grow and change. People's strengths are in their passions, skills, interests, their relationships and within their communities.

Recovery Partners will encourage you to consider and work towards your personal goals as part of your recovery with the help of your family and carers. You will be supported to develop your Wellness and Recovery Action Plan (WRAP) and Risk Management Plan to reflect self-management of their own safety.

If you are referred for Community Mental Health Services (Hawthorn or Clarendon Clinic), you will be allocated a case manager. Case managers utilise the Strengths Model in providing direct clinical care and support. The role of a case manager is to coordinate access to SVMH services and other community services/ resources that may help you or your family/carer in your recovery.

'We welcome consumers, carers and families seeking assistance with mental health, substance use and co-occurring issues. We welcome people of all faiths and cultural backgrounds. Within our service, every consumer is treated with respect.'

The ward environment

Safety is a shared responsibility

Action that can be taken:

- if you feel you are getting anxious, agitated or angry, speak to your Recovery Partner or contact nurse as soon as possible
- discuss strategies to manage your feelings with your Recovery Partner
- extra medication may be of use
- find a place away from distraction where you can feel safe
- develop strategies in your WRAP on what works best for you.

When unpleasant incidents happen around you:

- please be reassured staff are in control of the situation
- avoid getting involved
- move away from the area
- go somewhere quiet where you can relax
- do something like reading a book /magazine or have a chat with another person/attend a group
- speak with you Recovery Partner or clinician for the shift.

Our aim is:

- to provide a supportive and safe environment
- your Recovery Partner will assist you in developing an individualised treatment plan (WRAP)
- to provide a respectful experience.

Women's space

To help women feel more comfortable in the unit, there are 2 areas that are for women only. Female consumers will be provided with an electronic wrist band that activates the electronic controlled door to enter the space. Each area comprises 2 single bedrooms and 2 shared bedrooms each with an ensuite. Rooms can be locked from the inside to help women feel safe and secure. A living area allows female consumers a relaxing retreat to watch TV or DVDs separately from the main communal area. A telephone is available for female consumers to ring directly through to the staff area. All female consumers are provided with guidelines about minimising risk and promoting safety.

Extra Care Unit

The Extra Care Unit (ECU) is a quiet and secure place that is sometimes used during the acute phase of a mental illness. The unit allows staff to provide extra care and attention during this phase. It can be used when a consumer has a high level of risk to themselves or others.

There is an information booklet about the ECU – please ask for a copy.

Confidentiality

Confidentiality is very important to us. We will not share information about your treatment without your permission. Sometimes we may need to share information if required to ensure your safety or for your ongoing care. If we have to do this, we will let you know what information is shared, and with whom.

Consumer consultant

SVMH employs consumer consultants who have had a lived experience of mental health issues. Consumer consultants work with both staff and consumers to help improve our services and to bring attention to any issues. You are welcome to seek the support of the Consumer Consultant for issues, concerns or peer support. Consumer consultants can be contacted through your Recovery Partner as they work part time.

Their details can be found on the noticeboards or you can contact the community clinics where they are based:

Clarendon Clinic: (03) 9417 5696

Hawthorn Clinic: (03) 9882 9299

Pastoral care

There is a pastoral care service at St Vincent's which aims to help people with their spiritual needs. You may request to see one of the pastoral care staff by talking with your Recovery Partner or another team member.

Vehicles

There is no long-term parking on the St Vincent's campus. You are advised to make other arrangements for your car. You may be asked to hand in your keys for safety reasons.

Discharge

Planning for your discharge will begin as soon as possible after your admission. You and your carer will be given a copy of your treatment plan and will have the opportunity to discuss it with your Recovery Partner and doctor. Please raise any concerns with them.

Consumer and carer information and resources

To help you or your carer to understand mental illness, medication and treatment, we have some fact sheets on various mental health disorders and medications. These are available from your Recovery Partner; please do not hesitate to ask. We are here to help

Specialist programs

Early Psychosis Program

The Early Psychosis Program at St Vincent's is a specialist response for people having their first experience of treatment for a psychosis. The program is integrated into all teams within the mental health service, including the AIS, and is delivered from all sites.

The Early Psychosis Program emphasises a comprehensive assessment process, family support, flexible service delivery, low dose medication therapy and a strong focus on recovery. The program has been modeled on national and international guidelines developed over the past five years, with growing optimism about the prospect of better outcomes for schizophrenia and related psychoses.

Physical health and medication

Staying physically healthy and looking after yourself is important for your mental health. Taking medication is also an important part of your treatment. For information about medication and physical health please speak with your case manager or Recovery Partner about the booklet *Psychiatric medication information: A guide for patients and carers*. This is available in several languages (Greek, Vietnamese, Chinese, Arabic and Italian).

Alcohol and drug use

Even small amounts of alcohol, tobacco or other drugs can impact upon your mental health and your treatment. It is important that you feel comfortable discussing your alcohol, tobacco or other substance use to ensure that you have a comprehensive treatment plan. At SVMH, clinical staff provide assessment and offer strategies to minimise the impact of this on your mental health and enhance recovery.

Smoking policy

When you are admitted to the Acute Inpatient Service you will be given an assessment of your smoking history. If you need help abstaining from smoking your Recovery Partner or contact nurse will provide assistance. Nicotine replacement therapy and Quit educators will be available to support you.

Quit Helpline: 137 848

Your rights and responsibilities as a consumer

Each person is entitled to care which meets the values of St Vincent's: compassion, justice, integrity and excellence.

You have a right:

- To receive treatment and care of the highest professional standard.
- To be provided with a written statement of your rights. Please ask your Recovery Partner for the *Australian Charter of Healthcare Rights brochure*.
- To have input into planning for your treatment and management and your Wellness and Recovery Plan.
- To get a second opinion about your psychiatric condition and treatment.
- To have an interpreter present for interviews or assessments for yourself or your family.
- To be given accurate information about your illness, your test results and the need for treatment, (including potential benefits and adverse effects).
- To tell your doctor if you experience any side effects from your treatment so an alternative therapy can be arranged.
- To have all information clarified and your questions answered clearly.
- To be given information about other services in the community that can help you.
- To be provided with information at discharge regarding how to come back to the service if you need to.
- To have a friend or advocate present when discussing your treatment with your doctor.
- To make a written application for access to your medical record and personal information held by St Vincent's, under the terms of the *Freedom of Information Act 1982*. A small administration and copying fee may be charged. If there is information in the record that you believe is incorrect, you can request that it be corrected. To contact St Vincent's Freedom of Information Officer, call (03) 9231 2775.

- To be treated fairly and courteously regardless of age, gender, sexual preference, racial or ethnic background, disabilities or economic standing, political views or religious beliefs.
- To a safe and secure environment and to physical and emotional support.
- To have your healthcare discussed only by authorised staff in a private setting.
- To expect that outside our service, the only information passed on to other health professionals, your family or carer will be information needed to help in your ongoing care.
- We ask that you are considerate of other consumers, visitors and staff. During your time in hospital please consider others and limit noise and the number of visitors.
- We request that you respect property belonging to others and to St Vincent's.
- Intimacy or sexual activity between consumers or visitors is not allowed during an inpatient stay.
- To ensure a safe environment for all, any form of violence or aggression is unacceptable. Staff have a responsibility to inform police if any consumer is violent or aggressive while in hospital.
- Alcohol and Illegal drugs are not permitted on the ward or to be used whilst you are an inpatient.
- Your treatment will be more effective if you provide accurate information on past and present illnesses, hospitalisations, medications (prescribed or unprescribed) and any other information relating to your physical or mental health.

Your responsibilities as a consumer

SVMH is aware that the best mental health care is achieved when the consumer, family or carers and staff work together. Please ask any questions if there is something you do not understand.

Your feedback

If you have feedback about the care or service provided, we encourage you to raise this immediately, either verbally with the nurse in charge of the shift or in writing to the Nurse Unit Manager. We welcome all feedback on how we can improve our service. The following options are available:

- Contact your Recovery Partner.
- There are suggestion boxes at each site.
- Consumer and carer consultants are interested in hearing about your experiences within the service and suggestions for how we may improve.

If you are unhappy about the services offered by your team you can contact your team manager to discuss your concerns. Alternatively, if you believe we have not adequately addressed your concerns, please contact the St Vincent's Patient Liaison Officer on (03) 9231 3108.

'If you have feedback about the care or service provided, we encourage you to raise this immediately, either by speaking with the nurse in charge of the shift or in writing to the Nurse Unit Manager.'

Complaints and advocacy services

Other agencies you may contact to follow up on complaints, to comment on services or to seek support are:

Mental Health Tribunal

Level 30, 570 Bourke Street
Melbourne 3000
Tel: (03) 8601 5270
or 1800 242 703
Fax: (03) 8601 5299
mht.vic.gov.au
mht@mht.vic.gov.au

Community Visitors

(part of the office of
the Public Advocate)
Level 1, 204 Lygon Street
Carlton 3053
Tel: 1300 309 337
Fax: (03) 1300 787 510
publicadvocate.vic.gov.au
publicadvocate@justice.vic.gov.au

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne 3000
Tel: 1800 246 054
mhcc.vic.gov.au
help@mhcc.vic.gov.au

Mental Health Legal Centre

PO Box 12365
A'Beckett Street, Melbourne
Tel: (03) 9629 4422
Fax: (03) 9347 4992
communitylaw.org.au/mentalhealth
mhlc@mhlc.org.au

Victorian Legal Aid

Phone 1300 792 387, Monday
to Friday from 8.45am to 5.15pm.

For more information about
advocating for your rights, you
may contact the peak mental
health consumer self-advocacy
organisation:

Victorian Mental Illness Awareness Council (VMIAC)

Building 1, 22 Aintree Street
Brunswick East 3057
Tel: (03) 9380 3900
Fax: (03) 9388 1445
vmiac.org.au

Family and carers

A carer may be a family member, partner or friend who is involved in and affected by caring for a person with a mental illness.

Caring for a relative or friend with a serious mental illness can be stressful and presents many challenges. Families and carers play an important role in the care of a person with mental illness.

SVMH wants to provide an environment where families and carers feel comfortable to seek reassurance and support. We encourage you to:

- express your feelings and concerns
- ask questions to help you to assist in the care of your loved one
- discuss your expectations of our service.

If you are visiting a family member, carers are encouraged to use the Carers Room, located on the first floor of the Acute Inpatient Service (AIS). This is a space where you can have some quiet time or make yourself a cup of tea. Speak to staff about access.

Carer rights and responsibilities

As a carer you have a right to:

- respect for individual human worth, dignity and privacy
- comprehensive information, education, training and support to help you understand, advocate and care for the person you care for.

With the consent of the person with a mental illness, carers and advocates are entitled to:

- see and speak to the person with a mental illness
- be consulted by service providers about measures being considered for treatment of the person you care for
- arrange support services such as respite care, counselling for yourself or the person with a mental illness
- exchange information with those providing treatment about the person's lifestyle and their relationships with others.



There may be times when the person with a mental illness is unable to give consent, or may refuse consent because of their disturbed mental state. In these situations, without the consent of the person with a mental illness, carers have the right to:

- place limits on their availability to the consumer
- seek further opinions regarding diagnosis and care
- provide information about family relationships and any matters relating to the mental state of the person to health service providers
- assistance with their own difficulties due to the process of caring for a person with a mental health disorder.

Supports

Often caring about someone who experiences mental illness has a big impact on family and carers. Individual support for family and carers is available through the COPES program (Carers Offering Peers Early Support). COPES is staffed by people who have a lived experience of supporting someone with mental illness. The COPES staff can provide you with the opportunity to talk about your experience as a carer, provide useful information and suggest some possible support options. Please speak to staff about how to access this service.

A carer consultant is employed to work with staff to improve and maintain responsiveness to the needs of carers.

Carers forums

An annual series of family and carer education forums offer those caring for a loved one or consumer the opportunity to seek informal information and support with a range of clinical presenters. It is a chance to meet other families and carers who may have similar experiences and learn from one another through topic based discussions. The evening forums take place throughout the year with no cost to attend. The carer consultant coordinates the events and bookings. For further information please contact the carer consultant on (03) 9882 9299 or ask staff for a copy of the current event forum program.

Carer resources

Information about mental illness, treatments and coping strategies is available through a few different means: at education sessions, forums, peer support groups, through interpreters and in written form.

In order to contact carers about the information sessions we run, we are required to have your consent to send information in the post. As a carer, please expect to be asked for this consent, or contact the case manager about having information sent to you.

Additional support and education services for family and carers are provided by the Mental Illness Fellowship, ARAFEMI and the Victorian Mental Health Carers Network.

Carer consultant

SVMH employs a carer consultant to work with staff to help improve our services and to bring attention to issues which affect you. You are welcome to raise any issue with the carer consultant, who can support you or suggest appropriate ways to resolve any of your questions or concerns.

The carer consultant (who works part-time so may not be immediately available) can be contacted through St Vincent's Community Mental Health Services or the Acute Inpatient Service. Contact information is available on noticeboards at each site.

Mental health carer support program

This program can provide some financial assistance to carers to assist in their caring role. This is usually in the form of a one-off reimbursement for some expenses, such as payment for some respite, travel, house cleaning or child care. If you are a carer and would like further information, please talk with the community case manager or see the AIS Recovery Partner.

St Vincent's encourages consumer and carer involvement and feedback. St Vincent's provides a free, confidential interpreting service and support for people who are Deaf or hard of hearing.

Please let us know if you have any suggestions for improving this booklet by providing feedback to the Service Development Unit Project Officer on (03) 9231 3966.

Notes

[illegible]

[illegible]

Mission

Our health service is based
on and driven by our quest for:

- Compassion
- Justice
- Integrity
- Excellence

St Vincent's

41 Victoria Parade Fitzroy VIC 3065
PO Box 2900 Fitzroy VIC 3065
Tel: (03) 9231 2211
www.svhm.org.au



PO Box 2900 Fitzroy
VIC 3065 Australia
(03) 9231 2211
www.svhm.org.au