



If you have any English language difficulties, please ask staff to book an interpreter. From home, you can contact us directly by using the Telephone Interpreter Service **9605 3056**.
Interpreter services are provided free of charge.
Ask staff to check if this information is available in your preferred language.

Welcome to the Adult Mental Health Inpatient Program



Protecting Your Privacy

Eastern Health is committed to protecting your privacy.
We will keep your personal information secure and will disclose information about you only when required or permitted by law.

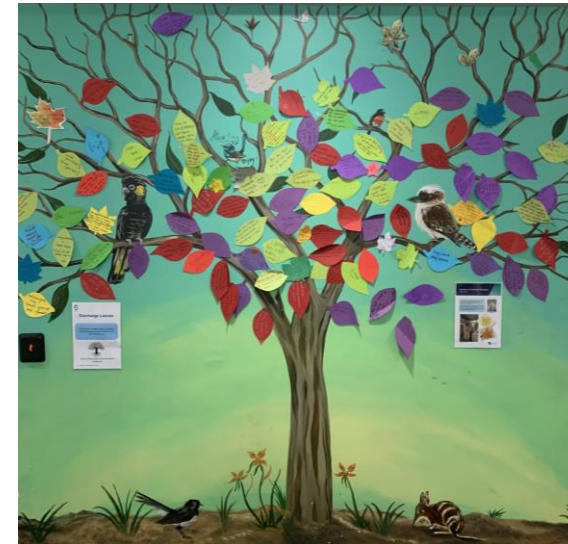
We comply with relevant privacy legislation.
If you would like more information, please ask a staff member or visit our web site www.easternhealth.org.au

Eastern Health is accredited by the
Australian Council on Healthcare Standards

5 Arnold Street, Box Hill, Victoria, 3128 Australia
1300 342 255

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If you have any feedback or suggestions on how to improve this information sheet please contact the Centre for Patient Experience at our email address: feedback@easternhealth.org.au or call 1800 327 837



The Mental Health Inpatient Units provide a safe environment to support the recovery of people experiencing a mental illness in the Eastern Region of Melbourne.

EASTERN HEALTH HOSPITALS ARE SMOKE FREE – NO SMOKING PERMITTED

Alcohol and Illegal Drugs are not permitted on the premises under any circumstances for your health and safety

Contact details

Maroondah Hospital - Inpatient Unit 1: (03) 9955 1116

Maroondah Hospital - Inpatient Unit 2: (03) 9955 1144

Box Hill Hospital - Upton House: (03) 9895 4956

You are an important person and your wellbeing is important to us.

Together we can work out what's been going on in your life. You are valued, respected, and appreciated by all members of the multidisciplinary team.

At all times, your safety, privacy and confidentiality come first. Staff will always work within these guidelines. You will be provided with medical care that meets your needs. You will also be provided with nursing care.

Coming and going from unit

Leave from the unit is a collaborative decision between you and your treating team. The first 48 hours of an admission is an assessment period and therefore leave is not allowed.

After that time, you can discuss leave with your doctor. You will have to organise leave with staff and there are requirements during leave that will be discussed with you before leave occurs.

Contact Nurse

At each shift change, you will meet your contact nurse who will introduce themselves to you. You will be involved in the handover each shift and:

- we will give you explanations and we will ask your views about your treatment
- we will give you support and assistance including therapeutic interventions

Treating Team

The team consists of:

- Social workers
- Carer and Consumer peer support workers
- Occupational Therapists
- Nurses
- Psychiatrists
- Doctors
- Pharmacist

Medication

Please only take medication prescribed from your treating team whilst an inpatient – this protects you from possible harm. Any personal medication brought in to hospital will be kept and returned to you upon discharge.

Mutual Expectations

You will be treated with respect by staff at all times. We also ask that you treat staff with the same respect. To make sure everyone is safe, aggression and violence will not be tolerated. Any property damage or physical assault to any person is a reportable offence to Victoria Police. Eastern Health will not tolerate aggression and threatening behaviour to other consumers, visitors and members of staff.

Intimate relationships are not permitted, even if they are consensual during your admission. In addition, we ask that you and your visitors do not touch other people and always respect others people's "personal space" while in our care. Touch or close personal proximity can be misinterpreted and can cause distress to another person even when this is not what was intended.

Visitors are welcome and encouraged to visit you in our common areas, but not in your bedrooms. For safety, we request that you do not enter other people's bedrooms, even if invited. Please always respect other people's privacy and confidentiality.

Safety in the unit

At times we may need to ask for your consent to conduct a search of your person or belongings to make sure the unit remains free of dangerous items.

We may also use a metal detector during this process. This is not dangerous and we hope you will not find it disturbing. You may see security staff in our units, they are a valuable part of the therapeutic environment.

Visiting Hours & Families

Visiting Hours: By negotiation

Children are welcome to visit their parents while they are in our mental health units. A private family visiting room is available, which provides a quiet area for children to play. There are books and toys available for children to play with.



Meal Times

Meals are usually served at the following times in dining room:

- Breakfast 8 am
- Lunch 12 noon
- Dinner 5 pm
- Supper 8pm

A menu is given out at dinner time for you to fill out for the next day. Hot meals are available to enjoy during meal times. Tea and coffee is available between 6 am and midnight for patients and their families from the kitchen area.

Personal items and valuables

For your safety and the safety of others, staff will check all clothing and belongings coming into the units. This will include anything brought in for you by visitors as well. We recommend that you do not leave valuables on the ward.

Valuables including car keys and mobile phones should be locked in your room or should be sent home. It is suggested that only a small amount of money (\$50) be kept on the ward.

There is a ward safe available where money can be locked away. Car keys should be handed to the office and they will be labelled and placed in the safe until the time of your discharge.

Consumer Rights

Staff will provide you with a **Statement of Your Rights** information booklet together with a verbal explanation. Please ask if you have not received this. You have the right to be given this information any time during your stay.

The following services are also available:

- IMHA (Independent Mental Health Advocacy)
Ph. 1300 947 820.
- MHCC (Mental Health Complaints Commissioner)
Ph. 1800 246 054
- Mental Health Legal Aid Centre
Ph. (03) 9629 4422
- Office of the Public Advocate (OPA) Ph. 1300 309 337
- Legal Aid – weekly attendance at the unit. Please speak to your nurse to set up appointment.

Community Visitors

Community Visitors are volunteers who visit the ward on a regular basis. Their role is to independently check on the quality of the service provided and uphold the rights of every person on the ward.

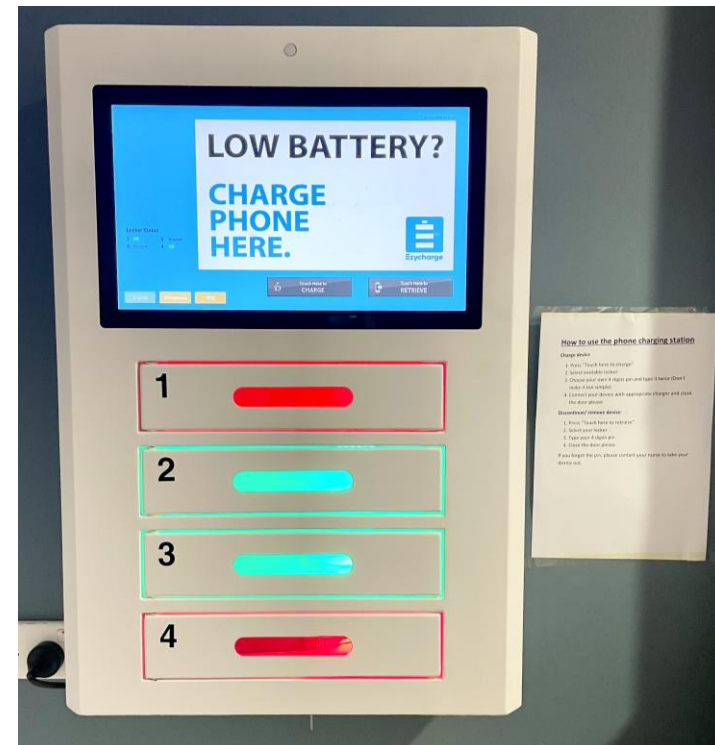
Anyone wishing to contact the Community Visitors can do so via:

Telephone: 03 9819 6087 **Toll Free:** 1800 136 829

Mobile Phones

You may have your mobile phone on the ward however, to ensure your comfort, safety, confidentiality and privacy, we request that you do not take pictures, photographs or video of any other people on the ward. If the use of your mobile phone causes distress to you or others, doctors will need to discuss this with you.

Phones can be charged via our wall mounted chargers.



Services within the Inpatient Units

Pharmacist – available for consumers and carers (*for advice*). Please speak to the contact nurse to organise a meeting with the pharmacist.

Lived Experience Support – we have a team of people who have had experience of mental illness and recovery. They are well aware of what you are going through and can be a great resource for you, they are available to support you in the unit and after your discharge. Please speak to your nurse or doctor about a referral or for a copy of our '**How a Peer Support Worker can support you**' pamphlet for further information. Our Peer Support team also facilitate groups such as mutual help meetings, mindfulness and sensory sessions.

Activity Program - You are encouraged to attend activities. These activities are conducted by the Occupational Therapists & nursing staff from Monday to Friday. An outline of the program is displayed within wards. Mutual help meetings are run regularly and are an effective way to meet people and problem solve together.

Telephones – free public phones are located on the units for local calls. Please consider other patients' needs by limiting the time spent on the phone.

Laundry - The ward has laundry facilities for consumers to do their own laundry. There is no charge and laundry powder is available. Please ask your contact nurse if you wish to do your washing - for safety reasons these rooms remain locked when not in use.

Spiritual care - We have pastoral care staff members available. If you wish to see a priest, a chaplain, a minister or a Rabbi or someone else please ask your contact nurse.

Sensory room - Our sensory room is available for relaxation and recovery. Talk to staff about sensory options and daily activities that may help your recovery. You can request time in the sensory room.

Please see the occupational therapist to benefit from using the sensory items.

Feedback

At Eastern Health, we appreciate and value all feedback from our patients, carers, family members and friends. Please provide us with your comments, compliments and complaints so we can review and improve the services and care we provide.

First point of contact	Contact Nurse for shift
Second point of contact	Nurse in Charge (ANUM)
Third point of contact	Nurse Unit Manager

Additional feedback avenues:

Contact a **Patient Relations Advisor**

- Phone: 1800 327 837 (*free call*)
- Open Monday to Friday; 9am – 5pm

Complete a **feedback form** (available at nurses' station and in your Welcome Pack)

- Return to staff member OR
- Post to: Centre for Patient Experience
PO Box 5177
Wantirna South VIC 3152

Internet

- Email your feedback to feedback@easternhealth.org.au
- Visit www.easternhealth.org.au and click on the feedback icon at the top

Consumer Satisfaction Survey (*available during your discharge process*)

- Return to staff member