

Concord Centre For Mental Health

INFORMATION SHEET 2
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Concord Centre for Mental Health

Hospital Rd Concord NSW 2139

CENTRE ADMINISTRATION

Main Reception **9767 8900**

Admission Office & Patient
9767 8800

Executive L1 **9767 8993**

Unit 1: BROUGHTON -

Extended Recovery

Staff Station **9767 8711**

Patient's Phone **9767 8721**

Unit 2: KIRKBRIDE -

Acute Recovery

Staff Station **9767 8731**

Patient's Phone **9767 8737**

Unit 3: WALKER -

Adolescent Unit

Reception **9767 8770**

Staff Station **9767 8771**

Patient's phone **9767 8780**

Unit 4: NORTON -

Continuing Care

Reception **9767 8820**

Staff Station **9767 8821**

Patient's Phone **9767 8835**

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This information sheet is one of a series of information sheets.

The Concord Centre for Mental Health provides a place of safety and treatment in a modern and smoke free setting for people in the acute phase of a mental illness.

How are the Units staffed?

Members of the multidisciplinary team on each unit include: nurses, psychiatrists and trainee psychiatrists, psychologists, social workers and occupational therapists. Each has their own specialised skills and role, and work together as a team to provide treatment and care. There is also a chaplaincy service available.

What activities are available on the Units?

An activity program is conducted in each unit which can include such activities as meal preparation, art, relaxation skills and exercise. Educational sessions are offered and can include topics such as stress and symptom management, discharge planning, medication education and drug and alcohol misuse prevention strategies. Please ask staff about what is available on the unit and when these programs are being run.

What happens when preparing for discharge?

Planning for someone to leave hospital usually occurs at the Care Review meeting. However discharges can occur at any time. Family and carers can be involved where appropriate and agreed to by the patient, in treatment, discharge and recovery planning. The 'nominated primary carer' has the right to be involved in discharge planning. If further treatment and care is required on returning home, this will be organised by the treating team and usually involves follow-up by the local community mental health team and your General Practitioner.

Are there any rules that consumers and relatives need to be aware of?

Yes, there are some important rules. These are:

- Violence - Physical and verbal aggression is not tolerated within any Unit. Visitors who threaten physical and verbal aggression will be asked to leave the unit by staff.
- No Smoking - All Units and grounds are non-smoking areas; cigarettes, lighters & matches are not allowed in the Units. All patients must hand over cigarettes, lighters & matches to staff on arrival. Patients found smoking within the unit will have their cigarettes, lighters and matches confiscated by staff. Visitors found smoking will be asked to leave the unit and move to a smoking area off hospital grounds. Free Nicotine Replacement Therapy is available to patients in the Units in various forms including 'patches' for prolonged nicotine replacement and 'gum', 'lozenges' and/or 'inhalers' for a nicotine boost, as required. Arrangements can be made for Nicotine Replacement Therapy following discharge.
- Sexual Safety - Sexual safety refers to the respect and maintenance of an individual's physical and psychological boundaries. An Acute Inpatient Unit is deemed to be an inappropriate setting to be having sex. Consensual and non-consensual sex is not acceptable on inpatient units at any time. Any observations or reports of inappropriate sexual behaviour or activity will be seriously investigated. Inappropriate sexual behaviour/activity can include unwelcome touching, hugging, kissing, physical assault, indecent exposure, sexual assault, stalking and obscene comments. Patients or visitors who feel that there is a risk of sexual safety should report these issues immediately to staff.
- Alcohol and Drugs - No alcohol or drugs are allowed on the Units. Any alcohol or drugs brought into hospital will be confiscated by staff. If any illegal substances are found the police may also need to be contacted.



Health
Sydney
Local Health District

Unit 5: McKAY EAST -

Intensive Psychiatric Care Unit (IPCU)

Staff Station **9767 8852**

Patient's phone **9767 8859**

McKAY WEST - Male High

Dependency Unit (HDU)

Staff Station **9767 8851**

Patient's Phone **9767 8858**

Unit 6: MANNING -

Recent Onset

Reception **9767 8910**

Staff Station **9767 8913**

Patient's phone **9767 8920**

MANNING EAST -

Female High

Dependency Unit (HDU)

Staff Station **9767 8921**

Patient's phone **9767 8923**

Unit 7: JARA -

Older Persons Unit

Reception **9767 8940**

Staff Station **9767 8941**

- Medications – Any medications, prescription or otherwise, need to be handed to staff on arrival. All medications given to patients in Units need to be approved by the treating team. This includes over-the-counter medicines, vitamins and supplements.
- Sharp objects and Cords – Sharp objects, such as razors or scissors, and any long cords or belts should be handed to staff on arrival.
- Money – A small amount of money can be kept on the Unit for patient's if required. Money in excess of \$50 will be sent to the trust office for collection at discharge. Please discuss with staff access to your additional money kept in the trust office if required.
- Mobile phones – All mobile phones, especially those with inbuilt cameras or videos are not permitted on the Units for privacy reasons. These mobile phones need to be handed to staff on arrival.
- Lost or stolen property - The mental health service does not take responsibility for any lost or stolen property. Mobile phones, laptop computers, money, valuables and expensive clothing are best left at home. Patients are encouraged to give any valuable property to a family member or carer for the duration of their stay. If this is not possible, mobile phones, valuables and money can be kept in the Trust Office for safe keeping. Access to these valuables and money is limited to specific time periods during business hours. Access to valuables and money can be restricted and depend on the current circumstances of individual patients. Issues around restrictions to individual patients access to valuables and money need to be discussed with the treating team.

What are the visiting hours?

Monday to Sunday: 2.00pm - 4.00pm & 6.00pm - 8.00pm

Some of the Units are also open for visitors in the morning, and may have different visiting hours on weekends, so please contact the individual Unit for current details.

Visitors are asked to remain in the allocated or communal areas when visiting. Please check with staff before entering a patient's room.

Any property being brought into hospital during the visit, need to be brought to the attention of staff (such as food or items for the patient to use).

Please be aware that bags are not generally searched but we reserve the right to search bags if there is a concern for patient and/or visitor safety.

Official Visitors Program

Official Visitors are appointed by the NSW Minister for Health and are independent from the health system. Official Visitors aim to safeguard standards of treatment and care, and advocate for the rights and dignity of people being treated under the *NSW Mental Health Act 2007*.

Official Visitors make regular visits to all inpatient psychiatric facilities, there is also an Official Visitors mail box in each ward for messages and Official Visitors can be contacted by phone **1800 208 218**.

Information for families

The Mental Health Service endeavours to provide families and carers with information. This may include involving families and carers in the planning of treatment for the patient. All inpatient units have a responsibility to ensure:

- Families and carers have access to relevant information
- Families and carers are actively engaged and consulted about care.
- Feedback is sought from families and carers regarding the patient's assessment, progress and treatment.

Contacting staff or my relative?

You are welcome to contact staff members caring for your relative at any time. The nurse in charge of the shift is the best person to put you in contact with the appropriate member of the treating team.

Nursing Unit Managers (NUM's), Psychiatry Registrars and Allied Health Professionals carry pagers and you can have these staff paged through the main hospital switch on **9767 5000**, or ask for a message to be left on their pager, or leave a message on their answering machine if available.

The direct contact numbers and the patient phone numbers for each of the Units are listed in the left column.

Is it possible to have some privacy while visiting?

Yes. There are some private areas in all the Units that are available if required.

Please talk to a staff member for this to be arranged.

Can children visit the Unit?

Yes they can, but it is important that this is well managed. All visits by children should be planned ahead with the NUM and/or treating team to decide whether this is possible on the day. Children visiting the units should be well supervised by a responsible adult at all times.

Can my relative leave the hospital?

Please check with your relative's treating team. We endeavour to find a balance between safety and independence. In the early stages of an admission there may be restrictions to patients from leaving the unit. When possible staff usually encourage a process of graded leave increasing over time. Patients do not generally have leave from the IPCU except on certain occasions when they are escorted by staff. It is expected that families will provide feedback to the treating team on observations and experiences of their relative while they were on leave.

Can I be present when my relative sees the Doctor or Tribunal?

There is a regular meeting of staff involved in the care of your relative to discuss their progress, called Case Review. It may be possible for you to attend this meeting and/or other consultations. The staff can best advise you regarding the day and time of the meeting. Where possible it is recommended that you discuss this with your relative.

Under the *Mental Health Act 2007* the 'nominated primary carer' has specified rights to information and involvement regarding the care of the patient, and to be informed of and attend Tribunal hearings.

Family & Carer Support Services

CARER ASSIST, our partner non-government service provider, offers information, education, advocacy and support to people who care for someone with a mental illness, as well as to any family members. This free service can be provided individually or in groups, and includes; assistance in navigating the mental health system, providing information on mental illness and services, coping with grief, building support systems and advocacy.

Carer Assist brochures are available at reception. Phone: **9750 9744**

What if a family member does not speak English?

Trained interpreters are available. Please ask the nursing or medical staff if you would like an interpreter to be arranged.

Telephone interpreting is available if the need is urgent.

What about transport and parking?

Parking is available in the main Hospital Road Car Park. The Centre is a 20 minute walk from Rhodes railway station.

Bus route 458 runs regularly from Strathfield and Rhodes railway stations.

Disability parking is available on the campus. Please discuss with staff regarding the nearest disability car space.

ACUTE INPATIENT SERVICE TREATMENT TEAMS

The Acute Mental Health Inpatient Services at Concord Centre for Mental Health, Royal Prince Alfred Hospital and Bankstown Hospital provide a place of safe assessment and treatment for people in the acute phase of a mental illness.

Each person is admitted to the care of a treating team comprising of doctors, nurses and allied health professionals. There are a number of teams in the acute services, each being responsible for people from a particular geographical catchment area.

UNIT NAME LOCATION & PHONE: _____

Who are the members of the Treatment Team?

The CONSULTANT PSYCHIATRIST is the senior doctor who oversees the treatment and management of the person. Most Consultants visit the Units once or twice a week.

NAME OF CONSULTANT PSYCHIATRIST: _____

The PSYCHIATRY REGISTRAR (psychiatrist in training) is responsible for day-to-day medical and psychiatric care. Registrars rotate at six-monthly intervals in January and July to the different mental health units or teams within the District Mental Health Service.

NAME OF PSYCHIATRY REGISTRAR: _____

The MENTAL HEALTH NURSE is responsible for the physical and mental health care of a designated group of inpatients. The NURSING UNIT MANAGER (NUM) is in charge of the Unit/Ward. The name of the primary nurse allocated to care for your relative is displayed at the nurses' station, and is updated each shift.

NAME OF NURSING UNIT MANAGER: _____

NAME OF THE PRIMARY NURSE: _____

The SOCIAL WORKER'S role includes advocacy, education, assistance with discharge planning, including legal, financial and accommodation options, supportive counselling and providing information on community resources and relevant government departments such as Housing and Centrelink.

NAME OF SOCIAL WORKER: _____

The OCCUPATIONAL THERAPIST assesses consumers' living skills, and can assist with any area of functioning. This may include, but is not limited to; education around a consumer's illness, relapse prevention strategies, meal planning and preparation, and accessing educational, vocational and other social or community activities.

NAME OF OCCUPATIONAL THERAPIST: _____

OTHER PROFESSIONALS who provide specialised assessment and treatment services, when needed, to people on the inpatient Units include Psychologists, Drug & Alcohol advisors, Diversional Therapists and Music Therapists. Dietetics, Speech Pathology, Physiotherapy and Dental services can also be accessed if necessary.

NAMES OF OTHER HEALTH PROFESSIONALS INVOLVED: _____

FAMILY & CARER SUPPORT WORKERS:

CARER ASSIST, our Partner NGO (Non-Government Organisation), provides information, education, advocacy and support to people who care for someone experiencing significant mental health problems and their families, in hospital and community settings (phone **9750 9744**).

NAME OF FAMILY & CARER SUPPORT WORKER: _____

CONSUMER SUPPORT WORKERS are independent persons employed by the health service who can provide information on consumer rights and responsibilities in relation to their care and treatment. They also provide advocacy, self-advocacy facilitation, peer support services and education.

Consumer support workers give regular feedback to the mental health service.

Consumers have the right to have a consumer support worker at any meeting with the treating team or Magistrate.

NAME OF CONSUMER SUPPORT WORKER: _____