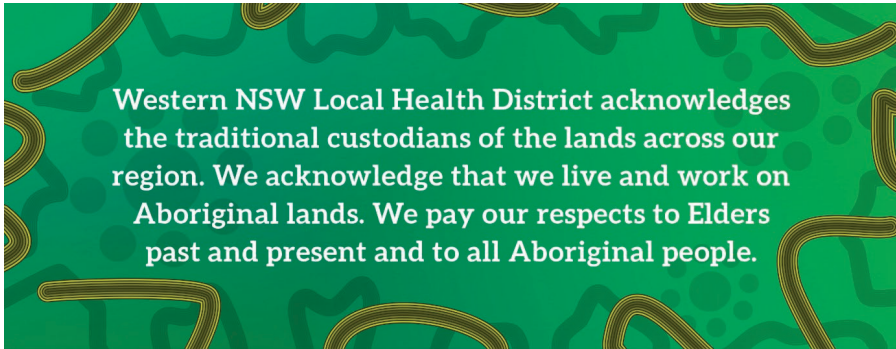


Adapted from
the artwork of
Jasmine Sarin

Information to Support Your Stay at Amaroo

Mental Health Inpatient Unit
Western NSW Local Health District





Recognition of Lived Experience

We recognise the lived or living experience of people with a mental health or drug or alcohol issue and those who offer them support and hope. Thank you for your contributions to this book and the ongoing development of mental health and drug and alcohol services.

This book has been developed in partnership with consumers, carers and health staff – thank you to everyone who gave their times, ideas and knowledge to make this book.

Interpreter Services

We provide a free interpreter service to people who do not speak English or who are deaf. Please ask our staff if you need an interpreter.



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Introduction

Amaroo is a 20 bed acute unit for short to medium term treatment and recovery for people with a mental illness.

We work within a framework of human-centred care which includes recovery-oriented practice, trauma-informed care and recognising individual rights and responsibilities.

This book is an outline of what you can expect during your stay. It is natural to be worried or anxious about coming to Amaroo but we welcome everyone and aim to make you feel comfortable.

Please ask staff if you have any questions or need more information.

It's pretty good here, you can go outside or sit on the couches inside."

I didn't really want to come but I knew I needed help

I asked lots of questions about my care

Amaroo has given me a new aspect in life.

Where is Amaroo?

Amaroo is on the campus of Orange Health Service.

There is a regular train and bus service that runs into Orange and a bus service that runs from various locations around town to Orange Health Service. If you are arriving by car, free parking is available on the grounds.

If you are arriving by car, free parking is available on the grounds.

Please contact Amaroo staff for directions to the unit on **(02) 6369 7596**.



Personal Items

When you come to Amaroo, staff will look through what you have brought and make a list. Some things may not be allowed to be brought in, please call staff on **(02) 6369 7596** to check what is allowed. If you have valuables and you don't need them, it is better not to bring them. We can provide you with basic toiletries such as shampoo, soap, toothbrush, toothpaste and hair combs if you don't have them with you.

Some Things You Might Need:

Clothing that is comfortable and easy wear

Hat

Slippers, shoes and joggers

Jumper/cardigan

Toiletries

Mobile phone

Bank/debit/credit cards

Medicare card/pension cards

Musical instruments

Crafts you enjoy

Photos of family/ children/ pets/ friends (not in glass frame)

The Closet

If you forget to bring something that you need, there is a limited range of clothing for you to use. Please ask staff and have a look at the clothes we have available in the closet.



What to expect at Amaroo?

When you come to Amaroo staff will show you around the unit, introduce you to other people and make you feel welcome.

Amaroo's doors are unlocked after breakfast and morning meeting at 9am and are locked at 7.00pm. If you return to the unit after 7pm you can use the intercom to come back in. If you need to leave the unit after 7pm please speak to the NUM in advance to arrange this.

Some of the things staff will talk to you about while you are at Amaroo may include:

- Medication
- Psychological therapies such as Cognitive Behaviour Therapy
- Social supports and connecting with family and friends
- Healthy lifestyle choices such as exercise, sleep, dietary habits and managing stress
- Counselling
- Peer support groups
- Self-help books or apps
- Mental health education

OUR STAFF	WHAT THEY DO
Nurse Unit Manager (NUM)	Manages the nursing team and oversees all aspects of care on the unit
Nurse	Provides care to you including medication, practical support and counselling
Doctor	Helps with your mental and physical health
Psychiatrist	A specialist doctor who plans and provides care and treatment
Psychologist	Completes assessments and provides interventions
Occupational Therapist (OT)	Helps with social and independent living skills
Social Worker	Connects you with support and resources
Pharmacist	Prepares and supplies the medications which have been prescribed for you
Allied Health Assistant	Helps many of the staff with their roles
Peer Worker	Supports you to advocate for yourself in your care

Who are the Treating Team?

The treating team includes doctors, nurses and other health care professionals who will support you in your recovery journey.

The treating team will work with you, your family and carers to identify your goals and set a plan for treatment.

When Will I See a Doctor?

You may not see a doctor every day, the morning meeting is a good time to let staff know if you would like to see a doctor that day.

You will also see the Psychiatry Registrar during the week, if needed. You will only see the allocated Psychiatrist, however you may be able to see another doctor (Registrar) if needed.



Daily Program

Different group activities take place through the week and you are always welcomed and encouraged to attend. Some groups are mandatory and you are expected to attend and participate.

The daily program is displayed on the whiteboard near the staff station.

7:00am	Wake up and prepare for the day
8:00am	Medications
8:30am	Breakfast
10:00am	Group Activities (see whiteboard)
10:30am	Morning tea
12:00pm	Relaxation Time
1:00pm	Lunch
2:00pm	Group Activities (see whiteboard)
3:00pm	Afternoon tea
6:00pm	Dinner
8:00pm	Supper



Group Activities

Morning Meeting

In the morning meeting we talk about the plan for the day. Appointments with doctors and staff can be made and any concerns or compliments can be discussed. We will talk about any special events or activities coming up.

Walking Group

If you have leave, you are encouraged to join the walking group. The walk is for 15-30 minutes around the hospital grounds. You need to wear appropriate clothing and footwear.

Educational Groups

Group sessions have different topics and are updated on the whiteboard each day.

Relaxation Group

Relaxation groups are held during the week. This group is based on mindfulness and provides practical tips and tricks on how to relax and de-stress.

Other Groups

Allied Health staff hold groups (cooking, exercise, craft) at different times and places on the Bloomfield campus. There are also social groups available. Please talk to staff for more information about other groups you can attend.



Types of Leave

To provide the best care and treatment and to keep you safe, the treating team will decide on a care level and when and what type of leave you can have.

You must return to the unit from leave at the agreed time. If you are late this will result in a loss of your next leave. If you are running late, call the unit on **(02) 6369 7596** and let them know.

TYPE OF LEAVE

No Leave

You are not able to leave the unit. Leave is given after you have been in the unit for 1–2 weeks.

Medical Leave

Escorted leave with staff member to attend medical appointments both on and off the hospital grounds.

Escorted Ground Leave

You are able to leave the unit with a staff member. This includes activities such as walks, and other parts of the program that occur away from the unit. On this leave you are not allowed to smoke.

Unescorted Ground Leave

You are able to leave the unit by yourself and you need to stay on the hospital grounds. There are scheduled leave breaks during the day which is a good time to go for a walk.

Escorted Off Ground Leave

You can go with a responsible family member or carer who you must stay with at all times.

Unescorted Off Ground Leave

You may have leave in town. You can catch the bus to town and back. Bus timetables are available from staff. Family visits and outings are encouraged.

Amaroo Facilities

- Single room accommodation
- Shared bathrooms
- Common area with TV
- Grassed outdoor area and seating
- Sensory space
- Exercise area



Bedrooms

In your room, there is a cupboard and shelving for you to store your clothes and personal items in. Please make your bed and keep your bedroom tidy. Visitors and other patients are not allowed in bedrooms at any time. Rooms are locked during meals, group time or when being cleaned.



Meals

Meals are served in the dining room. Please talk to staff if you have dietary requirements. Hot drinks are available outside of meal times and will be provided to you when staff have availability. Please check with staff before bringing other food into the unit as there may be restrictions for health reasons.



Bathrooms

Please keep your personal toiletries in your room as the bathrooms are shared spaces. Any razors or sharp objects will be kept in a locked cupboard. Please ask staff for these when needed.

Laundry

There is a washing machine and dryer for you to do your own washing. On fine days, you can hang your laundry outside to dry. Ask staff for help if you have any trouble with the washer or dryer.

Phones

You can use your mobile phone when you have unescorted off ground leave and during connect time 11:30 – 12:30pm and 4:00pm – 7:30pm.

The unit phone can be used during the day for calls to the bank, Centrelink, public guardian and other business calls. Family, carers and friends can call between 9am – 9pm excluding meal times.

Television

The television is available from 9am – 10.30pm. The television will be off during meal times and group activities.

Smoking

Smoking is not permitted on the hospital grounds. Please ask staff for Nicotine Replacement Therapy (NRT) options such as patches, gum, lozenges or inhalers.

Personal Care

Please shower, change your clothes, use deodorant and brush your teeth every day.

Money and Valuables

Large sums of money and items of significant value should not be brought into the unit. If you bring more than \$100, this will be locked in the hospital safe. A receipt will be provided to you with the details of the items or amounts of money and signed by the staff member. You can access the unit safe for money or key cards at 10:00am and 12:00pm every day.

Medication

The best treatment usually includes a combination of medication, psychological therapy and social and community supports. Only take medications which have been prescribed to you by the psychiatrist or medical doctor at Amaroo.

Ask the Amaroo doctor or pharmacist for information about your medication including:

- medication name, what it is for and how it is taken
- food, drinks, other medicines and activities that you should avoid while taking this medication
- possible side effects. If you experience side effects, there are things that can be done to help. Your Doctor may be able to change your medication, change the dose or discuss changing the time of the day that you take medication.

Sometimes it can take up to six weeks before a change is noticed and up to several months before the full benefit is felt.

It is a good idea to use a daily routine, for example at bedtime, to remind you when to take medications.

If you would like your medication reviewed, please speak with the treating team. You also have the right to escalate any concerns with the Nurse Unit Manager.



Having Visitors at Amaroo

Amaroo is locked at night and during meal times to maintain a safe environment and there are restrictions on visiting hours and visitors bringing items into the unit.

Your visitors will be asked to leave their personal belongings, cigarette lighters, handbags and phones in a locker.

When spending time with your visitors you may like to sit in a quiet area such as the family and carer room. If you have leave you may be able to go outside or for a walk with your visitor.

Visiting Hours:

10:00am - 7:00pm

Excluding meal times (1pm - 1w.30pm and 6pm - 6.30pm)

Visitors from out of town can discuss visiting hours with the Nurse Unit Manager.

Receiving Phone Calls

You can receive telephone calls on the unit phone from 9:00am - 9:00pm to stay in contact with family.

Where Can My Visitors Stay?

Please speak to the staff if you have any questions or need information about visiting or accommodation options.

Gosling Creek Guest House

Gosling Creek Guest House is on the hospital grounds and offer low cost accommodation for your friends and family when they come to visit. Gosling creek has shared laundries, bathrooms and kitchens with a microwave and cooking facilities.

Booking can be made on 6369 8000 or enquiries via WNSWLHD-GCGuesthouse@health.nsw.gov.au

Planning for Care

In Mental Health Drug and Alcohol a range of tools are used to guide treatment. These tools support consumer and carer partnerships with clinicians.

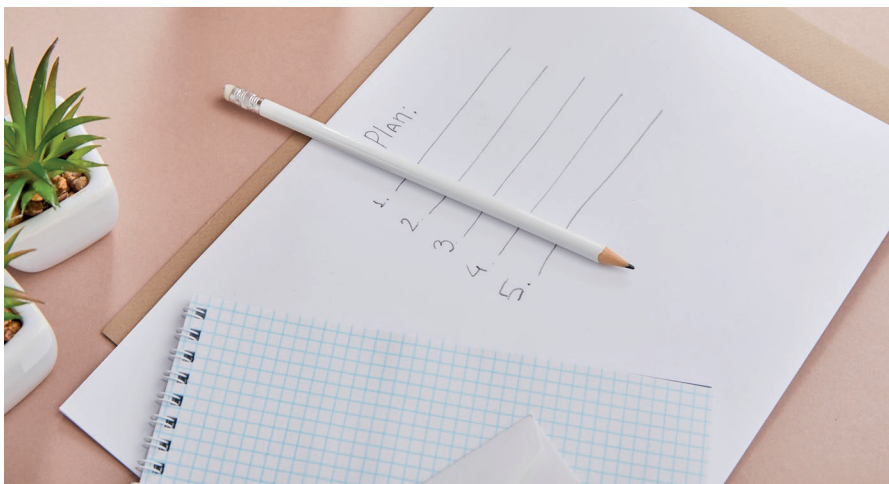
Care Plans are usually completed in partnership with you and the Amaroo staff and sometimes your family or carer. The care plan sets out goals of treatment and identifies supports.

A **Wellness Plan** is optional, but may be helpful for you to lead your own care, particularly in terms of symptom management and crisis planning.

Advanced Care Planning is thinking and talking about your values and the type of health care you would like to receive if you become seriously ill. There is no particular form for this.

More information on advanced care planning can be found at <https://www.health.nsw.gov.au/patients/acp> or you can ask staff for more information.

Advanced Care Directive is the result of advanced care planning and is the written record of your preferences and instructions about future medical treatment. An advanced care directive will only be used if you do not have capacity to decide for yourself or to communicate your wishes.



How to Escalate Your Concerns

If you are worried about a change in your condition and would like a second opinion, you can escalate your concerns through the REACH process. Call 02 6369 7723



If you think someone is getting sicker and no one seems to be noticing, follow these steps

- 1** Tell the nurse or doctor your worries.
- 2** If they do not help you, ask the nurse in charge for a clinical review. This is when a nurse or doctor has to come to check you or the condition of the person you care for. This should happen within 30 minutes.
- 3** If you are still worried, make a R.E.A.C.H. call to the emergency team. You can use the bedside phone or ask for a ward phone. Your nurse will show you which ward phone to use or can help you make the call.

Your R.E.A.C.H number is:

02 6369 7723

Remember: Speak to your nurse or doctor first. They may be able to help with your worries.



With your help together we can be a great team.

R.E.A.C.H. was developed by the NSW Clinical Excellence Commission

1 of 2

Discharge Planning

When you are well enough to leave Amaroo, the staff will talk to you about leaving, often called discharge planning.

Discharge planning includes referrals and plans put in place to support your care after leaving an inpatient unit or the service. Discharge planning should also include families and carers.

When you leave Amaroo, you should receive discharge papers which can be called a discharge or transfer summary.

It is a good idea to take these papers to your next GP appointment. Information that should be included on the discharge or transfer summary is:

- Your name and current contact details
- Date of discharge
- Current medication/s
- Carer's name and contact details
- Follow up health care arrangements or details of support services such as; community mental health drug and alcohol service contact and appointment details
- Your GP's phone number and appointment details



Personal Safety

We have a responsibility to provide a safe and therapeutic environment for everyone. If at any time, you do not feel safe, please speak with a staff member. We can explore what will help you to feel safe, and what we can do to support you with this.

You are expected to be polite and tolerant of everyone else in the unit, and to respect their belongings, boundaries and illness just as they are to respect yours.

Verbal aggression, physical aggression and sexual harassment or any other antisocial behaviour will not be tolerated under any circumstances. Aggressive or intimidating behaviour may result in charges being laid. This includes damage to other people's personal property as well as hospital property.

Respect others' rights to privacy. Do not enter other people's bedrooms or touch other people's belongings. Please tell staff immediately if you have problems with anyone interfering with your rights and/or personal property.

Protecting Your Privacy

When we provide health care, we collect information about you and your health.

Privacy laws allow doctors, nurses and other staff involved in your care to access your information.

This includes staff who treat you in other hospitals and facilities.

All staff must comply with strict rules. These are set out in NSW privacy laws.

For more information, please talk to a staff member and ask for the NSW Health Privacy Leaflet for Patients.

Also visit NSW Health Patient Privacy

<https://www.health.nsw.gov.au/patients/privacy>

Infection Control

Orange Health Service has an infection control program to ensure that patients and staff are protected from acquiring infections.

Please follow these precautions.

Hand Hygiene

Perform hand hygiene by either washing your hands or using alcohol based hand rub before meals and every time after you use the bathroom.

Ensure Visitors Are Well

Check that family and carers are free from fever, chills, cough, vomiting or diarrhoea before they visit.

Cough Etiquette

Remember to cover your cough, perform hand hygiene and put used tissues straight into the bin.



Providing Trauma-Informed Care

Many people who come to Amaroo may have experienced trauma. Being aware of and sensitive to trauma is considered important in the delivery of mental health services. Trauma informed care is human-centred and recovery-oriented.

What Is Trauma-Informed Care?

Trauma-informed care is an understanding of how trauma affects people's lives, their needs and use of services including health care.

Some ways that Amaroo staff provide trauma informed care include:

- Giving you choice in your treatment
- Welcoming you and ensuring you feel supported
- Making sure you are able to speak to staff easily
- Letting you know as soon as possible if changes have to be made
- Keeping a calm environment

What Is Human-Centred Care?

Amaroo staff work with you, your family and carers in all areas of care planning, treatment and goal review.

- Focuses on your strengths and abilities
- Builds on your strengths, supports, independence and healthy lifestyle
- Supports your right to have choice
- Promotes your legal and human rights

What Is Recovery-Oriented Care?

Recovery-oriented care recognises that consumers have the ability to define their own goals and wishes and take responsibility for their recovery and wellbeing.

Your Healthcare Rights

The Australian Charter of Healthcare rights ensures that safe and high quality care is provided to all people in all health settings.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Supporting Individual Needs

We recognise everyone is different and we provide a service that is respectful, responsive and works in partnership with you when providing care and treatment.

Our staff have the knowledge, behaviour and attitudes to provide supports that meet your individual needs and the needs of the diverse communities that we work with. Our staff have access to education, training and useful resources to support them working in partnership with you.

Our service supports all LGBTIQ people.

Also visit NSW LGBTIQ+ Health Strategy
<https://www.health.nsw.gov.au/lgbtiq-health>

The Gender Centre

The Gender Centre is the peak state-wide multidisciplinary centre of excellence providing a broad range of specialised services that enables the exploration of gender identity and assistance with the alleviation of gender dysphoria.

Transcultural Mental Health Centre

Transcultural Mental Health Centre works with people from culturally and linguistically diverse communities, health professionals and partner organisations across NSW to support good mental health. These services complement public Mental Health Services (hospital and community) and enhance pathways to care for culturally and linguistically diverse communities.



How Do We Provide a Culturally Safe Service for Aboriginal People?

We ask everyone 'Are you of Aboriginal or Torres Strait Islander origin?' as a routine question so the service can offer culturally safe care and support which includes:

- Considering family and kinship
- Providing access to culturally safe spaces
- Clinicians communicate respectfully
- Building a good understanding and relationship
- Considering social and wellbeing needs
- Cultural awareness training is provided to staff
- Understanding culture
- Having Aboriginal people as part of the clinical team
- Providing comfortable and welcoming facilities

Please Ask Staff If You Would Like:

- Support from an Aboriginal Clinician
- To access a cultural space
- To access Aboriginal specific resources
- To see some of the Aboriginal art in the facilities

A culturally safe service can strengthen working relationships with Aboriginal people.



What is the Mental Health Act 2007 (NSW)?

The Mental Health Act 2007 (NSW) is legislation that governs the way care and treatment is provided to people who experience a mental illness in both inpatient and community mental health settings.

It aims to protect your rights while ensuring you have access to appropriate care. The planned care should place as little restriction on your rights as possible.

The Mental Health Act 2007 (NSW) sets out that every effort that is reasonably practicable should be made to involve you and your family and carers in the development of treatment plans and recovery plans and to consider their views and expressed wishes in that development.

Receiving Voluntary or Involuntary Treatment?

Most people can get support from community mental health services or inpatient mental health services voluntarily. Sometimes, you may need to have treatment in an inpatient unit or community mental health setting involuntarily even if you don't want to. If you have any questions or are not sure if you are being treated as a voluntary or involuntary patient please speak to the staff.

Statement of Rights

You will be given a statement of rights if you are admitted as a voluntary or involuntary inpatient. Please ask staff if you have not received your copy or if you have any questions about this document.

Mental Health Review Tribunal

The Tribunal is an independent body made up of a community member, a psychiatrist and a lawyer who make and review orders about the treatment and care of people with a mental illness.

Tribunal hearings are usually held via video conference. You will have an opportunity to give your perspective and your carer or other family member also have the opportunity to tell the Tribunal how they feel about the proposed order.

Involuntary Patient Orders

An involuntary stay in a mental health facility is determined by the Tribunal and includes the maximum amount of time you can be held as an involuntary patient.

The Tribunal must consider whether you are:

- suffering from a mental illness (as defined by the Act); and
- at risk of serious harm to yourself or others.

The Tribunal will:

- take into account your continuing condition, including any likely deterioration; and
- consider whether care of a less restrictive kind is appropriate and reasonably available to you

For more information visit www.mhrt.nsw.gov.au/the-tribunal

The Mental Health Act and Carers

The Mental Health Act 2007 (NSW) recognises the important role of carers in the lives of people living with mental health conditions. The Act recognises two types of carers; designated carers and principal care providers. Under the Act, staff will ask you to nominate your 'designated carer' and/ or 'principal care provider'.

Designated Carer

You can nominate up to two designated carers. If you want a particular person to be told about aspects of your care and treatment including having access to confidential information about you, then you should nominate that person as your designated carer.

If you do not choose a designated carer, the treating team will choose a designated carer for you from your family or friends.

If you do not want a particular person or certain people told about your care, then you can 'exclude' them. You should make sure the hospital has this in writing.

Principal Care Provider

A Principal Care Provider is the person primarily responsible for providing day to day support and care for you. A person cannot be the Principal Care Provider if you have specifically excluded them from being given information.

For more information about designated carers and principal care providers please go to <https://mhrm.mhcc.org.au/>

Guardians and Advocacy

What is a Guardian?

A Guardian can make decisions about finances, housing and health and this can be someone you know or the public guardian. The Guardian and Administration Board decides if a guardian needs to be appointed for you.

People who are guardians can access support from the Private Guardian Support Unit on 1800 451 510

Public Guardian

The Public Guardian is only appointed as guardian as a last option, for example, where an individual is unavailable, unsuitable or unwilling to be appointed or, if the willing parties are in conflict about the needs and interests of the protected person.

The Public Guardian can provide advocacy, health and welfare decisions for people under guardianship.

For more information visit <https://www.tag.nsw.gov.au>

Official Visitors

Official Visitors are appointed by the NSW Minister for Mental Health to visit people in mental health inpatient facilities in NSW. They can provide advocacy and support during an inpatient stay.

Official Visitors are independent from the health system.

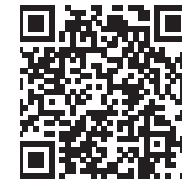
They aim to safeguard standards of treatment and care, and advocate for the rights and dignity of people being treated under the NSW Mental Health Act 2007.

You can speak to an Official Visitor during their next visit or by phoning 1800 208 218 between 9am and 5pm Monday to Friday.

Your Experience of Service (YES)

We like to hear feedback on our service. One of the ways you can do this is through Your Experience of Service (YES) survey. You can say what was good about Amaroo or make suggestions. YES Surveys are usually completed when you are discharged or after three months at Amaroo. Ask staff for a survey form or scan this code with your phone.

Service code: 5862



Compliments, Complaints and Suggestions

Your care and treatment is important. If you have any questions or concerns about your stay in hospital or in the community we want to hear about them.

There are three ways you can raise any compliments, complaints or suggestions:

1. Let the hospital staff know
2. Contact the Manager of the health facility
3. Complete the contact form online or ask staff for a copy [Leave a Comment or Complaint - WNSWLHD](#)

If you're not happy about how your complaint has been managed, you can contact the NSW Health Care Complaints Commission (HCCC) 1800 043 059

E-Yarning

During your stay, staff will come and talk to you about your care, medications and discharge planning as well as checking we are making you and your family feel welcome. Your answers will be recorded on a computer. Your feedback helps us to know what we are doing well and where we can make improvements. Please ask staff if you would like to have a yarn.

How Can I Help Improve Services in Western NSW?

We welcome suggestions and feedback from consumers and carers to help shape services to meet the needs of the community. It is your healthcare right to share your experience and participate to improve the quality of care and health services. Scan the QR code for an information guide.



For more information on ways to share your experience or to join our mailing list contact

wswlhd-mhda-engagement@health.nsw.gov.au



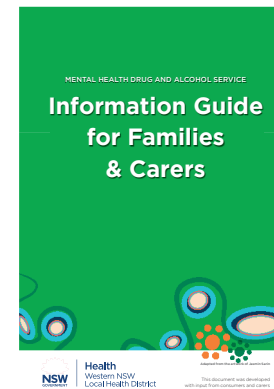
Support for Family and Carers

A carer is a person who provides unpaid care and support to a family member or friend with a mental illness or drug or alcohol dependency.

If you are a carer; getting the right support for yourself can be worthwhile to help you and your family adjust to change, manage your own stress and support your wellbeing.

Information Guide for Families and Carers

For more information on how to access carer supports please scan the QR code to download a copy of the guide.



Family and Carer Mental Health Program (FCMHP)

The FCMHP provides support options to people caring for someone with a mental illness including education, advocacy and social supports.

For more information please contact the Family and Carer Mental Health Program on (02) 6334 2033

Family Drug Support

Provides 24 hours 7 days a week support, resources and information for families and friends of drug or alcohol users including drug fact sheets and videos. There are also links to support groups. Call 1300 368 186 or www.fds.org.au

More information

For more information on Mental Health Drug and Alcohol Services in Western NSW please scan this QR code or visit <https://wnswlhd.health.nsw.gov.au/our-services/mental-health-drug-and-alcohol>

