

Adapted from
the artwork of
Jasmine Sarin

Information to Support Your Stay at IDAT

Involuntary Drug and Alcohol Treatment Unit
Western NSW Local Health District



FOR A DIGITAL COPY OF THIS
GUIDE, PLEASE SCAN THE
QR CODE WITH YOUR DEVICE

Western NSW Local Health District acknowledges the traditional custodians of the lands across our region. We acknowledge that we live and work on Aboriginal lands. We pay our respects to Elders past and present and to all Aboriginal people.

Recognition of Lived Experience

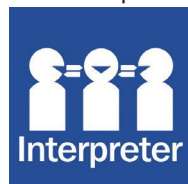
We recognise the lived or living experience of people with a mental health or drug or alcohol issue and those who offer them support and hope. Thank you for your contributions to this book and the ongoing development of mental health and drug and alcohol services.

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.

Need an Interpreter?



Ask one of our staff for help.

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Introduction

IDAT is an 8 bed unit for treatment, care and the medical management of withdrawal from drugs and/or alcohol. We work with you to find the right supports for you to stay well in the community.

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 IDAT but we welcome everyone and aim to make you feel comfortable.

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

“After I had time to reflect on my time in IDAT, I realised I needed help.”

“I didn’t want to come but I really needed to stop drinking for my health.”

“I love that we have BBQ’s with everyone.”

Where is IDAT?

IDAT is in the Lachlan Building on the Bloomfield Campus of Orange Health Service on Forest Road (an extension of Peisley Street), Orange.

Your transport to and from IDAT will be arranged for you by your treating team.

Please contact IDAT staff for directions to the unit on (02) 6369 7701.



Personal Items

When you come to IDAT, 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 7701 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 (no drug or alcohol logos please)

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 Clothing Pool

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



What to Expect at IDAT?

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

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

- Treatment for alcohol and other drug use
- Medical and cognitive assessments
- Medication
- Withdrawal management
- Assessing your support needs
- 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
- Supports you may need after you leave IDAT

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 withdrawal management, mental and physical health
Addiction Specialist	A specialist doctor who plans and provides care and treatment
Psychologist	Completes assessments and provides interventions
Occupational Therapist (OT)	Completes assessments and helps with social and independent living skills
Social Worker	Connects you with support and resources
Pharmacist	Supplies medication and also provides education about your medications
Allied Health Assistant	Helps many of the staff with their roles
Peer Worker	Supports you to advocate for yourself in your care
Drug and Alcohol (D & A) Worker	Provides D & A information and supports

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 will see a Doctor when you arrive at the unit. An Addiction Specialist will be allocated to you on admission and you will see the Addiction Specialist weekly. Doctors are available at all other times as needed. Please let the staff know if you would like to see a Doctor.

The board near the staff station is updated every day with the names of the staff on shift.



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.

- 7:30am Wake up
- 8:00am Medications
- 8:30am Breakfast and house meeting
- 10:00am Morning tea
- 11:30am Group activities (see whiteboard)
- 12:45pm Lunch
- 2:00pm Group activities (see whiteboard)
- 3:00pm Afternoon tea
- 5:00pm Dinner
- 8:00pm Medications and 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.



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. When leave is approved, staff will take a photo and this is kept on your file for your identification.

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 7701 and let them know.

TYPE OF LEAVE

No Leave

You are not able to leave the unit.

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 but you need to stay on the hospital grounds.

Escorted Off Ground Leave

You can go with a responsible family member, carer or staff 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.

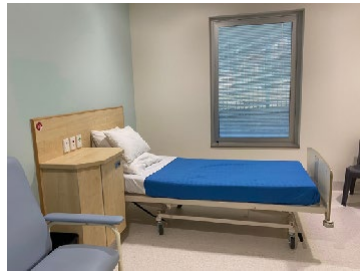
IDAT Facilities

- Single room accommodation
- Shared bathroom with one other room
- Common area with TV
- Outdoor area and seating
- Vegetable garden
- BBQ area



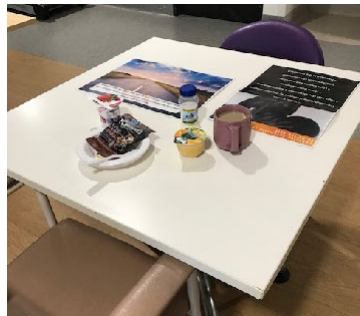
Bedrooms

In your room, there is a cupboard and shelving for you to store your clothes and personal items. 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

All meals are served in the dining room and hot drinks are available at each meal time. Please talk to staff if you have dietary requirements. 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, aerosols or sharp objects will be kept in a locked cupboard. Please ask staff for these when needed.

Laundry

There are washing machines and dryers for you to do your own washing. Ask staff for help if you have any trouble with the washer or dryer.

Phones/Laptops

You can use your mobile phone and/or laptop Monday – Friday from 3:30pm – 10pm and Saturday and Sunday from 9am – 10pm (except for meal times 12 – 12.30pm and 6 – 6.30pm).

Television

The television is available Monday – Friday from 7am – 9am and 4pm – 4.30pm and Saturday and Sunday from 8am – 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, staff will help you deposit this in your bank account. All other money and valuables will be locked in the hospital safe. A record of what is put in the safe is signed by 2 staff members.

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 doctor at IDAT.

Ask the IDAT 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 you feel the full benefit.

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 IDAT

IDAT is locked 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 all their personal belongings, including mobile 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

10am – 8pm Saturday and Sunday

Excluding meal times (12pm – 12.30pm and 6pm – 6.30pm)

Please talk to the Nurse Unit Manager if these times do not suit and to discuss other options.

Receiving Phone Calls

You can receive telephone calls on the unit phone from 9am – 9pm to stay in contact with family and friends.

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 (02) 6369 8000 or enquiries via WNSWLHD-GCGuesthouse@health.nsw.gov.au

Please speak to the IDAT Social Worker if you have any questions or need more information.

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 IDAT 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.

REACH was developed by the NSW Clinical Excellence Commission

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Discharge Planning

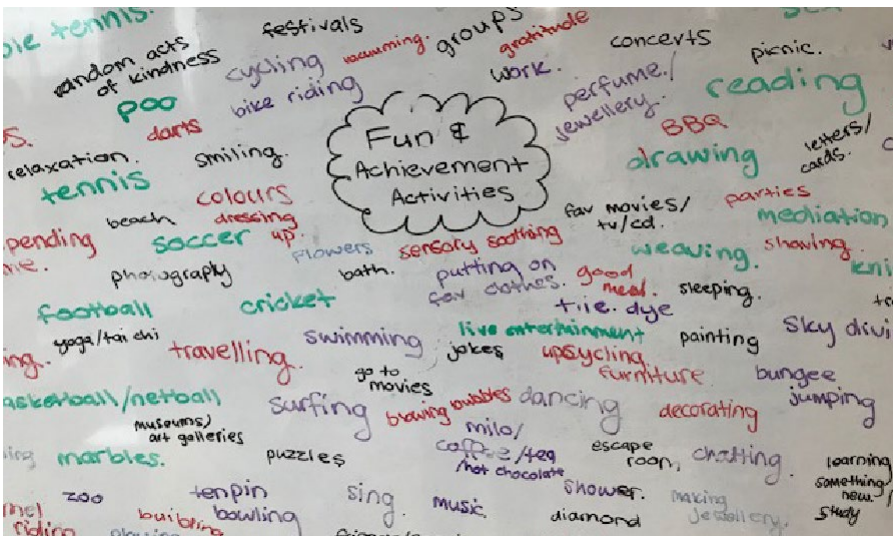
When you are in IDAT, the staff will talk you about leaving, often called discharge planning.

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 IDAT, 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 for infection control.

Hand Hygiene

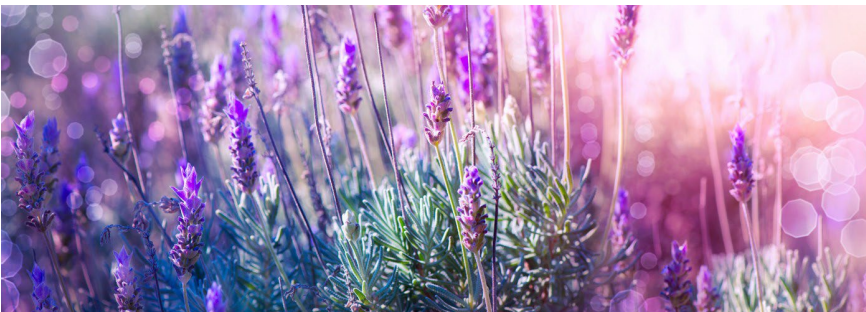
Perform hand hygiene by washing your hands before meals and every time after you use the bathroom.

Ensure Visitors Are Well

Check that family and carers are free from fever, chills, cough, vomiting or diarrhoea before they visit. There may be restrictions on visiting including wearing a mask.

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 IDAT may have experienced trauma. Being aware of and sensitive to trauma is important in delivery of mental health and drug and alcohol 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 IDAT 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?

IDAT 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. Staff will give you a copy of Your Healthcare Rights.

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.



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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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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 Drug and Alcohol Treatment Act 2007 (NSW)?

The Drug and Alcohol Treatment Act 2007 (NSW) is legislation that governs the way care, treatment and stabilisation is provided to people with severe substance dependency in an inpatient setting.

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

Receiving involuntary Treatment

The involuntary treatment admission is the first stage of the IDAT Program. The length of stay is up to 28 days from when the Dependency Certificate is issued. An extension to a maximum of 84 days can be requested by the Treating Team and granted by a Magistrate.

The involuntary treatment includes:

- Comprehensive medical and psychiatric assessment
- Medically supervised withdrawal management
- Psychoeducation and therapeutic program
- Aftercare and discharge planning

Statement of Rights

You will be given a statement of rights when you are admitted as an involuntary patient. Please ask staff if you haven't received your copy or if you have any questions about this document.

Dependency Certificate

A Magistrate will consider if you meet the 4 essential criteria for an IDAT admission and must issue a Dependency Certificate.

The criteria are:

- Severe substance dependence, and
- Care or treatment is necessary to protect from serious harm, and
- Likely to benefit from treatment for substance dependence and has previously refused treatment, and
- No other appropriate and less restrictive means is available

The Magistrate hearings are usually held via video conference. You will be offered support from Legal Aid and you and your family and carers will have an opportunity to give your perspective and to tell the Magistrate how you feel about the Dependency Certificate.

For more information on The Involuntary Drug and Alcohol Treatment Program (IDAT) visit <https://www.health.nsw.gov.au/aod/programs/Pages/idat-gi.aspx>

For more information on the Drug and Alcohol Treatment Act 2007 (NSW) visit <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2007-007>



The Drug and Alcohol Treatment Act and Carers

The Drug and Alcohol Treatment Act 2007 (NSW) recognises the important role of carers in the lives of people living with a drug or alcohol dependency. Under the Act, staff will ask you to nominate your primary carer.

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 primary carer.

Your primary carer will be notified within 24 hours that you have been admitted to an IDAT facility.

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.



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 Drug and Alcohol to visit people in an IDAT facility 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 Drug and Alcohol Treatment 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.

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



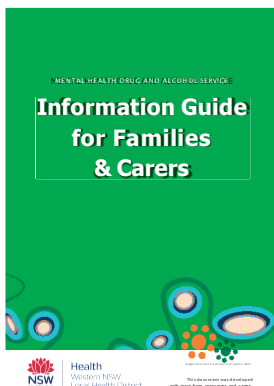
Support for Family and Carers

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>

