

Adapted from
the artwork of
Jasmine Sarin

Information to Support Your Stay at the Macquarie Unit

Mental Health Inpatient Unit
Western NSW Local Health District



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



This is our support dog Dougie,
who lives with us on the Macquarie Unit.

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

This book has been co-designed by consumers and staff to welcome you to the Macquarie Unit in Orange.

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

The Macquarie Unit is a 20 male bed medium secure unit that is recovery oriented with friendly approachable staff.

We aim to help you re integrate back into the community by working with you to set goals and to learn to look after your mental and physical health.

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

“Orange is bigger than I thought and there’s lots of things to do.”

“Everyone here is friendly and welcoming.”

“The unit is new and clean.”



Where is the Macquarie Unit?

The Macquarie Unit is in the Windamere Building on the Bloomfield Campus of Orange Health Service on Forest Road (an extension of Peisley Street), Orange. Your transport to the unit will be arranged for you by your treating team. If you have any questions please contact the Macquarie Unit staff on **(02) 6369 7568**.

Orange is about 3.5 hours from Sydney.



Personal Items

When you come to the Macquarie Unit, staff will look through what you have brought and check you have nothing dangerous.

It's a good idea to talk to the treating team at your current facility to help you be organised and prepared to come to the Macquarie Unit.

These are things that would be good for you to arrange before you arrive.

- MyGov
- Email
- Centrelink payments and card
- Bank cards
- Birth certificate or other identification
- \$500
- Medicare card

Hospital Fees

All patients need to pay hospital fees, it is like paying rent. The treating team will speak to you about the fees and will help you apply for rent assistance from Centrelink. Please speak to the team if you need further information.

What if I can't afford the fees?

If you are not able to pay all or part of your fees, you can speak to the staff and complete a financial hardship form.



What to Expect at the Macquarie Unit?

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, provides counselling and offers the Violence Reduction Program

Occupational Therapist (OT)

Helps with social and independent living skills and assessments

Social Worker

Connects you with support and resources and encourages contact with community

Pharmacist

Supplies medication and provides education about the medications you have been prescribed

Allied Health Assistant

Helps with off unit activities, cooking, shopping and events

Peer Worker

A Peer Worker has lived experience of the mental health system

Physiotherapist and Exercise Physiologist

Provides support for general health and wellbeing

Dietitian

Helps develop meal plans to support self-catering and provides nutritional advice.

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 wall and is discussed at morning meetings – Monday, Wednesday and Friday.

The group program includes morning meetings, morning coffee walks and structured morning and afternoon groups.

There are also individual programs that staff will discuss with you based on your progression.

To support your participation in group programs, bedrooms are locked between 10am – 3pm, Monday to Friday and 10.30am – 1pm Saturdays, Sundays and Public Holidays.

You also have the opportunity to go on weekend outings including drives, hiking, movies, markets, bowling and BBQs.



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 7568** 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.

Supervised Leave

You can go with a responsible family member, a close friend, or someone from the NDIS.

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. Voluntary work, paid work and study are all supported.

Overnight Leave

You are able to spend the night at the accommodation approved by the treating team as part of your discharge pathway plan.

The Macquarie Unit Facilities

There are two sections of the Macquarie Unit. When you arrive you will go to the 15 bed side and you will have your own room and ensuite.

- Common area with TV (Netflix and YouTube)
- Large courtyard with garden and seating
- Exercise area
- Computer room (you can purchase your own computer with internet access in discussion with the treating team)
- Quiet room
- Family room

When you are getting ready to move to the community, you may move to the 5 bed unit on the other side of the Macquarie Unit.

Meals

You are encouraged to do your own shopping and cooking. Please talk to staff if you need help with this.

Hospital food is available until a cooking assessment has been completed with the OT.

The kitchen is open 6:30am – 8pm everyday and is closed for cleaning between 2pm – 3pm.

Meals are eaten in the dining room.



Laundry

There are 2 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.



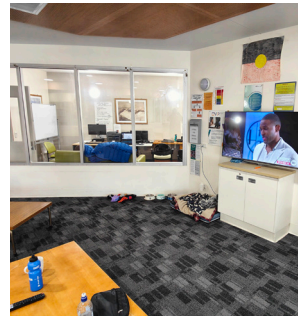
Phones

On arrival you have access to the ward phone until there is approval from the treating team to purchase your own mobile phone. You can use your mobile phone 12pm - 1pm and 6pm - 8pm and during some outings. You can also take your phone when you have unsupervised leave.



Television

The television is available before 10am and after 3 pm. You can purchase your own TV to have in your room.



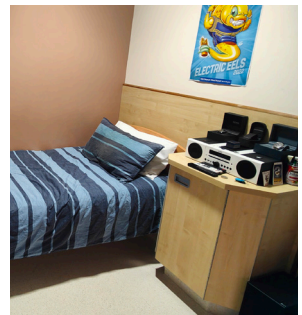
Smoking

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

Money and Valuables

Large sums of money and items of significant value should not be brought into the unit.

You can have \$30 with you, any more than this will be locked in the hospital safe and is available for you to access 7 days a week. All key cards and ID are also kept in the safe.



There is a ATM on the hospital grounds.

Medication

You may have the opportunity to administer your own medications while you are on the Macquarie Unit. The pharmacist can discuss the options available to you and can provide education about how to use different medication devices.

Each week when you see your doctor you can talk about your medication.

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



Having Visitors at the Macquarie Unit

The Macquarie Unit is locked to maintain a safe environment and there are restrictions on visiting hours and visitors bringing items into the unit.

You will need to fill out a visit form and inform staff who is coming and times and dates of visits 5 days in advance.

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

When spending time with your visitors you may like to sit in a quiet area such as the family and carer room, go to the park or the Country Club for a meal.

Receiving Phone Calls

You can receive telephone calls on the unit phone from 9am – 9pm to stay in contact with family. The number is (02) 6369 7568 and staff welcome contact from friends and 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 is on the hospital grounds and offers low cost accommodation for your friends and family when they come to visit. Gosling Creek has shared laundries, bathrooms and kitchens with microwave and cooking facilities.

Gosling Creek does not accommodate children.

Bookings can be made on (02) 6369 8000 or enquiries via WNSWLHD-GCGuesthouse@health.nsw.gov.au

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

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

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 and removal from the unit. 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

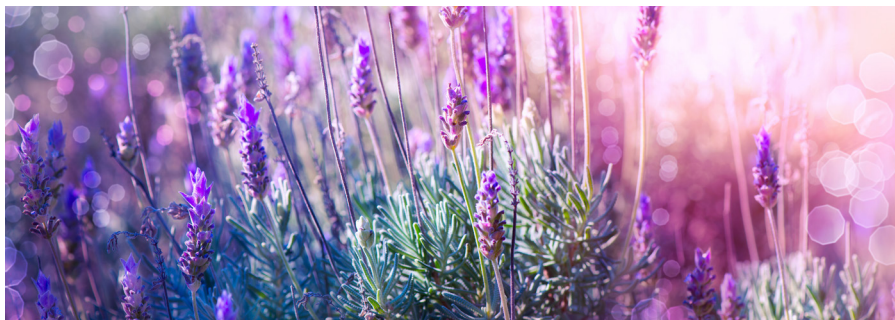
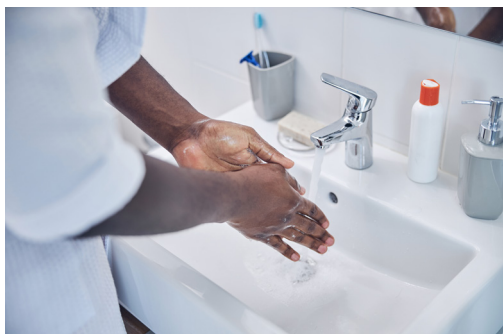
Perform hand hygiene by either washing your hands or using alcohol based hand rub before meals and every time after you use the bathroom.

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 the Macquarie Unit 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 the Macquarie Unit 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 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.

- 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

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

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.



Mental Health and Cognitive Impairment Forensic Provisions Act (2020)

The Mental Health and Cognitive Impairment Forensic Provisions Act 2020 is the legislation that governs the way treatment and care is provided to people in the Forensic Mental Health Unit.

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.

Statement of Rights

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

The Macquarie Unit and Carers

The Macquarie Unit recognises the important role of carers in the lives of people living with mental health conditions and welcome carers to our unit.



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 under the Mental Health and Cognitive Impairment and Forensic Provisions Act (2020).

Tribunal hearings are held every 6 months at the Macquarie Unit with the Tribunal members and treating team. Your family and carers are invited to be part of the process either in person or via video conference.

You will have an opportunity to give your perspective and your carer or other family members also have the opportunity to tell the Tribunal how they feel about the proposed order.

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 NSW Forensic Provisions.

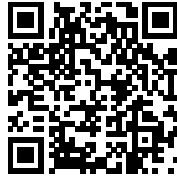
You can speak to an Official Visitor during their next visit or by phoning 1800 208 218 between 9am and 5pm Monday to Friday.

You can also write a letter to the Official Visitors and place it in the box near the front of the unit.

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 the Macquarie Unit or make suggestions. YES Surveys are usually completed when you are discharged or after three months at the Macquarie Unit. Carers are also welcome to provide feedback through this link. Ask staff for a survey form or scan this code with your phone.

Service code: 4714



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.

More information on posters in common areas.

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.

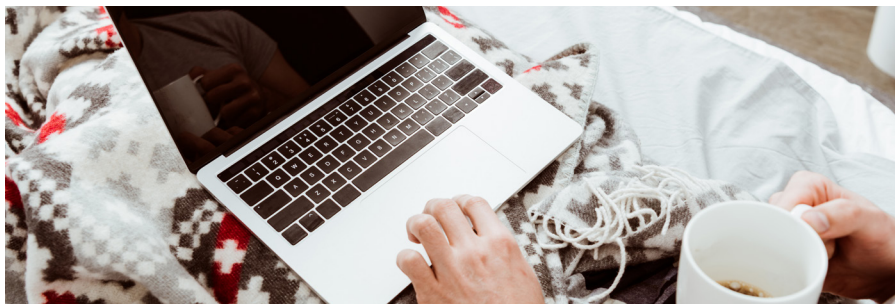
How Can I Help Improve Services in Western NSW?

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



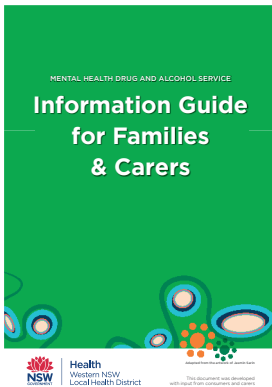
Support for Family and Carers

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>

