

## Orientation to the Extended Care Unit

### Welcome to the Extended Care Unit.

You can expect to be seen by a medical officer upon admission, & by a psychiatrist within 72 hours where we will develop a care & treatment plan together with you.

### ECU Unit Phone Number: Phone 5454 7660

- Please give this number to family & friends should they wish to contact the unit.

### Smoking Policy:

- Abiding by law, this is a **No Smoking Facility**, smoking is not permitted in the hospital or on the hospital grounds, please adhere to the smoking area signs.
- You are able to use nicotine replacement therapies free of charge whilst in hospital. Ask your nurse about the options available.
- Cigarettes, Vaporisers & Lighters are not permitted on the unit. They will be stored in the office & you can access these when going on leave.

### Personal Belongings:

- We want you to be comfortable. Certain items are not safe to have on the unit. In the interest of the safety & security of your belongings, we ask that your family/visitors take unpermitted items home, if not we are able to store them until discharge.
- We can supply basic toiletries until visitors can bring your own in.

### Contact Nurse

- At the beginning of each shift a nurse will be assigned to support you. This nurse will be your contact person for this shift, you can find who your contact nurse is on a list at each end of the nurse's station. You can also talk to any nurse if you cannot find your contact nurse.

### Coping & Safety Plan

- Coping & safety plans are designed to highlight your strengths, help identify & understand how you best manage when feeling distressed. You're encouraged to complete this as soon as possible, and staff can assist if you need.
- Sensory tools (items that can be comforting) are available in the quiet room for you to try if you like, or please ask your contact nurse if you wish to use some.

### Lounge and court yard areas:

- The unit has designated areas specific for each gender including a lounge, dining area, courtyard & corridor. Common areas are there for the enjoyment of all.
- We ask that you please use the appropriate areas with consideration to other people's needs. If you are unsure please ask nursing staff.

**Visiting Hours:**

- Visiting hours for are from 2pm until 8pm, weekdays. Weekends are from 10am until 8pm. Please arrange for visitors to come between these times. Visitors are welcome at other times, please discuss with the nurse in charge or doctor.
- A family room is available for use. Please ask your nurse if you would like to access this with your family.

**Food & Drink:**

- The unit does not have a fridge for patient use; food & drink that requires refrigeration cannot be stored within the hospital.
- Fresh water is available in the kitchen area.
- **Meals** can be collected from the kitchen area at the following times:
  - o Breakfast           8am                           Morning tea           10am
  - o Lunch                12pm                           Afternoon tea        3pm
  - o Dinner               5pm                            Supper                7pm (Pre Bed Snack 10pm)

**Hand Hygiene:**

- When in hospital with many people it is important to take extra care with washing your hands after using the bathroom and before eating to help keep everyone healthy.

**Phone Use:**

- Your personal mobile phone use on the unit can help with keeping in contact with important people in your life. At times, the treating team may require limits on personal phone use as part of your treatment to protect the safety of you & others.
- For safety, access to charger cables is restricted however you are able to charge your phone in the nurse's station or bring a short cord for use in your room.
- There is a public phone available for use by patients.

**Laundry Facilities:**

- We have laundry facilities available on the unit for you to use – please ask the nursing staff if you would like access into the laundry.
- A change of clothes or trip home/shopping can be provided should you need, please ask your nurse.

**Personal Safety:**

- People value the mutual support with the patient community & personal connection on our unit. For the safety of yourself & others, please do not engage in physical relationships with others whilst on the unit.

**Personal Medications:**

- Personal medications are not permitted on the unit. All medications must be stored in the medication room, or taken home by visitors.

**Advocacy Services:**

- Please check noticeboards in unit hallways if you wish to speak to a service outside the hospital regarding your admission & treatment such as advocacy services and legal aid services.