

# Survival Kit for Families

Orygen Youth Health (OYH) Inpatient Unit

## Coming into hospital

### When can we visit the Inpatient Unit (IPU) and how often can we visit?

We encourage family and friends to visit at most times depending on the young person's degree of ill health and who s/he feels ready to see. Visiting hours are late morning throughout the day and early evening until 8pm.

We do encourage families to take this time to catch up on sleep and re-group as the period leading up to the admission may have left you feeling very tired and anxious. Please feel free to discuss some strategies to look after yourself with the Orygen Family Peer Support Worker.

### What's the best phone number to call for updates? When is the best time to speak to a member of the clinical team?

The phone number to call is 8345 7550. Please keep in mind that staff are in a clinical meeting (handover between shifts of nurses and from nurses to the wider team) daily from 8.30am until 9.15am and from 1.30pm until 2.30pm so if possible please avoid calling at these times. You are welcome to leave your number and the best time to call you back so that someone from the clinical team answers your questions as soon as possible.

The IPU does have a landline phone for the young person on the Low Dependency Unit (LDU) to use to ring out and receive calls. This phone number is 9318 8375. However, this is not for use for young people in the Intensive Care Area (ICA).



## Who will be looking after the young person?

**Nursing:** Your young person will be admitted by one of the IPU nursing staff. The nurse to speak to will be your young person's Primary nurse or Secondary nurse. These nurses are allocated to your young person on their admission ensuring that client and nursing communication will be consistent. However, there will be occasions when another nurse will be allocated but feel free to ask that duty nurse any questions that may arise. Every day the young person is allocated a nurse for that shift. S/he will be the person to ask for updates about the young person.

**Medical:** There are two doctors allocated to your young person – a registrar and a consultant psychiatrist. The psychiatrist is a medical doctor with a specialisation in mental health. The registrar is also a medical doctor who is in specialty training to be a consultant psychiatrist.

Your young person will see a registrar on admission to the ward and will see a consultant psychiatrist within 24 hours.

**Orygen Case Manager (OCM):** Your OCM will continue to remain involved in management and treatment during an inpatient admission.

You are encouraged to contact doctors after your young person has been admitted. Family meetings are arranged during your young person's hospital admission. Please contact a staff member to arrange a family meeting time.

## Your rights to information:

Orygen Youth Health believes that it is very important to include a young person's family and/or partner in their care and makes every effort to do so. However, sometimes a young person may request that the team does not divulge information about specific details to do with their treatment. As the young person has the right to medical confidentiality, we make every attempt to respect their wishes. There are exceptions to this in that we must inform the family or partner if we are concerned that the young person is at imminent risk to themselves or to someone else and the primary carer has a right to know about their medical condition and treatment plan.

At all times, you are welcome to contact the ward to ask the clinical team about his/her overall well-being. We can also accept any information about the young person or hear any concerns you may have.



## **What food and drinks can I bring in and in what containers? Are cigarettes allowed?**

The IPU clients are provided with three meals a day and also tea, snacks and fruit. (Vegetarian and culturally appropriate foods are provided.) Please feel free to bring in snacks or food that your young person enjoys however we do encourage you to take time out to minimise your workload considering you may need a bit of a break yourself during their time in hospital. Plastic food containers are fine but no plastic bags, please. Smoking is not permitted on-site and alcohol is not to be brought to the hospital. Young people who do smoke will have to smoke off hospital grounds so please discuss brief leave off the unit with clinical staff. Lighters are not permitted on the unit and are required to be kept in the secure property room.

## **Do I bring in prescription and non-prescription medications for the young person?**

You do not need to bring these in unless specifically asked to do so by staff.

## **What clothing should be brought in? Do we take the washing home?**

Casual clothing in which your young person feels comfortable is appropriate to bring in. Please do not bring in belts or cords for dressing gowns. A laundry is located on the ward and we encourage the young person to do their own washing.

## **Can my relative have a mobile phone, iPad, computer (with charger and mouse) and camera in IPU?**

It is preferable that these are not brought in as we cannot guarantee the security of these items on the ward. If your young person does want his/her electronic goods on the ward please discuss this with the nurses before you bring them in. No-one can be recorded (audio or visual) without their permission.

## **What is not permitted on IPU**

Time in the IPU is also a chance to improve the physical and mental health of your young person. It is important for their health and the health of others, that no illicit substances are brought into the IPU, even if



they request them. Please discuss with your young person's nurses if you have concerns about any substances your young person may have been using. Staff will search for substances if they have any concerns that they may be being brought into the IPU. Substance use is a significant concern for many young people admitted to the IPU and the staff will take action to ensure that the IPU is a healthy environment.

### **How secure is IPU? What is “lock-up” as opposed to “totally secure”?**

The doors exiting the IPU may be locked or unlocked depending on an assessment made by the clinical staff. If you have concerns about your young person leaving the unit without the medical team's consent, please discuss this with the clinical staff.

If a young person leaves the unit without notifying the clinical team, the clinical staff will contact the family or significant others. They will also encourage the young person to return voluntarily. The consultant psychiatrist will be contacted to determine further action which may include immediate notification of police if the young person is assessed as high risk.

### **Can country parents stay with their young person in IPU? If not, what accommodation is nearby?**

If a family member wants to stay on the unit overnight, please discuss this with clinical staff. A list of local accommodation near to the unit can be accessed from the unit staff.

## **How We Work While Your Young Person Is In Treatment**

### **What can I expect the young person to be doing while s/he is on IPU**

The IPU has a group programme and some items available for recreation, such as sports equipment, art supplies etc. Please speak to the contact nurse if you have any ideas about activities that your young person likes, or that you would like to do with them on the IPU.



## **What should I do about my relative's schooling, university and workplace while they are in IPU?**

Please discuss schooling, university and workplace arrangements that the young person may be missing while in IPU with his/her case manager, primary nurse or medical staff. Medical certificates may be supplied.

## **What about any other problems that the young person has?**

You may also inform the case manager, doctor or nurse about other things that may be impacting on the young person's stress levels such as accommodation matters, issues with Centrelink, fines and debts and legal matters. While we cannot "fix" these things, we may be able to assist by pointing the young person in the right direction or advocating on their behalf.

## **When my young person has day leave what should I expect in terms of his/her safety, including picking up and dropping off arrangements?**

You should discuss any issues you have prior to leaving the unit, with medical staff or nurses. Please ensure you give staff feedback regarding the leave on return. You should expect to come into the unit both prior to and after dropping off your young person to ensure best communication with the staff.

## **Do I need to pay for the care provided at OYH IPU?**

All care provided at the OYH IPU is free but you do have the choice to be admitted as either a public or a private patient in a public hospital. Many patients who do have private health insurance opt to use their private health insurance for their stay at OYH IPU because of the excellent reputation and high quality care we provide. There are no out-of-pocket expenses to be admitted as a private patient and it helps to support OYH IPU to continue to improve services through payments received from health funds. Please do not hesitate to speak with our staff should you wish to obtain more information.



# Leaving Hospital (Discharge)

## **What is the expected time for discharge from the IPU?**

The discharge time for your young person is 10.00am. Family will usually be notified in advance either during a family meeting or two days prior to discharge. Please ask the clinical staff for a discharge meeting at a time you can attend. Write down and bring any questions you may have regarding your young person settling back into home life.

## **If I work or study can I obtain a carer's certificate from a doctor at IPU?**

The psychiatrist or registrar at IPU can issue you a carer's certificate.

## **Will s/he be fully recovered and ready to return to normal activities after being on the IPU? What can I expect his/her post discharge behaviour to be? What will his/her sleeping patterns be like on discharge?**

The clinical team will have a discharge plan in place. However, in most cases the young person will not be fully recovered when leaving hospital but has started the recovery journey. Each person can react differently after discharge. It is somewhat likely that they may require a lot of sleep after the transition home and the medication may cause drowsiness. However, some young people are very eager to return to their previous schedule. Keeping this in mind, activities such as driving may not be advisable immediately after discharge. These are important aspects to consider in the transition to home so please ask your clinical team during the final meeting.

## **Will I be told what medications the young person is taking and the possible side effects that s/he may experience? Should I be supervising the medication regime?**

Yes, you have the right to information about any treatment. Please discuss the medication regime with the clinical team.



## **Who should I call if I am concerned or worried during the young person's admission and after discharge?**

The medical team will be happy to discuss your concerns or queries with the young person and yourself. You will be advised of the personnel, phone numbers and location where follow-up is to take place.

## **On discharge how vigilant should I be with my child?**

Relatives and friends can be unsure how much support the young person may need or want on discharge. Being at home may be initially overwhelming for him/her and a greater amount of support may be required. However, every young person will have different needs which may fluctuate over time. Be mindful while providing encouragement and care that the ultimate goal for the family and the young person is to foster resilience and strength so s/he can live a more independent lifestyle.

## **What care/treatment will be arranged for the young person on discharge and what would be the time-frame for this?**

This depends on the young person's individual needs which may change over time. The clinical team will discuss appointments, support networks and the discharge plan at the final family meeting.

## **Should I be coming to all the follow up meetings?**

This will depend on the individual needs of the young person and needs to be discussed with him/her and the clinical team but the team would always welcome your feedback.

## **Would you like to find out more about calming, self-soothing or activating strategies that your young person found helpful whilst in hospital?**

Please speak with your young persons contact nurse to explore what they were and whether you maybe able to utilise some of these strategies at home.



# Family Peer Support

## Who supports you while your young person is in IPU?

Orygen Youth Health understands that an admission of a loved one into IPU can be a very stressful time. To support you a Family Peer Support Worker is available to meet with you on Mondays and Tuesdays. She has the 'lived experience' of caring for a young person with mental ill health and can assist you with emotional and practical support and information. Just ask the nursing staff or contact her directly on 8345 7400. A Family Peer Support worker is also available at other Orygen Youth Health sites after discharge.

## Orygen Youth Health Inpatient Unit

Mavis Street Footscray VIC 3011  
(03) 8345 7550

For further information about OYH  
and resources for families  
see our website: [oyh.org.au](http://oyh.org.au)