

website:
www.choiceandmedication.org/wadoh/

Cultural and spiritual needs

The Pastoral and Spiritual Care service at BH is committed to tending to the personal, emotional and spiritual aspects of the patient journey. A chaplain is available and will visit the ward regularly if required. Staff can arrange interpreter services and access to an Aboriginal Liaison Officer (ALO) if required.

Diversity

EMyU recognises that people's gender, bodies, relationships, sexuality and culture affect their health and wellbeing in every domain of their life. EMyU will provide a safe, inclusive and accessible environment, with knowledgeable and skilled staff. Staff will advocate for patients, and help reduce stigma and discrimination.

Kiosk

The kiosk is a small shop run by volunteers and provides a range of light snacks, soft drinks, confectionary and toiletries. Location: F Block. Open: Monday to Friday, 9.30am – 2.30pm. Closed: Weekends and public holidays. Vending machines are also available for snacks and refreshments.

Parking and transport

Limited free parking is available. Please abide by parking rules. Buses run along Albany Highway, and Queens Park train station is about 10 minutes walking distance from EMyU.

Patient feedback

If you have a compliment or complaint you are welcome to speak to staff. You can also ask for a feedback form to make a formal submission. You may receive a patient experience survey in the mail from Press Ganey. For continuous improvement purposes, the results of this survey will be used to enhance our service.

Support services

Helping Minds: 1800 811 747

A support service for family members/carers of individuals who have mental health issues.

Carers WA: 1800 242 636

Carers WA Counselling: 1800 007 332

Commonwealth Respite and Carelink Centre: 1800 052 222

The contact point for information and services available to carers.

Family Helpline: 1800 643 000

A confidential telephone counselling and information service for families with relationship difficulties.

Lifeline: 13 11 14

Healthdirect: 1800 022 222

Mental Health Emergency Response Line (MHERL) 24 hours, daily, local call charges: 9224 8888

Contact

Telephone: 9416 3666

Address: N Block, Mills Street Bentley 6102



This document can be made available in alternative formats on request.



East Metropolitan Youth Unit (EMyU)

Information for consumers, parents and carers

EMyU is a ward designed to provide mental health care to youth aged 16 to 24 years who experience a severe episode of mental illness and are unable to be adequately managed in the community. EMyU is a 12-bed inpatient unit that cares for consumers who are both voluntary and involuntarily under the Mental Health Act (MHA) 2014.

Rights and responsibilities

Your rights and responsibilities are outlined under the *Australian Charter of Health Care Rights and the WA health department: Patient First – your rights and responsibilities*, both of which are available on the ward.

Consent to treatment

Consent to treatment and/or intervention is required from patients. However, involuntary patients may not have the right to refuse treatment/intervention under the Mental Health

Act (MHA) 2014. Involuntary patients will be informed of their rights and responsibilities under the MHA 2014, the role of personal support person (PSP), and access to the Mental Health Advocacy Service (MHAS).

The treating team

The treating team is a multidisciplinary team that consists of medical practitioners (consultant psychiatrist and junior doctors), nurses, allied health and health support services.

Discharge planning

Discharge planning begins on admission. Preparing for discharge requires involvement from the consumer, their PSP and linking the consumer with relevant community resources that are available within their local area for support following discharge. This will include agency referrals if required.

Patient identification

It is important that we can correctly identify you, especially when you are given medication. You will be asked to wear an identification band and have your photo taken, which is kept to identify you against your medication chart.

Personal belongings

It is best not to bring valuables into hospital. It is your responsibility to look after your own belongings. On admission all your belongings are recorded in a property book and a copy is given to you. Each person will need to bring appropriate clothing for use on the ward, nightwear and personal toiletries.

Comfort room

The comfort room is low stimulus environment

with a range of therapeutic and calming activities. It is designed to reduce stress, promote relaxation and recovery.

Group therapy program

The group program operates seven days a week and offers a range of therapeutic and educational groups. All consumers are required to participate as part of their admission and recovery.

Cashier

A cashier is available next to F Block kiosk. You can safely deposit money and access it when needed. The cashier is only available Monday to Friday from 09.30am – 10.30am and 1.30pm – 2.30pm.

Visiting hours

We request that people visit outside structured EMyU activities as follows:
4pm – 8pm Monday to Friday
2pm – 8pm weekends and public holidays
If required outside of these preferred hours, please contact EMyU.

For your safety

For safety reasons, we ask that you (and visitors) do not bring in plastic bags, metal coat hangers, glass, cans, razors, electric appliances, matches, lighters, cords, laces, sharp objects and medication. You will be asked to show your belongings to a nurse on arrival and certain items may need to be stored for safekeeping.

Alcohol and illegal substances

The use of alcohol and illegal substances is prohibited and will not be tolerated on the ward. Police will be called regarding any illegal

substances found on any persons on the ward. Bentley Hospital (BH) is a strictly no smoking hospital. Voluntary consumers 18 years of age and over will have the option to smoke outside the unit grounds. Involuntary consumers 18 years of age and over will have access to a designated smoking area. The hospital does not sell cigarettes and consumers will need to make their own arrangements to attain cigarettes. Advice and education will be provided to quit smoking.

Standard of behaviour

The well-being and safety of all consumers, visitors and staff is of great importance to EMyU. Aggression or violence of any kind (e.g. threatening, swearing, and aggressive language, hitting or throwing things) will not be tolerated. EMyU reserves the right to report incidents of violence towards staff and hospital property to the police. This may result in charges.

Confidentiality

Information about each consumer admitted to EMyU is kept confidential. It is in a consumer's best interest for there to be an exchange of information with others involved in their care. This may include your General Practitioner (GP), community organisations and other services. Staff require consent before any information is shared.

Medication

While in hospital it may be important to take medication in order to assist recovery. Consumers are responsible for the cost of their medication after they are discharged from hospital. Ask your doctor for information regarding your medication or visit the following