

## Orientation to the Adult Acute Unit

### Welcome to the Adult Acute Unit.

You can expect to be seen by a medical officer upon admission, & by a psychiatrist within 24 hours where we will develop a care & treatment plan together with you.

### AAU Unit Phone Number: Phone 5454 7646

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

### Smoking Policy: By law, this is a **No Smoking Facility**

- Nicotine replacement therapies (NRT) are free of charge whilst in hospital.
- You can keep your cigarettes however you are not permitted to smoke in the unit.
- Please store your cigarettes safely in your room. No lighters are permitted.
- Leave and recreational breaks can be a part of your treatment plan, please discuss this with your psychiatrist.
- A reminder that visitors are also not allowed to smoke in the unit or courtyards.

### 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 please take any unpermitted items home with them.
- 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, please ask your contact nurse if you wish to use these.

### Lounge and court yard areas:

- The unit has designated areas specific for each gender including a lounge, dining area, courtyard & corridor. There are also common areas.
- 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.
- 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.
- **Meals** can be collected from the kitchen area at the following times:
  - o Breakfast 8am Morning tea 10am
  - o Lunch 12pm Afternoon 3pm tea
  - o Dinner 5pm Supper 7pm
- Fresh water is available in the kitchen area.

**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 phone available for use by patients- please talk to your nurse if you need to use it. Please consider others to ensure fair use of the phone.

**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 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. Physical interpersonal relationships are not permitted on the 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.