



Macquarie Hospital "Making Recovery a Reality"



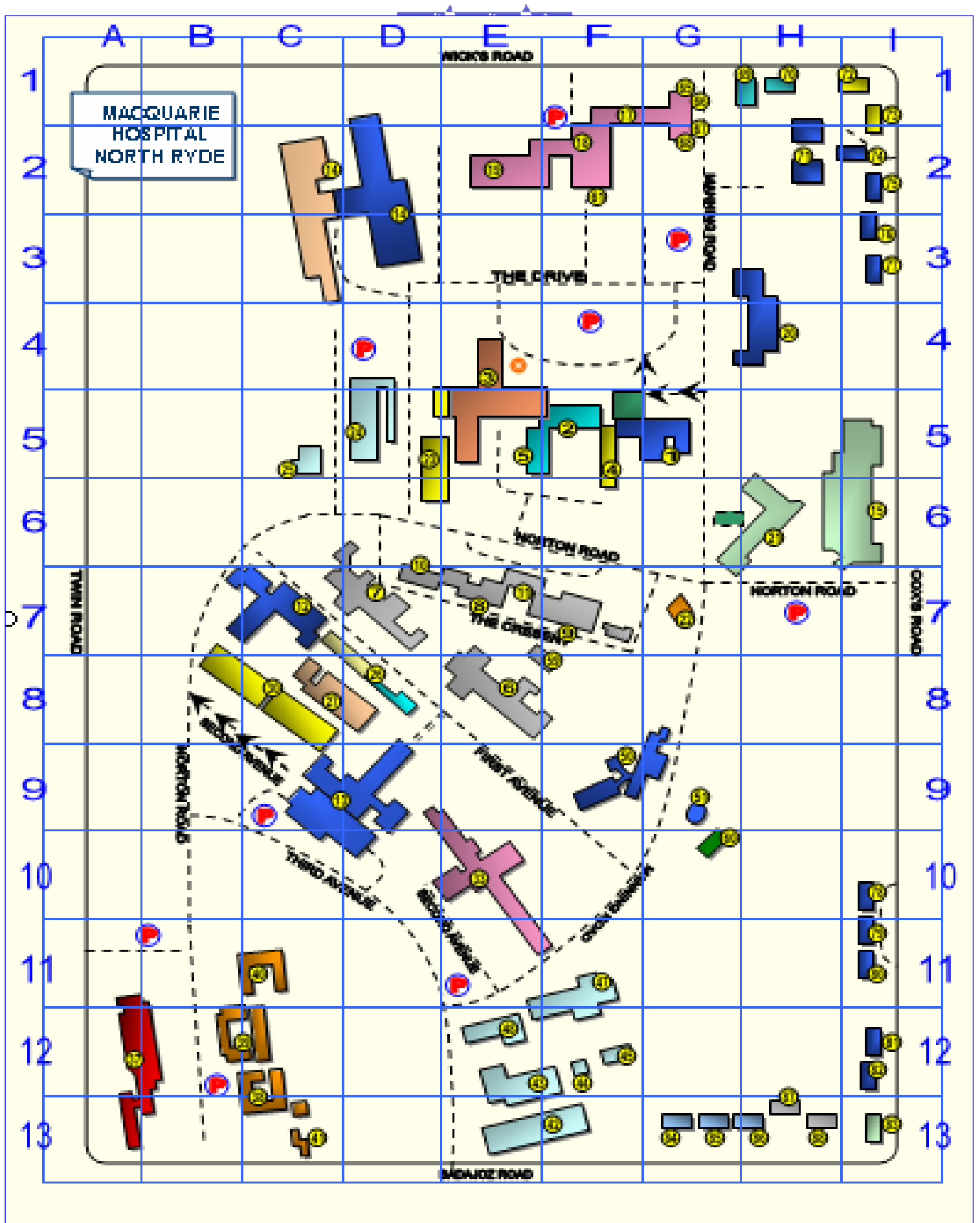
Guide to Acute, Rehabilitation/Recovery Services

Macquarie Hospital
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Welcome to Macquarie Hospital

Macquarie Hospital is a 195 bed mental health facility, offering acute admission services (14 beds – 1 unit) and non-acute recovery/ rehabilitation services (181 beds – 8 units) for adults who have a mental illness/ disorder and who are referred from across the Northern Sydney Central Coast Health Service (catchment population 1,110,000 residents). Hospital Acute and Recovery Units are supported by a diverse range of Day Programs providing social, educational, pre-vocational and activity programs for inpatients and eligible outpatients.

The Hospital is co-located with Area Health Service departments and government and non-government organization on approximately 42 hectares of a gently sloping, tree filled site with views to the north, east and the city skyline. The hospital is fully integrated with the local community. Shopping centres are located at Cox's and Badajoz Roads, within walking distance for access by patients, visitors and staff.

On admission to Macquarie Hospital, each patient is linked to a care co-ordinator who is a qualified, caring professional, responsible for assisting the patient, their family and their carers during the hospital admission. Consumer Advocates are employed to support patients throughout their hospital stay and the views of carers are represented at peak hospital committee level.

Staff work in multidisciplinary teams, providing evidence based, best practice clinical care with the positive expectation and commitment that, where possible, patients will move to less restrictive environments along their pathway to recovery.

Garth Sydney Healey,

Service Director/ Site Manager



Hospital Values:

- *Being caring, compassionate, respectful, responsive and consumer focused in everything we do.*
- *Working collaboratively with consumers, families, carers and other providers.*
- *Providing high quality, safe and evidence based systems of care.*
- *Valuing our staff.*
- *Being a learning organization that constantly strives to improve practice and achieve best value from its resources.*

A Commitment to Recovery Underpins the Clinical Treatment provided at Macquarie Hospital:

Recovery is defined as: A personal process of changing one's attitudes, values, feelings, goals, skills and/or roles. It involves the development of new meaning and purpose and a satisfying, hopeful and contributing life as the person grows beyond the effects of psychiatric disability. The process of recovery must be supported by individually-identified essential services and resources. (National Mental Health Policy, 2008)



Consumer and Carer Participation:

Consumer Advocates Supporting Patients:

- *The Hospital employs Consumer Advocates, working part time, who are responsible for providing peer support, social integration, advocacy and education for patients throughout the Hospital. Advocates visit units on a regular basis and can be contacted directly by phoning: ☎ 98875023, or internally on ext. 75023 or through the Hospital Switchboard on 98881222, Page No. 52113*

Carer Participation and Support:

- *A Carers Amenities Centre is available on the Hospital campus, (Map Reference D.8) providing a quiet place for carers to share time with a patient or other carers. A key is accessed through the Nursing Unit Manager of each Hospital Unit*
- *Family Support and Education workers provide individual advocacy, education and training for carers. This service is managed by ARAFMI and is located on the Macquarie Hospital campus. Contact phone number is ☎98875897 (Macquarie campus) or 93320777 (ARAFMI, Head Office, N.S.W.)*
- *A Carer Representative sits on the Hospital Strategic Review Committee. The representative is responsible for bringing any issues of concern expressed by carers to the attention of the Hospital Executive.*
- *A bi-monthly Carers Consultative Committee Meeting is open to all carers to attend. For more information contact the Director of Patient Services on ☎ 98875966.*



Criteria for Referral to Acute and Rehabilitation/Recovery Units:

Hospital Units are grouped into 4 main Clinical Programs: Acute, Short-Term Recovery, Long Term Recovery and Dual Diagnosis (Mental Illness and Substance Abuse Disorder).

- *The **Acute Unit** is a 14 bed contained unit providing acute assessment and treatment for patients aged 18-65 years living in the North Shore and Ryde/Hunters Hill municipalities of Sydney.*
- *The criteria for referral to the **Short Term, Long Term and Dual Diagnosis Recovery Units (181 beds)** is patients who have decreased functioning related to a mental illness and who are assessed as able to benefit from rehabilitation in an open or closed residential inpatient setting.*

Exclusion Criteria: Rehabilitation/Recovery Units:

- *Patients who require acute care for symptoms of mental illness including suicidal, homicidal and / or violent behaviour.*
- *Patients with a primary diagnosis of developmental disability.*
- *Patients who are unable to benefit from a rehabilitation/ recovery program.*

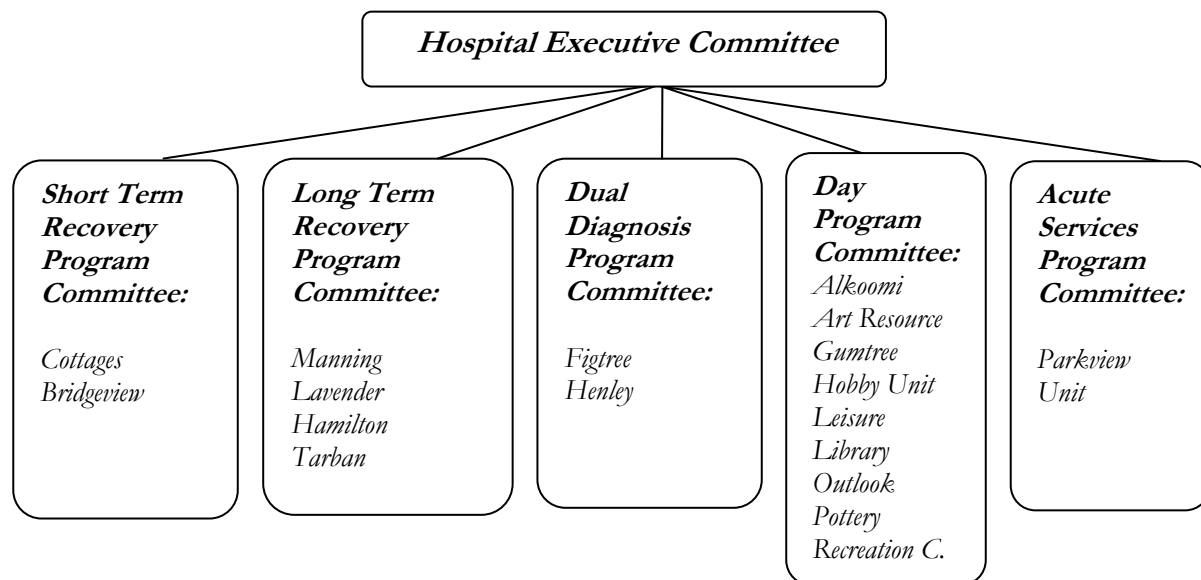


How to Make a Referral:

- Referral to the **Acute Unit (14 beds)** is via the Lower North Shore/Ryde Community Mental Health Centre, Acute Mental Health Team ☎98587777 or After Hours - Ryde Hospital ☎98740199
- Referrals to the **Rehabilitation/Recovery Units (181 beds)** are made through the Mental Health Community Liaison Consultant, by phoning: ☎98875500 – Page 52069
An assessment interview will be arranged when a hospital bed becomes available. The assessment interview will include members of the referring team, the patient and carer(s).

Description of Acute, Rehabilitation/Recovery Program Streams:

To facilitate optimal communication and partnerships with key stakeholders and staff, Macquarie Hospital has introduced program streams. The program streams promote an effective mechanism for increased staff/unit participation in hospital service development and promote increased efficiency with regard to patient flow processes and hospital committee functioning. Each hospital Unit is responsible to a peak Committee, including Acute Services, Day Programs, Long Term Recovery, Short Term Recovery, and Dual Diagnosis. The following is a model of the structure of the Hospital's Acute and Recovery Programs and how these programs relate to the Clinical Governance of the Hospital.





Aims of Macquarie Hospital Programs:

Acute Program:

- *Patients requiring acute care are admitted into the **Parkview Unit**. The average length of stay is around 8-12 days and the aim of the unit is to care for and treat people in the acute phases of their illness and return patients as quickly as possible to the community.*

Short Term Recovery Program:

- *This service aims to help the person whose psychiatric symptoms and/or functioning necessitate a period of inpatient support in order to live successfully in the community and to take part in life skills training whilst based in unit or cottage style accommodation. These services are provided by two units:*

BRIDGEVIEW - OPEN

COTTAGES – OPEN

Long Term Recovery Program:

- *Programs aim to help the person acquire a quality lifestyle with ongoing support based on individual need. Patients are involved in a range of social and diversional programs and activities. These services are provided by four units:*

MANNING UNIT - OPEN

TARBAN HOUSE – CLOSED

HAMILTON HOSTEL – CLOSED

LAVENDER HOUSE – CLOSED



Aims of Macquarie Hospital Programs:

Dual Diagnosis Program:

- *The Dual Diagnosis Program offers recovery programs for people aged between 18 and 35 years who are experiencing a mental health and drug and alcohol co-morbid disorder. The average length of stay for patients is approximately 6-18 months. The program consists of two units: **Henley Unit** is a secure unit containing 22 beds, including 2 respite beds. Patients will generally be stabilized and a recovery program implemented and when a patient is stable he/she will be transferred to the **Figtree Unit** (20 beds) situated in a cottage environment on the perimeter of the hospital campus. From Figtree Unit, the patient is usually discharged back home or into community accommodation with support from Community Mental Health and Drug and Alcohol Services and where needed, from other government agencies and services.*



Aims of Macquarie Hospital Programs

Day Programs:

- *A significant network of on site organizations support the hospital. Day program areas provide assertive life skills training, creative activity programs, education programs, health and fitness programs, recreational programs and pre-vocational training.*
- *Day Programs maximize social inclusion by incorporating community access, wherever possible, into the unit program of activities.*

Day program areas and their major functions are:

ALKOOMI - *skills training, community integration, social and leisure activities.*

ART RESOURCE – *art making in a supportive, therapeutic environment.*

GUMTREE UNIT – *patient empowerment using pre-vocational work programs.*

HOBBY UNIT – *prevocational and hobby skills under the supervision of a carpenter.*

LEISURE LIBRARY – *leisure and creative activities using books, videos, c.d.'s, d.v.d's*

OUTLOOK – *social and educational programs, health and wellbeing.*

POTTERY UNIT – *pottery as a medium for expression of creativity.*

RECREATION CENTRE – *varied recreation program incorporating community integration and development of social skills.*



Detailed Program Information

Acute Unit:

Parkview

- *Map Reference: D10 ☎ 98875715, 98875723,, Fax 98875716*
- *Beds: 14*
- *Environment: Single storey, contained unit.*
- *Age: Adults 18-65 yrs.*
- *Acceptance criteria: Adults requiring acute assessment and treatment living in Lower North Shore and Ryde/Hunters Hill municipalities of Sydney*

Description:

Patients requiring acute care are admitted into the Parkview Unit. The average length of stay is around 8-12 days and the aim of the unit is to care for and treat people in the acute phases of their illness and return patients as quickly as possible to the community. Care is provided by a multidisciplinary team and patients are assigned to a nurse who is their primary care co-ordinator. Recovery relies on close collaboration between the Parkview Unit staff, carers and the care co-ordinator from the community mental health team.



Detailed Program Information

Short Term Recovery Units:

Cottages

- *Map Reference: I. 2 ☎ 98875634, Fax 98887186*
- *Beds: 23*
- *Environment: Short, medium and longer term accommodation in open cottage environment promoting optimal level of independence with the aim of discharge into the community. Close proximity to local shopping centre in Cox's Road and transport.*
- *Age: Adults*
- *Acceptance criteria: patients with a history of severe mental illness. Future community placement as a realistic goal.*

Description:

Cottages provide domestic style accommodation with varying levels of independent living. The Cottages are occupied by three distinct categories of patients: short term, medium to long term and slow stream rehabilitation patients. The team's aim is to empower patients to achieve their optimal level of functioning within a least restrictive environment. Patients living in the Cottages access community, unit and Hospital Day Program Areas. Patients access the local community shopping centres.



Short Term Recovery Units:

Bridgeview House

- *Map Reference: G.5 ☎ 98875855 Fax: 98887186*
- *Beds: 20*
- *Environment: Double Storey Unit. Spacious garden areas. Unit is within close proximity to Outlook Day Program Area, Pottery Unit and Leisure Library.*
- *Age: Adults*
- *Acceptance criteria: history of severe mental illness, challenging behaviours and limited social and living skills.*

Description:

The multidisciplinary team, in partnership with patients and their carers, endeavour to promote better mental and physical health through the development of realistic patient goals. The aim of the unit is to improve living skills in order to move patients to less restrictive environments.

Patients' mental illness should be sufficiently managed to allow participation in unit and hospital Day Programs. Patients access the local community and hospital day programs.



Long Term Recovery Units:

Tarban House

- *Map Reference: C.7 ☎ 98875884 Fax: 88775367*
- *Beds: 20 including 2 × respite beds for Acute and Recovery Units.*
- *Environment: Structured, single storey, contained unit with two garden areas, including courtyard for visitor and patient use.*
- *Age: Adults*
- *Acceptance criteria: patients who place the safety of others or self at risk through verbal or physical aggression; are an absconding risk with the potential for self harm or danger to others and/or require further assessment on admission to the hospital in a contained area before moving to a less restrictive environment.*

Description:

The Unit provides tailored programs, designed to improve patient's functioning to their optimal level with the goal of eventual movement to a less restrictive environment. The unit population consists of patients who are longer stay and treatment resistant, and patients who have a history of aggression or present as an absconding risk, requiring a short term restrictive environment: Staff continually assess such patients for movement to a less restrictive unit. Patients attend unit based or Hospital Day Programs.



Long Term Recovery Units:

Hamilton Hostel

- *Map Reference: H.4 ☎ 98875521 Fax: 98887186*
- *Beds: 20*
- *Environment: single storey, purpose built, contained unit with single and double room accommodation. Large garden area for patient relaxation.*
- *Age: Adults*
- *Acceptance criteria: Patients with a long term serious mental illness with a history of challenging behaviors.*

Description:

Hamilton Hostel provides a structured, contained environment, with the ultimate goal of facilitating patient progress to a less restrictive environment. The Unit has diverse functions, including medical, psychosocial and symptom stabilization and reduction. The Unit offers extended care for patients with the most serious of mental illnesses and associated behavioral disturbances.

Patients attend unit programs and hospital based open and closed Day Program Areas.



Long Term Recovery Units:

Manning Unit

- *Map Reference: G.9 ☎ 98875877 Fax: 98875769*
- *Beds: 26*
- *Environment: Structured, double storey, open unit. Large garden area and spacious activities room. Single and shared room accommodation. Male and female dormitories.*
- *Age: Adults*
- *Acceptance criteria: long term mentally ill patients, requiring specialized mental health services and a high degree of support in all activities of daily living.*

Description:

The major goal of the unit is to assist patients to gain insight into their mental illness and to maximize their level of functioning, thus improving quality of life. The unit provides a structured program for patients requiring assistance with basic living skills with the aim of moving patients, where possible, to a less restrictive environment. Patients attend unit and Hospital Day Programs and have access to the local community.



Long Term Recovery Units:

Lavender House

- *Map Reference: D.2 ☎ 98875826 Fax: 98875144*
- *Number of beds: 30*
- *Environment: Large unit within a secure area. Accommodation comprises separate sleeping areas for male and female patients with both single and double bedrooms. There are a number of living areas as well as a large fenced garden with expansive lawns.*
- *Age: Older adults with a diagnosis of mental illness.*
- *Acceptance criteria: Patients with mental illness and challenging behaviours that may have a co-morbid physical condition.*

Description: Patients accepted into Lavender House may require physical assistance with many aspects of self care and, due to the symptoms of their mental illness and the presence of challenging behaviours, do not fulfil the criteria for placement elsewhere. Patients are discharged from Lavender House if and when they reach their optimal level of functioning and if suitable and appropriate accommodation is available. The clinical team strive to provide a comfortable, contained environment which is conducive to the achievement of realistic outcomes. Bus trips and recreational outings are scheduled on a regular basis and patients attend hospital day program areas. Additional services provided on the unit include occupational therapy, diversional therapy, music therapy, dietetic consultations, physiotherapy and chiropody.



Dual Diagnosis Units:

Henley Unit

- *Map Reference: D.9. ☎ 98875550 Fax: 98875633*
- *Beds: 22 - including 2 x respite beds for use by Recovery Units.*
- *Environment: Short term structured, single storey, contained unit with large garden area and activities rooms. Closed Unit.*
- *Age: 18-35 years*
- *Acceptance criteria: patients with a severe mental illness and/or a co-existing substance misuse problem*

Description:

The Henley Unit provides the first stage of a treatment program for patients in a contained environment due to risk of harm to self or others or because their extreme disorganization associated with their illness, renders them not yet well enough to reside in an open environment.

The program is for those patients who are likely to show substantial clinical improvement during their admission. Patients have access to drug and alcohol individual and group counselling and Hospital Day Program Areas for vocational and social activities.



Dual Diagnosis Units:

Figtree Unit

- *Map Reference: I. 11 ☎ 98875700 Fax: 98875660*
- *Beds: 20*
- *Environment: Open, pleasant, cottage environment promoting independent community living in single and double room accommodation. Close proximity to local shopping centres and transport.*
- *Age: 18-35 years*
- *Acceptance criteria: Severe mental illness. Future community placement as a realistic goal.*

Description: The major role of the Figtree Unit is to provide an effective psychiatric recovery service for young people with a serious mental illness. This includes patients with a dual diagnosis, i.e., mental illness combined with substance abuse. The Figtree team possess specialized skills, knowledge and experience to ensure residents achieve their optimum level of functioning in a pleasant and caring environment. The environment is intended to provide support for the patient in their progression from inpatient hospital stay to community living. Patients living in Figtree Unit access drug and alcohol counselling and support and access to Hospital Day Programs, community employment, educational and social activities.



Day Programs

Alkoomi

- *Map Reference: D.8 ☎ 98875607*
- *Opening Hours: 9.000am to 4pm Monday to Friday*
- *Environment: Secure Day Program. Large and small group rooms, kitchen, lounge room and spacious open garden area.*
- *Rehabilitation Focus: Based on Recovery Principles to empower patients to achieve their individual goals.*
- *Access: Day Program Referral Form and patient to meet admission criteria.*

Description:

Alkoomi offers a Recovery Program with the aim of promoting the abilities and skills of all patients, including patients requiring a safe environment. The program uses psycho-education, role modelling, group counselling, basic skills training, normalisation and behaviour modification to improve skills and individual awareness of mental illness, including symptom management. Individual programs are designed to improve motivation, concentration, communication/literacy skills, health and safety skills, social skills and decrease isolation. The Alkoomi program accesses a number of community options and is open to referrals for hospital inpatients and people with a mental illness residing in the community who satisfy admission criteria. An incentive program, using vouchers, redeemed for items in the Alkoomi Shop at the end of each week, is a feature of the Alkoomi program.



Day Programs

Art Resource

- *Map Reference: D.8 ☎ 98875707 Fax: 98875718*
- *Opening Hours: 9am to 4.30 pm - 4 days - Mon. Tues. Thurs . Fri.*
- *Environment: Open Day Program: Spacious Art Studio, located next to Alkoomi*
- *Rehabilitation Focus: Opportunity to experience a creative program to assist in the exploration and development of non-verbal expression.*
- *Access: Assessment by Unit Occupational Therapist and Art Therapist*

Description:

Art Resource is a studio staffed by Art Therapists. Patient involvement in the area can either be in the form of individual work or group work and the duration of projects is tailored to the capabilities of the patient. Sessions are available to any patient who shows an interest. No art experience or talent is necessary.



Day Programs

Gumtree

- *Map Reference: I.1 ☎ 98875952 Fax: 98875556*
- *Opening Hours: 10am to 4pm Monday to Friday*
- *Environment: Open Day Program - Cottage style group area, including fully equipped kitchen and computer room for patient use. Greenhouse on site.*
- *Rehabilitation Focus: Pre-vocational skills combined with social activity program.*
- *Access: By Day Program Referral form from the treating clinical team.*

Description:

Gumtree provides a variety of activities within a varied program including a pre-vocational recovery program, providing patients with a rehabilitation incentive payment. Pre-vocational programs include plant propagation, car washing, lawn mowing, cooking, clerical work and computer training. Social and leisure activities are also offered including poetry groups, community activities, e.g., regular visits to local gymnasium; aqua aerobics and swimming.

The program goal is to encourage the 'work role' and to support patients to achieve their personal goals in a supportive environment.



Day Programs

Hobby Unit

- *Map Reference: I.1 ☎ 98875760 Fax: 98875684*
- *Opening Hours: 9am to 12.30 pm and 2pm to 4.30 pm - Monday and Thursday*
- *Environment: Open Day Program - Fully equipped Carpentry Workshop*
- *Rehabilitation Focus: Prevocational Skills and Hobby Activity*
- *Access: Interested patients are welcome to visit the Hobby Unit . A Day Program Referral Form is required for attendance.*

Description:

The Hobby Unit offers an area for the development of pre-vocational and creative skills in woodwork, under the supervision of a trained Carpenter, Clinical Nurse Specialist and Occupational Therapist.

The main objective of the unit is to provide a safe, non-threatening social and work environment in which patients can develop or maintain their skills.

Patients are able to make items for sale or their own small items of furniture and personal items for gifts. A rehabilitation incentive payment is provided for various stages of completed items that are sold.



Day Programs

Leisure Library

- *Map Reference: F.5 ☎ 98875514 Fax: 98875684*
- *Opening Hours: 9am to 4pm - Monday to Friday, (closed Monday afternoons)*
- *Environment: Open Day Program - Informal, relaxed environment for patients to read books and magazines, watch videos and d.v.d.'s and listen to c.d.'s.*
- *Rehabilitation Focus: Development of leisure activities and community integration.*
- *Access: By Day Program Referral Form from the treating clinical team.*

Description:

The Leisure Library holds a collection of books, c.d's and magazines to cater for the reading and musical tastes of all patients. The Librarian is available to conduct searches for books or articles and to advise patients on recent acquisitions. The Librarian plans visits to the local library and patients are encouraged to access their local community library when they are discharged into the community. Regular community outings are organized for educational and recreational purposes.



Day Programs

Outlook

- *Map Reference: F.5 ☎ 98875603 Fax: 98875684*
- *Opening Hours: 9.30am to 4pm - Monday to Friday*
- *Environment: Open Day Program - Spacious activity area with large group room and kitchen. Musical instruments available. Located at the side of Bridgeview House.*
- *Rehabilitation Focus: Social and educational program with a focus on physical and mental wellbeing.*
- *Access: By Day Program Referral Form from the treating clinical team.*

Description:

Outlook staff aim to develop and improve patient self-management skills in areas of symptom management and social responsibilities, exercise and diet, medication and awareness of side effects, legal rights and responsibilities, men's and women's health and social issues, stress management and relaxation, budgeting, cooking and effective use of leisure time by developing hobbies and interests. Regular community outings are arranged to develop patient skills in accessing public transport and practicing socially appropriate behaviors.



Day Programs

Pottery

- *Map Reference: F.5 ☎ 98875962 Fax: 98875684*
- *Opening Hours: 9.30 am to 4.30 pm - 3 days - Mon, Tues and Thurs.*
- *Environment: Open Day Program staffed by an experienced Pottery teacher. Located next to Outlook Day Program and Leisure Library.*
- *Rehabilitation Focus: Creative expression and development of a leisure activity.*
- *Access: By Day Program Referral Form from the treating clinical team.*

Description:

A range of activities are offered in clay and drawing. Activities are designed to promote leisure activities and develop individual creative abilities. Patients who are settled and show an interest in pottery and drawing are suitable to attend the Pottery Unit, although no talent or previous experience is required. As Pottery Unit is a small space, groups of up to 6 patients per session is desirable. A recently opened art space: "Inside Out Gallery" located at Northern Sydney Education Centre features ceramics and artwork created by patients within the Hospital and mental health consumers in the local community.



Day Programs

Recreation Centre

- *Map Reference: D.6 ☎ 98875948 Fax: 98887186*
- *Opening Hours: 8am to 9pm, Mon. to Fri. 8am to 4pm Sat. and Sun.*
- *Environment: Open Day Program – situated next to Hobby Unit. Games, videos and game equipment available in the unit and for access by all hospital units. Small gymnasium available for patient use.*
- *Rehabilitation Focus: Social integration and development of socially appropriate behaviors. Promotion of patient interest in leisure activities.*
- *Access: By referral from the treating clinical team.*

Description:

The Recreation Department provides a broad range of recreational, leisure and sporting opportunities for all patients, both on site and within the local community. The Centre arranges and escorts patients for holiday breaks; provides concerts, movie screenings and dances on and off site; organizes bus outings for all units on a regular basis and provides sporting and recreational resources and activities. The goal of the department is to provide access to recreational programs for as many patients as possible by providing age appropriate activities for all patients in the hospital.



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