

Adult Mental Health Services
STATEWIDE MENTAL HEALTH SERVICES

Millbrook Rise Centre

Your guide to our service

What you might ask about Millbrook Rise

Please ask one of your care team if you would like any information in this booklet explained to you.



This booklet aims to provide answers to any questions you may have about Millbrook Rise.

You can also talk to one of our team to ask any questions or phone 03 6166 0556.

Contact details

Millbrook Rise Centre
3 Hobart Road
New Norfolk TAS 7140

Administration 03 6166 0556

Clyde Unit 03 6166 0552

Tyenna Green 03 6166 0550

Tyenna Blue 03 6166 0554





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Welcome to Millbrook Rise Centre (MRC)

During your stay you will be working with a treating team including doctors, nurses, social worker, psychologist and occupational therapist.

You will be able to talk regularly with the team about how you are feeling, set goals and work towards going home.

Your family members or someone who is a close support person for you can also be involved in your care if you wish.

At Millbrook Rise we work with you to create a safe and caring environment. This is achieved with us all understanding our responsibilities.

We look forward to working with you through your journey of recovery.

The MRC Team



We will work together to help you identify and achieve your goals.



The team

The team at Millbrook Rise includes doctors, nurses, psychologist, ward aides, social worker, occupational therapist (OT) and OT aide and a pharmacist.

We also have visiting services like podiatry and pathology as well as access to the community dental team.

Your care

The team meets as a group on Thursday mornings, and this is where we talk about your care and support.

We like to keep in touch with the people who are important to you. With your permission, or at your request, we are happy to meet with them at this time.

Most mornings the doctors speak with the nurses to see how you are. A doctor may see you as well.

The psychologist will work with you on a one to one basis along with the social worker and at times the occupational therapist and their aide.

We will assist you to develop skills for more independent living.

Support for you

Your care team will develop a support plan with you.

They will help you to identify your goals and strengths that will guide your care towards recovery.

We focus on giving you time, opportunity, encouragement and education to develop skills for more independent living.

There are a number of activities available including a walking group, art, exercise class, swimming, cooking, music, barista, wood and leather work.

The Occupational Therapist and OT aide run many activities in the Millview Room on site at Millbrook Rise.

We hope you are able to join the groups that interest you or talk to us about what more we can do to support you.



**Millview: MRC
Diversional and
Occupational
Therapy Room**

Talk with the team

You, your family members or support person are welcome to talk to the team and give us feedback about your care.

There are several ways to provide feedback;

- Speak directly with one of the team to discuss how you are feeling and talk through any issues or concerns
- Participate in the monthly client meetings that are held in each unit
- Provide suggestions, compliments or complaints.

These can be directed to one of the team by speaking with them confidentially or in writing using the feedback form.



***We value your input to your treatment.
Talk to us about your care.***

Millbrook Rise Centre has three units

Clyde Unit - this unit has:

- rehabilitation focus including individual cooking programs and greater support to connect with the community
- 10 ensuite bedrooms
- a laundry
- two shared lounge/TV rooms
- open kitchen area
- enclosed courtyard.



Tyenna Green - this unit has:

- support to develop rehabilitation goals
- access to onsite activities at the Millview Room
- 11 ensuite bedrooms
- a laundry
- closed kitchen area
- shared lounge room
- shared dining room
- enclosed courtyard.



Tyenna Blue - this unit has:

- 24 hour monitoring and support
- supported access to onsite activities
- 6 individual bedrooms
- shared bathrooms
- closed kitchen area
- shared lounge room
- quiet sitting room
- secure courtyard and outdoor sitting area.



We aim to provide a safe, positive and supportive place for your journey to recovery.

Meal Times

Breakfast	8.00 am
Lunch	12.00 pm
Dinner	5.00 pm
Supper	8.00 pm



There is fresh fruit available in all units along with information about healthy eating.

While all meals are provided, you can also store your own snacks in the kitchen facilities in your unit.

Smoking

Smoking is *not permitted* in any buildings or within three metres from a doorway at the Centre.

We support your decision to either quit or reduce your smoking while you are at Millbrook Rise.

Talk with a nurse or doctor if you want to find out about nicotine replacement therapy.

You will need to talk with your care team about leave.

Leave

We encourage you to take and use leave when you are able to. You will need to talk with the team about your leave.

You will find there are different types of leave for each person. They include:

- Leave with a staff member on or off the grounds.
- Leave on your own on or off the grounds.
- Overnight or extended leave with family or to your own home.

Your leave may include a visit to the local shops in New Norfolk or day outings with the staff.

Day outings with staff are usually group based outings around the southern regions of Tasmania. You can also request outings, in a group or on your own, if you have a particular interest in something.

If you are on a Mental Health Act order we will ensure that the information about your leave is explained to you.

If for any reason you are not able to have leave this will be explained to you.

We do not wish to prevent you from doing the things you like, however it is our responsibility to ensure you are safe.

Public Transport

The local bus service is O'Driscoll Coaches route 130.

The website is www.derwentvalleylink.com.au

There is a copy of the bus timetable in each Unit.

The bus stop to Hobart is located on the corner of the turn off into the Centre.

For the bus to New Norfolk pick up is on the opposite side of the road.

Visiting

Visiting hours at Millbrook Rise are flexible.

All visitors must arrange a visit by phoning 03 6166 0556 and let the staff know when they arrive.

Visiting hours finish at 7:00pm each day.



Your healthcare rights

As a person receiving treatment from Adult Mental Health Services, you have the right to:

- Receive safe and high quality health services, provided with professional care, skill and competence.
- Be treated with respect to you and your culture, beliefs and values.
- Discuss options for your care in a way you understand and receive an explanation for new or unfamiliar terms.
- Have your personal health information protected and treated appropriately.
- Express concerns to the Adult Mental Health Service without fear of affecting your care.



Posters are displayed in each unit detailing your healthcare rights under *The Australian Charter of Healthcare rights*

Brochures are also available in each unit.

Please talk to one of the team if you have any questions.

The Mental Health Act

Tasmania's *Mental Health Act 2013* is a substitute decision making framework for people with mental illness who, because of their illness, cannot make their own assessment and treatment decisions but who need treatment to prevent harm to their own health or safety, or to the safety of others.

The Act provides for an independent Mental Health Tribunal and for the appointment of Official Visitors.

A range of fact sheets have been developed to help you understand about the Act and how it may apply to you. Please ask if you would like a copy of the fact sheet.

If you would like someone to explain the fact sheets to you please ask one of the team.

The Public Trustee

If your finances are managed by the Public Trustee, the team will be able to assist you in making requests for funds.

These funds will be made available to you by the team via the Finance Unit either with vouchers or cash according to the Trustee's decision.

Please talk to the team if you have any questions.

Information about paying fees

Will I have to pay fees?

You will need to pay fees if you have been receiving care for more than 35 days within the Tasmanian Health Service and are no longer acutely unwell.

This applies to all areas of the hospital and health services including mental health inpatient or residential services.

Why are there fees to stay at MRC?

We are required to apply Government legislation that outlines who will have to pay fees for their stay in hospital and health care facilities (*Health Act 1997* and *Health [Fees] Regulation 2007*).

How much will I have to pay?

The amount of fees is different for everyone. What you will have to pay depends on your individual situation.

Our team will talk with you about your circumstances and what other expenses or commitments you have. This information will help to work out how much you will need to pay.

How will my fees be paid?

We will contact you, your family or a financial administrator to arrange the best way for fees to be paid.

Please talk to one of the team if you have any questions.

Adult Mental Health Services

Useful Contacts

Contact details for services that you may find useful.

Advocacy Tasmania Inc. intake@advocacytasmania.org.au	1800 005 131 (freecall)
Guardianship and Administration Board Tasmania guardianship@justice.tas.gov.au	1300 799 625 (freecall)
Health Complaints Commissioner Tasmania health.complaints@ombudsman.tas.gov.au	1800 001 170 (freecall)
Official Visitors Program (Mental Health) officialvisitors@ombudsman.tas.gov.au	1800 001 170 (freecall)

Adult Mental Health Services

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3 Hobart Road
New Norfolk TAS 7140
Phone 03 6166 0556

www.dhhs.tas.gov.au/mentalhealth



Tasmanian Health Service Buildings
are smoke-free sites.

The Tasmanian Health Service integrates acute, primary and community services. This integration has given service providers the flexibility to ensure people have the best services we can provide, as close as possible to where they live.

Statewide Mental Health Services deliver consumer centred services focused on improving health outcomes. Our services include inpatient facilities and community teams.



The Tasmanian Health Service welcomes feedback from clients, carers and family members to help us better understand your needs and improve care.

Talk to one of our team or fill in a consumer feedback form.



Interpreter



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