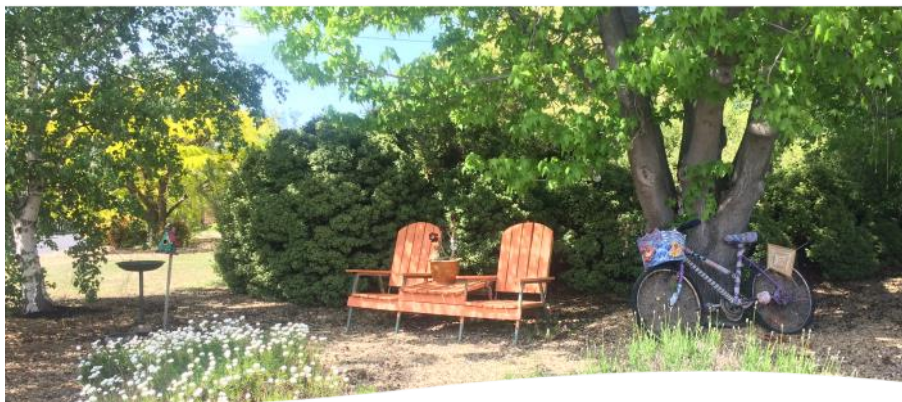


Tolosa Street

Your guide to our service

What you might ask about Tolosa Street

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



Tolosa Street is a 12-bed service within Statewide Mental Health Services (SMHS) that provides short-term specialised care. Our service is provided in a community setting in Southern Tasmania.

This booklet aims to provide answers to any questions you may have about Tolosa Street.

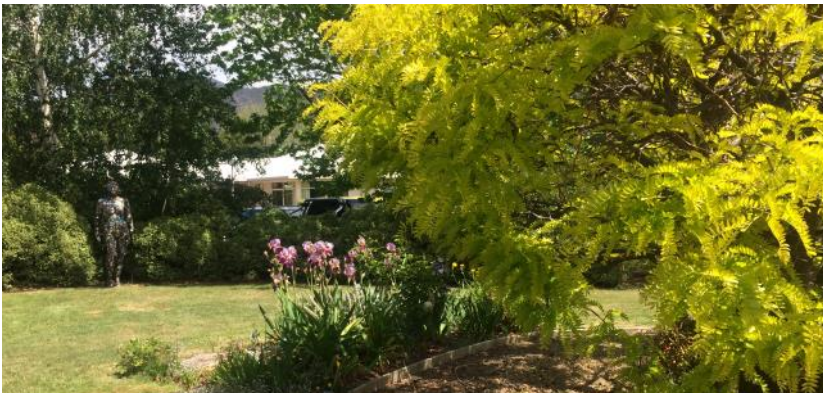
You can also talk to one of our team to ask any questions or phone 03 6166 0966.

Our address

108 Tolosa Street
Glenorchy TAS 7010

Contact phone number

Main Office 03 6166 0966



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Welcome to Tolosa Street

Our aim at Tolosa Street is to provide recovery and continuing care to meet your needs as your move back to community living.

Tolosa Street community has two primary areas set up to provide care, these are six Rehabilitation beds and six Community/ Step-Up beds.

Moving from the community or moving from an acute mental health unit to Tolosa St provides short term specialised care and support.

Our programs assist people to build independent living skills in a supportive and safe 'live in' environment with a focus on recovery.

We look forward to supporting and working with you to achieve your goals in your transition to living in the community.

The Tolosa Street Team

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

Access to services

To access our service you need to be engaged with a community mental health team and admission is organised by your Psychiatrist, Case Manager or the Mental Health Inpatient Unit.

If you are not engaged with a Community Mental Health Service, you can seek a referral through your GP to the Mental Health Services Helpline or call the Helpline on 1800 332 388.

Your care

During your stay you will be working with a multi-disciplinary team that includes mental health nurses, psychiatrist, occupational therapist and residential support workers.

Your care team will work with you, your family and friends to make decisions and plan your care, supporting your recovery and self-management.

You may also be linked with other organisations which include the NDIS, MyCare, Baptcare and Richmond Fellowships Inc.

We welcome family and friends to join you in the morning meetings and group sessions with the Occupational Therapist and staff addressing health and wellbeing issues.

Tolosa Street recognises that you may have needs specific to your identity or community, please talk to your care team about your needs.

Tolosa Street service areas

The Tolosa Street service has three separate areas. All rooms have an ensuite bathroom and access to communal laundry.

Zone A - Step Up:

- 6 bedrooms with ensuite
- Kitchen, dining, computer room, quiet room, lounge room and laundry
- Enclosed veranda and access to grounds and gardens.



Zone B - Main Office:

- Administration area for Tolosa Street
- Please hand your key to the office staff when leaving the Tolosa site.



Zone C - Rehabilitation:

- 6 individual units each with ensuite and kitchenette that contain a microwave, fridge/freezer, kettle and toaster
- Communal full kitchen and TV room plus games area
- As part of your stay you will meet weekly with your residential support worker/ Occupational Therapist (OT) and staff to share your input into the menus for evening meals.



We will assist you to build your skills for independent living.

Support for you

Your care team will develop a support and care plan with you. This will help you to identify your interests and strengths to guide your care towards recovery.

We focus on giving you the time, opportunity and education to enhance skills to support independent living.

We can link you with a number of activities in the community.

These activities aim to assist in your recovery and build social community connections.



Medication

While at Tolosa Street you should utilise your own medications with the support of nursing staff.

Ask one of the team if you have any questions regarding your medication while at Tolosa Street. They may refer you to your GP or treating Psychiatrist.

Meal Times

| | |
|-----------|----------------------|
| Breakfast | Your choice, all day |
| Lunch | Your choice, all day |
| Dinner | 5.00 pm |



Help yourself to breakfast and lunch in the communal kitchen area any time of the day. Dinner is provided by the residential support worker on the day and you are welcome to help prepare the meal.

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

Zone A: You are welcome to store items in the fridge in the main kitchen, write your name and date on each of your items.

Zone C: You can store your own food and drinks in your room where a fridge with freezer section is provided.

Smoking and banned items

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

We support your decision to either quit or reduce your smoking while you are at Tolosa Street. Talk with a nurse or doctor to find out about nicotine replacement therapy.

Alcohol and illegal drugs are banned from the site. If you are having co-existing difficulties with substance use please talk with your care team.

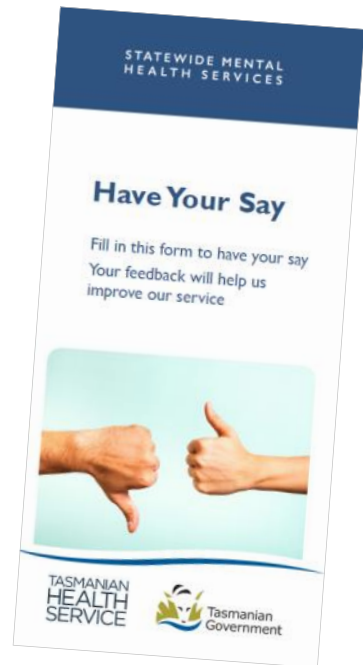
Talk with the team

You, your family members or support person are welcome to talk to the team and give us feedback to support your recovery and 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 weekly client meetings that are held in the Rehab common room
- 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. There are feedback boxes provided (hallway Zone A and common area near front door Zone C).



We value your role in improving your mental health and wellbeing, talk to us about your care.

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



Leave from Tolosa

Day leave

You will need to let staff know when you are going out and when you have returned.

Please hand in your key to staff at Zone B (middle building) before you leave Tolosa Street.

Be aware that there is a fee if your key is lost.

Overnight or extended leave

Any overnight or extended leave from Tolosa Street will be discussed and agreed with your care team.

Note that the Tolosa Street front gate is shut at 11.00 pm.

Public Transport

The local bus service is Metro Tasmania route 503.

Bus stop is outside the front gate on Tolosa Street.

This service goes to and from Hobart.

For other services, the 503 bus stops at the Glenorchy Bus Mall, which is on Tolosa Street near Main Road, opposite the Northgate shopping centre.

Visitors

Visitors can arrange a visit by first phoning 03 6166 0966. We ask that they come to the office (Zone B) and let the staff know when they arrive and when they leave the site.

Visitors must sign the Visitor's Book which is also located just in the front door of the office.

Visiting hours at Tolosa are flexible, noting they finish at 7.00 pm each day.

Please note there is limited visitor parking available on site.

Your healthcare rights

As a person receiving care and support 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 have new or unfamiliar terms explained to you.
- Have your personal health information protected and treated appropriately.
- Raise any issues with the Adult Mental Health Service without any concern that it will affect your care.

Our services comply with the *Australian Charter of Healthcare rights*

See Posters on display, and note the full Charter statements (A4) are also available in each unit.

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

Do you know your HEALTHCARE RIGHTS?

The **Australian Charter of Healthcare Rights** explains the rights that apply to all people in all healthcare settings.

The Charter describes what you, or someone you care for, can expect when receiving health care.

- Access
- Safety
- Respect
- Partnership
- Information
- Privacy
- Give Feedback

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights

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 are available to help you understand the Act and how it may apply to you.

Please ask if you would like a copy of the fact sheets.

They are available on our website, go to www.health.tas.gov.au/mentalhealth and click on the Mental Health Act logo on the right hand side. Select left menu item 'Information for Consumers, Carers and the Community Sector' for links to the Fact Sheets.

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 staff at Tolosa will be able to assist you in making requests for funds. Please ask us if you have any questions.

Fees Information

Will I have 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, you will need to pay fees. The amount of fees depends on your individual situation.

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 Tolosa Street?

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 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 that you may find helpful:

Mental Health Services Helpline 1800 332 388
(freecall)
www.health.tas.gov.au/mentalhealth

Advocacy Tasmania Inc. 1800 005 131
(freecall)
intake@advocacytasmania.org.au
www.advocacy.org.au

Guardianship and Administration Board
Tasmania 1300 799 625
(freecall)
guardianship@justice.tas.gov.au
www.guardianship.tas.gov.au

Health Complaints Commissioner
Tasmania 1800 001 170
(freecall)
health.complaints@ombudsman.tas.gov.au
www.ombudsman.tas.gov.au/complaints

Official Visitors Program
(Mental Health) 1800 001 170
(freecall)
officialvisitors@ombudsman.tas.gov.au
www.officialvisitors.tas.gov.au

Adult Mental Health Services

Tolosa Street
108 Tolosa Street
Glenorchy TAS 7010

Phone 03 6166 0966

www.health.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, fill in a consumer feedback form or phone Consumer Liaison on 1800 811 911.



Interpreter



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