

Older Persons Mental Health Services

STATEWIDE MENTAL HEALTH SERVICES

Roy Fagan Centre

Information for consumers,
carers and families

If you would like any information in this booklet explained to you please ask one of our team.



TASMANIAN
HEALTH
SERVICE



This booklet aims to provide answers to any questions you may have about the Roy Fagan Centre.

If you have any further questions or need any details in this booklet explained to you please talk to the Nurse in Charge or phone 03 6166 6370.

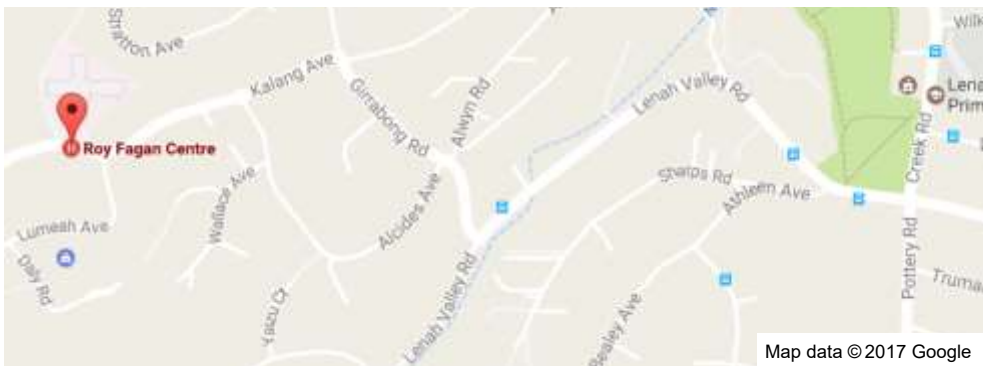
Contact details

Phone: 03 6166 6370

Roy Fagan Centre
54 Kalang Avenue
Lenah Valley TAS 7008

Directions:

From Main Road, New Town turn into Augusta Road and follow to Lenah Valley Road. Turn right into Girrabong Road and then left into Kalang Avenue - the Centre is on the right directly after the second roundabout.



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About us

The Roy Fagan Centre is a specialised facility to assess and treat elderly persons with mental illness and dementia.

We are an approved assessment centre and approved hospital under the *Mental Health Act 2013*.

Admission to the centre is either voluntarily or under the *Guardianship and Administration Act 1995* or *Mental Health Act*.

Once the specialised care provided at Roy Fagan is no longer required the treating team including doctors and social workers will assist in finding a safe discharge destination.

Access and advice

Referrals to Older Persons Mental Health Services are made by General Practitioners and other psychiatric services the Mental Health Services Helpline.

The Helpline can also assist you, your family or carer with advice and information, phone free call 1800 332 388.

Your care

After admission to the Roy Fagan Centre you, your family member, carer or advocate will be consulted about your care. This will include assessment, treatment and discharge plans.

During your stay care is provided 24 hours a day by qualified nursing staff and centre assistants.

There is medical support from Doctors, Psychiatrists and Medical Registrars available weekdays.

Appointments with medical staff can be made by phoning 03 6166 6370 between 8:30 am and 4:30 pm weekdays.

We aim to provide a safe and secure environment at the Centre. Every patient has the right to privacy, dignity and confidentiality.

Each unit is locked for all patient's safety, you may ask for the doors to be opened and to leave the unit. Staff will explain if they are not able to meet your request.

Leave from Roy Fagan may be able to be taken during your stay. Talk to your treatment team about your leave.

Our team

Assessment, treatment and care at the Roy Fagan Centre is provided by a professional clinical team assisted by experienced support staff.

Our team includes:

- Psychiatrist (specialising in older persons)
- Geriatrician
- Registrars
- Medical Officer
- Nurses
- Pharmacist
- Allied Health Professionals
- Centre Assistants
- Administrative Assistant
- Activities Staff
- Cleaning Staff
- Laundry Staff.



Care after discharge

On discharge a referral may be forwarded to the Older Persons Mental Health Community Team for ongoing care.

Medications are dispensed by the Royal Hobart Hospital Pharmacy Department. An invoice will be issued to you for any discharge medications.

Pathology needs are met through the services of Hobart Pathology and are bulk billed to Medicare.

Podiatry services for feet care are free and provided monthly by Feet2U Nurse led podiatry.

Fees

Fees will apply if you receive care for more than 35 days within the Tasmanian Health Service and are no longer acutely unwell. Fees are based on individual situations.

Our Finance Officer will contact about fee payment, or please phone 03 6166 0831 to discuss any financial queries.

Advance Care Planning

Advance Care Planning is a process of discussing and writing down **a patient's values and preferences to guide carers and doctors** in the patient's end-of-life care. It prepares you and others to plan for future healthcare.

Talk with one of our team to let them know if an Advance care plan is already in place.

If you would like more information about Advance care planning talk to one of the team at Roy Fagan, alternatively go to www.advancecareplanning.org.au or phone 1300 208 582.

Visiting hours

We request that visiting hours are limited to times outside of **meals and cleaning times to ensure staff can put visitor's needs** and the needs of all patients first.

Visiting hours at Roy Fagan Centre:

10:00 am to 12:30 pm

2:00 pm to 5:00 pm

7:00 pm to 9:00 pm

Visiting outside these hours may be arranged. Please discuss with the Nurse in Charge.

Carers and family visiting Roy Fagan

There is limited visitor parking available on site. See reception staff to obtain a daily parking permit. Please observe parking restrictions as per signage.

All visitors must sign the Visitor Book on arrival,
which is located in the front entrance area.

For entry to a unit we ask all visitors to use the visitor's bell.

If the door is not answered immediately we may be busy attending to clients. Please wait for a staff member. This is required for patient, visitor and staff safety.

For after-hours entry please ring the bell at the front entrance.

Please respect the privacy of others and follow the advice of nursing staff if there are interactions with other patients during your visit.



Refer to the poster of the Australian Charter of Healthcare Rights on display.

You can also ask for a copy of the Healthcare Rights brochure.

The Roy Fagan Centre is monitored by Aged and Mental Health Advocates, the Official Visitors Program, the Mental Health Tribunal and the Guardianship and Administration Board.

The Mental Health Act

Tasmania's *Mental Health Act 2013* balances consumer rights with the need for treatment, while also recognising the important role played by carers and family members of people with a mental illness.

The Mental Health Act:

- Enables individuals with capacity to make their own treatment choices.
- Provides a decision making framework for people with mental illness who are not able make their own assessment and treatment decisions.
- Provides for an independent Mental Health Tribunal and for the appointment of Official Visitors.

Please ask one of the team to assist you if you require further information about the Act or your Healthcare Rights.

Your feedback - Have Your Say

We welcome your feedback about the Roy Fagan Centre. Please let us know if we did something well, you have a suggestion or you have a complaint:

- Talk to the staff member in charge of the unit or ask for the Clinical Nurse Consultant, Clinical Nurse Specialist or Nurse Unit Manager
- Fill in a feedback form and place it in the suggestion box located in the reception area, or
- Contact our Consumer Liaison Unit by phone 03 6166 8154 or email complaints@ths.tas.gov.au



If you are not satisfied after receiving a response to your complaint, and you require further help, you may wish to contact:

Advocacy Tasmania

Phone 1800 005 131

Email advocacy@advocacytasmania.org.au

Website www.advocacytasmania.org.au

Health Complaints Commissioner

Phone 1800 001 170

Email health.complaints@ombudsman.tas.gov.au

Website www.healthcomplaints.tas.gov.au

Personal services

Personal laundry service

Available on site. All personal clothing must be marked with **the client's name. Please note that no responsibility is taken** for lost or damaged clothing.

Carers may take clothing home for washing.

Hairdressing

Provided on site weekly at no cost.

Toiletries

A limited supply of basic toiletries are provided. Please ask nursing staff if you have specific requirements.

Pastoral care

Arranged on request. Please discuss these needs with the nurse in charge of the unit. A monthly church service is held on site.

Electrical equipment

All electrical items must be tested and tagged by a qualified electrician prior to being brought to the centre.

Valuables

We ask that you do not bring valuables or large sums of cash to the Roy Fagan Centre.

Staff are not able to look after valuables or take responsibility if items are misplaced. Staff can secure a small sum of money to cover any personal purchases.

Mobile phones and phone calls

The treating team will review if access to a mobile phone is suitable for care on a case-by-case basis. Mobile phones can be left with the nurse in charge of the unit.

There is a hands free phone available for private phone calls. Nursing staff will assist you to make and receive calls with relatives and friends and for advocacy and legal services.

Facilities and activities

We encourage you to socialise as much as you are able.

Each unit provides patients with:

- lounge and dining facilities
- a television and stereo
- a cordless phone
- an outside garden area
- a palliative care suite.

Roy Fagan Centre has a central activities room. Our activity staff design and implement individual or group activities after discussion with patients.

We have regular visits from a Delta therapy dog and handler.

Smoke-free facility



The Roy Fagan Centre is a smoke-free site under the Tasmanian Health Service policy on smoking.

Smoking is not permitted within the building or surrounds of the centre for staff, patients or visitors.

Please talk to staff if this is of concern. We can offer help including nicotine replacement therapy if required.

Roy Fagan Centre

54 Kalang Avenue
Lenah Valley TAS 7008

Phone 03 6166 6370

www.dhhs.tas.gov.au/mental_health



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 Health staff or fill in a consumer feedback form.



Interpreter



September 2018
Review
July 2020



Publication No. 7C102