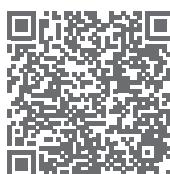


# Patient and Visitor Information Guide to Inpatient Rehabilitation



**Peninsula  
Health**



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## Interpreters

### 传译服务



我们可为患者提供传译服务。传译员可在医院现场或者通过电话提供服务。我们还可提供澳洲手语传译服务。

如果您需要传译服务或澳洲手语传译服务, 请向我们提出要求。

### Услуги переводчиков



У нас есть доступ к услугами переводчиков для наших пациентов. Переводчик может переводить для вас в больнице или по телефону. Мы также можем пользоваться услугами переводчиков жестового языка Auslan.

Если вам нужен обычный переводчик или переводчик жестового языка Auslan, просим сообщить об этом нам.

### Servizio Interpreti



Siamo in grado di fornire un Servizio Interpreti ai nostri pazienti. Un interprete può esservi di aiuto sia in ospedale che al telefono. Possiamo anche fornire servizi Auslan (linguaggio dei segni), chiedetecelo.  
Se avete bisogno di un interprete o di servizi Auslan, ditecelo.

### Υπηρεσία Διερμηνέων



Έχουμε πρόσβαση σε Υπηρεσία Διερμηνέων για τους ασθενείς μας. Ο διερμηνέας μπορεί να σας βοηθήσει είτε στο νοσοκομείο ή τηλεφωνικά. Έχουμε επίσης πρόσβαση σε διερμηνείς νοηματικής γλώσσας Auslan.

Αν χρειάζεστε διερμηνέα ή υπηρεσίες νοηματικής γλώσσας Auslan, σας παρακαλούμε να μας ενημερώσετε.

### خدمة الترجمة الشفاهية



يمكننا الوصول إلى خدمة الترجمة الشفاهية من أجل مرضان. ويمكن للمترجم في المستشفى أو عبر الهاتف. كما يمكننا استخدام خدمات الترجمة الشفاهية مساعدتكم إما نلدي مصايع في المساعد (أوزلن) أو ترجمة لـ

م شفاهي أو خدمات أوزلن، الرجاء أن تطلب من ذلك إذا كنت بحاجة إلى مترجم

# Welcome to Peninsula Health Rehabilitation Inpatient Services

This guide will provide you, your family and/or your carer with information regarding your stay and rehabilitation program at one of Peninsula Health's inpatient rehabilitation facilities. Peninsula Health provides inpatient rehabilitation at three locations:

- **Golf Links Road Rehabilitation – Frankston.** This facility provides specialised rehabilitation for patients with particular conditions and/or post-surgery.
- **The Mornington Centre – Mornington.** This facility provides geriatric evaluation and management (GEM) services, specialising in care for older people or those with unique care requirements.
- **Hillview Rehabilitation – Rosebud.** This facility provides both specialised rehabilitation and GEM services.

You will be transferred to a rehabilitation ward once you are medically stable. In a rehabilitation ward it is expected that you will get out of bed each day, dress in day clothes, participate in individual and group therapies and be involved in ward activities, such as eating meals in the dining room.

Peninsula Health is committed to working in partnership with you, your family and carers, in your care. We recognise you as an essential member of the health care team and aim to ensure you are actively involved in the care planning and decision making that occurs during your stay.

Peninsula Health will transfer you to a facility that best meets your needs and can provide the type of rehabilitation you require. Each facility has a care team that includes doctors, nurses, physiotherapists, occupational therapists, dietitians, speech pathologists and social workers. However, teams on each ward and in each facility have unique skills and experiences to manage the type of patients usually seen on that ward.

Peninsula Health aims to provide safe, personal, effective and connected care to every patient every time. Therefore, we welcome feedback and encourage you to let us know what you think we are doing well and anything we can do to improve your care or experience.



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# Overview of Sites

## Golf Links Road Rehabilitation Centre

125 Golf Links Road, Frankston VIC 3199

Melways: 102 K10



## Golf Links Road Rehabilitation Unit 1 (Building 1)

Phone: (03) 9784 8666

## Golf Links Road Rehabilitation Unit 2 (Building 5)

Phone: (03) 9784 7076

## Frankston Community Rehabilitation Centre (Building 2)

Phone: (03) 9783 7288

Access to the Golf Links Road site is via boom gates and parking is free for up to three hours. There is disability parking located on the site.

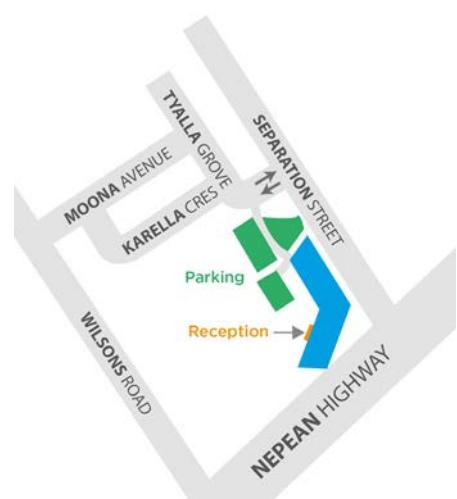
## The Mornington Centre

Corner Separation Street & Tyalla Grove

Mornington VIC 3931

Melways: 145 E1

THE MORNINGTON CENTRE



## Reception

Phone (03) 5976 9000

## Gunnamatta Ward

Phone (03) 5976 9113

## Sorrento Ward

Phone (03) 5976 9043

## Flinders Ward

Phone (03) 5976 9150

## Mornington Community Rehabilitation Program

Phone (03) 5976 9000.

Free parking available with disability parking available on-site.

## Hillview Rehabilitation Ward – Rosebud Hospital

1527 Point Nepean Road, Rosebud West VIC 3939

Melways: 169 K2

## Hillview Rehabilitation Ward

Phone: (03) 5986 0774

## Rosebud Community Rehabilitation Service

Phone: (03) 5986 3344

Free parking available with disability parking available on-site.



# Overview of the Types of Rehabilitation

## 1. Geriatric Evaluation and Management (GEM) Services

Geriatric evaluation and management (GEM) is care where the primary purpose of rehabilitation is improving the function of a patient that often has multiple medical conditions related to ageing such as falls, incontinence, reduced mobility, functional decline, delirium or dementia. Patients who are best placed for a GEM ward are usually, but not always, older.

## 2. Rehabilitation Services

Rehabilitation care is where the primary purpose is improvement in the functioning of a patient with impairment or activity limitation due to a health condition. Patients who are transferred to a rehabilitation ward are a mix of ages and will be capable of actively participating in daily rehabilitation.

Both in GEM and Rehabilitation the time you spend as an inpatient will vary depending on what help you need to achieve your goals. You and your family or carer, will be involved in setting your goals and planning your therapy program. (Your active participation in the program is encouraged and crucial to your outcome).

Some people need to stay for a short time only, while others need more support to rebuild their strength and ability to do everyday tasks. We will discuss plans for your discharge with you and your family or carer throughout your stay. Often this discussion starts early in your stay to help the team understand your discharge destination and the function you need to be ready for discharge.

## What can I expect from a rehabilitation program?

You may not see a doctor every day, however, the doctor will still be involved in your care and you can ask to see a doctor. One member of your health care team will be your Contact Person, a 'one stop person' for you and your family or carer to speak with and ask questions about your stay.

Your therapy program may include:

- Improving your physical strength, walking and balance
- Helping you to confidently use equipment such as walking aids
- Improving everyday activities such as showering, getting dressed, cooking, shopping, and driving
- Going to the dining room for meals
- Attending the on-site gym
- Learning how to prevent falls
- Assessing your diet
- Assessing your memory and thinking
- Carer support and facilitation of Family Meetings
- Support for patients to adjust to health conditions
- Assessing and treating communication difficulties
- Assessing and treating swallowing difficulties



- Helping you to feel comfortable socialising with others
- Helping you with your medications
- Providing aids and equipment to help you stay independent
- Assessing your home and recommending ways of making it safe
- Recommending and helping you plan what you may need in the future
- Provide support to access the NDIS.
- Hearing aids/Glasses
- Medicare card
- Health Benefits card
- DVA card/Pension card
- Private Health Insurance card
- Medical or Enduring Power of Attorney documents
- Letters from referring doctors and X-rays.

## Family Key Contact Person

We will also ask you, your family or carer to nominate a 'Family' Key Contact Person. This is the person that you wish to be involved in discussions about your care, your progress and your discharge plans.

## What should I bring with me?

- Your usual medications, including prescribed and complementary medicines
- Toiletries (including soap, shampoo, shaving products and tissues)
- Loose comfortable clothing. We suggest: tracksuit pants, t-shirts, windcheaters and skivvies
- Socks, underwear and singlets
- Bathers (if you are having aquatic physiotherapy)
- Firm shoes (runners or other supportive flat shoes)
- Pyjamas, nightgowns, dressing gown and slippers
- Walking aids such as frames or walking sticks
- Other small aids that you use at home, such as shoe horns or long handled reachers

## Valuables and personal belongings

Please do not bring:

- Jewellery or amounts of money more than \$20.

All items should be clearly labelled with your name. Peninsula Health cannot accept responsibility for the loss of personal items during your stay.



# Patient Information

## Aboriginal and Torres Strait Islander Health

Peninsula Health provides a range of culturally appropriate services for Aboriginal and Torres Strait Islander people across Frankston and the Mornington Peninsula. Peninsula Health's response to Aboriginal and Torres Strait Islander health is comprehensive, inclusive and integrated across all of our sites. For more information about these services, please contact our ACCESS workers on 1300 665 781.

The Aboriginal and Torres Strait Islander Hospital Liaison Officer (AHLO) provides support and advocacy to Aboriginal and Torres Strait Islander patients during their stay in hospital. The AHLO will work in partnership with Peninsula Health staff and other primary health care providers to support Aboriginal and Torres Strait Islander (ATSI) people. Please call 0417 542 569 to speak with our AHLO.

## Alcohol and Illegal Drugs

To ensure the safety of patients, staff and visitors, we ask that you don't drink alcohol on Peninsula Health premises or take drugs that have not been prescribed by your treating doctor.

Visitors are asked not to bring alcohol or drugs onto hospital premises.



## Allergies

If you are allergic to anything, such as food or medications, please make sure you tell medical and nursing staff about your allergies and the kind of reaction you have.

If you have a known allergy, please make sure you have a red alert identification band around your wrist or ankle.

## Beds

There may be times when we need to move you to another bed or room.

We will do our best to keep any disruption to a minimum.

If we move you and you are registered to use your bedside telephone, it will automatically be connected to your new bed. Your TV will be reconnected as soon as possible.

Our Rehabilitation and GEM beds are in same gender rooms where possible.

Some rooms may share a mixed gender bathroom. If this is of particular concern to you, please ask to speak to the Nurse in Charge.

## Behaviour

All patients, visitors and staff have the right to feel emotionally and physically safe, and to be treated with respect and dignity.

The following behaviours are not tolerated:

- Aggression, harassment and intimidation
- Threatening language used towards staff, patients or visitors
- Physical attacks on people or property
- Obscene, racist, homophobic, sexist or demeaning language.

## **Behavioural Contracts at Peninsula Health**

Peninsula Health is committed to working in partnership with patients, clients, families and carers to ensure the best possible care. A patient's health care is a shared responsibility, so it is important that everyone understands and acts on their responsibilities. In some cases, a patient may be required to agree to a Behavioural Contract to continue receiving care in the hospital. The contract will ensure that the patient agrees to be respectful in all dealings with both their health care team and with other patients in the hospital. It also states that any violence or aggression, physical or verbal, will not be tolerated by Peninsula Health staff.

A breach of a Behavioural Contract may see a patient's care terminated by Peninsula Health. If you have any questions or concerns, please speak to the Nurse in Charge.

## **Café and Kiosk**

Ernie's Café at the Golf Links Road site is open from 9.00am to 4.00pm Monday to Friday, and closed on weekends.

Ernie's Café at The Mornington Centre site is open from 8.30am to 3.00pm Monday to Friday. It is closed on Saturdays and Sundays.

Rosebud Hospital Kiosk is open from 10.00am to 3.45pm Monday to Friday, and from 11.00am to 3.00pm on Saturday and Public Holidays.

## **Call Button**

There is a call button beside each bed and in the bathrooms for you to alert nursing staff that you need assistance.

If another patient needs help (such as in a fall), please press your call button straightaway to alert the nursing staff. Please do not try to help the other patient yourself.

## **Care Call**

Patients and families/carers can often recognise when they or their loved one is getting sicker, sometimes before it is recognised by the health professionals caring for them. This is because they know the person better and can pick up on subtle changes a stranger can easily miss. Also, family members/carers will often spend longer periods of time with the patient than staff providing care to multiple patients are able to do.

This is why, we strongly encourage you to let a staff member know if you have any concerns about your own or your loved one's medical condition with your doctor or nurse. It is their role to investigate your concerns and respond accordingly. If you continue to have concerns, we encourage you to speak to the Nurse in Charge and/or a more senior doctor.

If your concerns are not resolved, we encourage you to initiate a Care Call by contacting Frankston Hospital switchboard on 9784 7777 and telling the operator you wish to make a 'Care Call'. The operator will need to know the name of the patient. The ward and bed number are also helpful if you know them, but these are not essential. The operator will connect your call to a senior staff member, who will listen to your concerns and respond accordingly, generally by facilitating an urgent medical review. In this way, patients and families have a way to escalate their concerns if they are not reassured that these are being adequately managed on the ward itself.

## Compliments, Complaints and Concerns

We welcome feedback from you, your family or carer about the care you receive. This helps us to improve our services. We will give you a feedback form while you are with us, and we encourage you to complete it.

If you have any concerns about any aspect of your care, please discuss them with the person in charge of your care.

If you feel more comfortable speaking with someone else, please contact:

**Customer Relations Manager, Peninsula Health**  
P0 Box 52  
Frankston VIC 3199  
Phone: (03) 9784 7298  
Email: [customer.relations@phcn.vic.gov.au](mailto:customer.relations@phcn.vic.gov.au)

Please be assured that issues raised will be dealt with confidentiality and your care will not be affected in any way.

## Consent

Before we carry out procedures, operations and treatments we need to obtain consent from you or your guardian.

When we seek you or your guardian's consent, we will provide information to assist you in your decision making, this includes information about the expected benefits, as well as risks, side effects and complications. We also explain what alternatives there are to having the procedure, operation or treatment.

We encourage you to ask questions. We will answer them as fully as we can. This helps us understand what is important to you.

You have the right to refuse or withdraw consent at any time.

## Diversity

Peninsula Health recognises, respects and values the diverse needs of our patients, carers and families. Our care is inclusive and respectful of your cultural, linguistic, religious, sexual or gender orientation or ability.

Peninsula Health's Diversity Framework helps us to ensure our services are appropriate for everyone – regardless of background, including Aboriginal and Torres Strait Islanders (ATSI), people with disabilities, people from culturally and linguistic diversity (CALD) backgrounds, and Lesbian, Gay Bisexual, Transgender, Intersex and Queer (LGBTIQ) people.

## Enquiries About Patients

Family, friends and carers can phone the site and ask to be transferred to your ward. Our switchboard and ward staff are only able to give out general information about patients. We will not give out any information about your treatment and condition over the phone.

- Golf Links Road Rehabilitation Unit 1: (3) 9784 8666
- Golf Links Road Rehabilitation Unit 2: (3) 9784 7076
- The Mornington Centre: (3) 5976 9000
- Hillview Rehabilitation Ward: (3) 5986 0666 (Rosebud Hospital Switchboard).

## Identification Bands

Following your admission, we will ask you to wear an identification band around your wrist or ankle. Your name and other important details are recorded on this band. This band must be worn during your stay in hospital so we can easily identify you and ensure you receive the right treatment and care.

We will ask to see (AND scan) your identification band before giving you any medication or treatment.

If any of your personal information has changed or is incorrect, please tell your nurse immediately.

## Laundry

A laundry service is available at a small cost through a private contractor, if required. Bookings are via the Ward Clerk.

## Infection Prevention and Control

Hand hygiene and washing your hands is the best way to prevent infection both in and out of hospital. Even when our hands look clean there can be many germs living on them. Germs can easily pass to others and be left on surfaces to spread infection.

We ask all our staff and visitors to always wash their hands or use antiseptic hand rub before and after touching a patient. There are containers of antiseptic rub at bedsides and throughout the hospital for everyone to use. If you are not sure if a health care worker has cleaned their hands, it's ok to ask them to do so – because we care about your health.

Please ask any family or friends not to visit you if they are unwell. It is important for your family and friends not to visit you if they have a cold, flu, diarrhoea and vomiting or fever and rashes, as these could spread to our patients and make them sicker.

If you have any questions or concerns during your stay, please contact our Infection Prevention and Control Unit on (03) 9784 7722.



## Interpreter Service

A free interpreter service is available to all patients. Interpreters are available 24 hours a day, 7 days a week. An interpreter may help you either at the hospital or by phone. We also have access to Auslan Signbank services.

If you need an interpreter or Auslan Services, please ask your nurse or doctor.



## Meals

A Patient Service Assistant will take your meal order each day. Please tell them if you have any specific dietary needs.

Please tell your nurse if you have any food allergies so we can make sure you receive a meal that is safe for you to eat.

During Protected Mealtimes we stop all other activities when we serve your meals. We serve lunch between 12pm and 1pm at Golf Links Road and Hillview Ward, and between 12.30pm and 1.30pm at The Mornington Centre. Dinner is between 5pm and 6pm. Family members or visitors are welcome to support you with your meal.

## Special Dietary Needs

There may be certain foods that you should not eat. If a dietitian is involved in your care, they will help you select the most appropriate foods for you.

If you have swallowing problems, a speech pathologist can help you select the right foods and food consistency.

Your relatives and carers may bring special food from home for you if you wish. We ask that they discuss this with staff to ensure that the food is suitable for your medical condition. For more information, please ask for a copy of our Food Safety Guidelines.

## Medical Certificate

If you need a medical certificate for work, Centrelink or insurance, please ask your treating doctor.



## Medical Records and Personal Information

When you become a patient of Peninsula Health, we record your contact details, your condition, and the outcomes of any treatment you may have. Your health care information helps us plan effective care and treatment.

It also reduces the likelihood of repeating tests that you have already had.

There are laws that safeguard the confidentiality of your health care information. Under the Freedom of Information Act 1982, you can ask for access to your medical record and personal information held by Peninsula Health. We will ask you to complete an application form, and a fee may apply. If there is information in your record which is incorrect, you can ask us to correct it.

If you have any questions about what happens to information about you, please contact our Freedom of Information Officer: Phone: (03) 9784 7624.

## Medication Safety

Please bring all your usual medications when you are admitted, including any prescribed and complementary medicines that you may be taking. We will check them, store them safely while you are with us and return them to you when you leave.

We will supply your medications while you are in Rehabilitation or GEM. We may use your eye drops, inhalers or specialised medications if difficult to obtain.

## Taking your medication safely

Our pharmacist will work with you and your treating doctor to make sure your medications are prescribed and taken appropriately.

Our pharmacist will discuss with you:

- What your medication is for;
- How and when to take your medication;
- Possible side effects of your medication;
- Any other important information you may need to know; and
- Any questions or concerns you may have about your medication.

## What you can do to help

Before you are given your medications, make sure the doctor or nurse has checked your identification band and has asked your name. Peninsula Health has an electronic medication management system, which includes an additional safety feature which enables us to scan your identification band against the medication order.

- Don't be afraid to tell your nurse or doctor if you think you are about to get the wrong medication;
- Ask your nurse, doctor or pharmacist to explain how you should use each medication and any possible side effects;
- Know what time you usually get your medication. If you don't get it, tell your nurse or doctor;
- If you don't feel well after taking your medication, tell your nurse or doctor
- If you think you are having a reaction to the medication, ask for help immediately
- If it's hard for you to ask questions about your medications, a family member or friend can ask questions for you.

## No Lift Policy

Our no lift policy aims to keep staff and patients safe from injury.

If you need help with moving on or off your bed, we will use slide sheets or lifting devices to ensure you are moved comfortably and safely.

If you have family or carers who help you at home, we can advise them on the best and safest ways to provide home care.

## Nursing Bedside Handover

At each nursing shift change, your care is handed over from your previous nurse to the oncoming nurse.

This is an important part of your care and ensures:

- You know who is looking after you
- You know what is going to happen with your care in the next shift
- Your family or carer can be involved if you wish
- Please speak up if you have questions or concerns
- Do not be afraid to tell staff if you feel a mistake has been made
- Know your rights – you should have received a copy upon admission.

Staff will use discretion when discussing sensitive information.



## Pets

Well-behaved, groomed, fully vaccinated dogs and cats are welcome to visit for short periods. Dogs must be over three months old, and on a leash. Cats must be brought in with a secure carrier.

Pets visiting Hillview Rehabilitation Ward at Rosebud Hospital must be brought in via the car park entrance to the ward.

We ask both you and the pet handler to use the antiseptic hand rubs provided or wash your hands both before and after handling pets. Pets should have been washed in the 24 hours prior to visiting.

## Preventing Falls

### Did you know that many incidents in hospitals are related to falling?

Everyone has a role to play in preventing falls.

#### Staff will:

- Help you to settle in, keep your surroundings safe and provide you with falls prevention information; and
- Assess your risk of falling and discuss the results with you to develop and implement a care plan suited to your needs.

#### What you can do:

- Bring to hospital any equipment you normally use such as glasses and walking frames;
- If you are short-sighted, wear your glasses when walking. Take special care when using bifocal and multi-focal glasses;
- Wear comfortable clothing that is not too long or loose. When walking, wear comfortable, low heeled and non-slip shoes that fit you well, rather than slippers;

- Keep your call bell within easy reach and use it when you need help;
- Let staff know if you feel unwell or unsteady on your feet; and
- Familiarise yourself with your room, its furniture and bathroom.

Look out for any hazards such as spills and clutter that may cause a fall and let staff know about them.

## Preventing Pressure Injuries (bed sores)

Pressure injuries are localised areas of damage to the skin caused by lying in one place for too long.

Staff will assist you to:

- Ensure you are correctly positioned in the chair or bed;
- Change your position regularly if you are unable to reposition yourself;
- Help relieve pressure areas with special equipment such as an air mattress, wedges, or special chair cushions;
- Keep your skin dry;
- Protect bony points with special dressings; and
- Help make your diet more nourishing to aid prevention of pressure injury development.

Please let your nurse/health care provider know if:

- You already have a pressure injury;
- You have had a pressure injury before; or
- You are uncomfortable and need to change position.

## **Safety for Patients, Visitors and Staff**

### **Emergencies – Fire or Evacuation**

In case of an emergency, our staff are trained to take care of you and your visitors, and may move you to a safe area. Please cooperate with staff promptly to help make sure everyone is safe.

### **No Latex Balloons, Please**

Latex (rubber) balloons are not permitted. Many people are allergic to latex.

Foil balloons are permitted.

### **Staff Identification**

All Peninsula Health staff, volunteers and consumer representatives wear identity cards showing their name, job title and photograph.

### **Smoking**

Smoking is not allowed anywhere on Peninsula Health sites – including buildings, outside areas and car parks. We ask everyone not to smoke including staff, patients, visitors and carers.

Whilst in hospital you may like to ask your nurse, doctor or pharmacist for nicotine replacement therapy.

If you decide to give up smoking during your stay with us, please ask your nurse or treating doctor about the Quit Smoking programs we provide. Or, call Quitline on 13 78 48.

### **Spiritual Care**

Our Spiritual Care team is available to all patients, families, carers and staff. You do not have to belong to any specific religion or faith to use the service. We are here to listen to your concerns and feelings during times of personal crisis and stress. The team offers religious or sacramental care when requested, and can arrange for your religious representative to visit you at any time.

Please ask if you would like us to contact the Spiritual Care team for you, or you can call them on (03) 9784 7777.

### **Telephones**

The bedside telephone system is provided by an external company.

We will give you a leaflet explaining costs and instructions on how to register for the telephone system. If you need help with this, please ask the company representative who visits the wards during the week.

### **Television and Radio**

Safety regulations do not allow you to bring your own television (TV) set to hospital. To arrange on-site TV hire, please ask the company representative. There is no charge for TV sets at the The Mornington Centre and Golf Links Road and they are automatically connected.

You may use a personal radio or MP3 player while staying in hospital. Please use earphones so that you do not disturb other patients.

### **Therapy Sessions**

Therapy sessions take place mostly between 8.30am – 4.30pm Monday to Friday. We encourage family members and carers to discuss with you and your Rehabilitation team how they can be involved in your therapy program with you. Walking Aids may be provided by the physiotherapist to meet your individual walking needs.

Walking aids have coloured tags:

**Green** – you are independent

**Yellow** – you need assistance in some situations

**Red** – you require assistance at all times.

## Visitors

Family members, carers and significant others play an important part in recovery. Your family members or loved ones are welcome to visit at any time. But please be aware that you may tire easily and need rest.

We also ask family members and visitors to respect the privacy and individual needs of other patients. Visitors are requested to use public toilets and not patient toilets.

Visitors should check with nursing staff before giving medication, food, drink or sweets to a patient.

## Discharge from Rehabilitation or GEM

Sometimes you may have day leave prior to being discharged.

If you or your family have any concerns at all about your discharge, please tell your Contact Person or another member of your health care team.

Discharge time is 10.00am.

- You will be given a discharge information sheet and a medical discharge summary of your care with us. We will send a copy of this summary to your GP and/or your specialist.
- If you need any services and equipment, we will arrange these before you are discharged.
- If you are being discharged to residential care, we will send them the information they need to care for you.

## Discharge Destinations

Most people are discharged to the place where they usually live (their home). This may be their house, a low level care facility (hostel), or residential care facility.

Some patients may need more support before going home. This support may include referrals to:

- **Transition Care Program** – a program that provides extra care and support for you and your family. This program may take place in your home or in a residential setting in the community.
- **Residential Aged Care** – after discussions with you and your family, you may wish to be admitted to a residential care facility that provides 24 hour support to meet your care needs.
- Support after discharge is also available via a range of community based programs and specialist clinics.
- **Community Services** – Peninsula Health provides a diverse range of community rehabilitation, specialist clinic and community health services which may be important for your ongoing recovery journey or support. Your care team will talk to you and your family about what service referrals you require.

## Discharge Prescriptions

Before you go home we may give you a medication prescription to take to your local pharmacy on the day of discharge. This is to make sure you receive the medications you need to take on that day.

If you use a Webster Pack, dosette box or similar, please let the hospital pharmacist know. They will fax the PBS prescription to your local pharmacy the day before you are discharged.

If you are discharged to a residential care facility, our hospital pharmacy will arrange your medications with them.

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- ✓ **Home & Mobile Alarms**
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you're safer with*



**MePACS**

# Discover your choices with Mercy Health

Mercy Health is a trusted provider offering personalised services to support you to live actively, safely and independently.



Contact  
us today

## Do you need help at home?

Our flexible services and skilled staff can help you with transport to appointments, shopping, cleaning your house or getting up and ready for your day. You can access services through a government subsidised Home Care Package or privately.

### Speak to your local team

Southern Metro 9797 3900  
Mornington Peninsula 5970 2100

## Live life your way in our aged care homes

When you join one of our communities, you'll enjoy the perfect blend of independence and support.

### Call your nearest home

Mercy Place Rosebud 5982 9800

The PLEGA Healthcare Centre is our National Headquarters and **Showroom**, packed with the latest **Mobility Devices, Daily Living Products, Electric Adjustable Beds and Lift Chairs**.

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Contact details: **Phone: (03) 9763 4844  
Fax: (03) 9763 7544  
Email: [info@plega.com.au](mailto:info@plega.com.au)**

**FREE Call 1800 648 648**



**Plega is a Registered  
NDIS Provider**

Call now to arrange your no obligation, free, in-home demonstration or showroom appointment

## Six Ways to Beat Heart Attack

### 1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

### 2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and dis-courage your family and friends from smoking.

### 3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

### 4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

### 5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

### 6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



**Heart Foundation**  
National Heart Foundation of Australia

# St. John's

RETIREMENT VILLAGE

## 'The Perfect Place to Live'

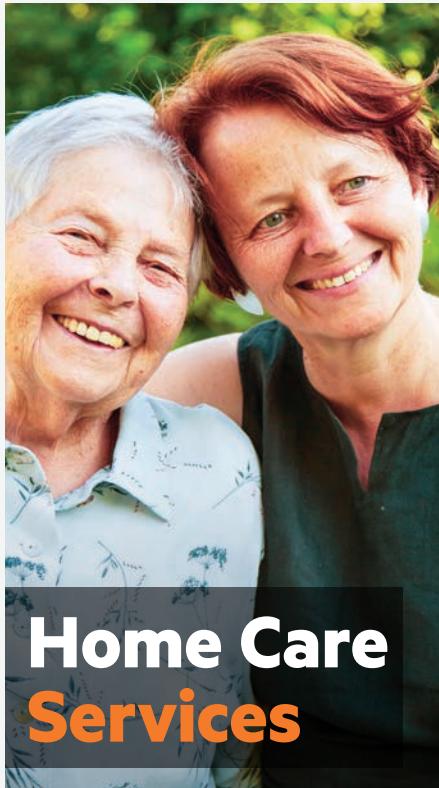
For more than 33 years, St. John's Retirement Village has been providing affordable high quality accommodation for independent retirees. Serviced Apartments are available for those who require a little extra care.

- Emergency onsite care 24/7.
- Providing peace of mind for you and your family.
- Full range of affordable Independent Living Units.
- Single and Double Serviced Apartments.

**For more information please call 03 5977 6955**



**45 Park Lane, Somerville**  
**admin@stjohnsvillage.net.au**  
**www.stjohnsvillage.net.au**



## Home Care Services

### We care for those who have given a lifetime of care

At Australian Unity, we know that getting the right support is everything. We'll take care of the little things to ensure your peace of mind and independence.

Our home care services are provided by trained, qualified and police-checked staff, with the skills and experience to meet your needs.

We are an approved **Home Care Package** provider and can offer a broad range of services across Victoria.

### Our Services

Support for you	Support around your home	In the community
<ul style="list-style-type: none"><li>• Personal care</li><li>• Wellbeing checks</li><li>• Goods &amp; equipment</li><li>• Meals &amp; grocery shopping</li><li>• Nursing &amp; allied health</li></ul>	<ul style="list-style-type: none"><li>• Domestic assistance</li><li>• Home &amp; garden maintenance</li><li>• Home modifications</li></ul>	<ul style="list-style-type: none"><li>• Social support</li><li>• Transport</li><li>• Assistance to attend functions &amp; appointments</li></ul>

Call **1300 160 170** to speak to one of our experienced team members

AU0599\_190404

## UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

### WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENTIA HELPLINE**  
**1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENTIA.ORG.AU**



Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)





live the life *you* value

## Brotherhood Aged Care

For over 80 years the Brotherhood of St Laurence has worked with and supported people of all ages to live a good life. At Brotherhood Aged Care we take the time to get to know you well, and will work with you to develop a plan that works for you.

We can provide you with advice and talk you through your options. Whether you're looking for care at home, social activities or day and respite care, we'll help you find a solution that works for you.

**'It is great knowing there is someone there to support me and help me and is only a phone call away.'**

**Maria**, Home Care Package client



Brotherhood  
of St Laurence

Aged Care

1300 147 147

agedcare@bsl.org.au

agedcare.bsl.org.au



# Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.

Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Use small amounts



Vegetables and legumes/beans



Fruit

Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Only sometimes and in small amounts





## Aged care that feels like home

**As one of Victoria's largest and most trusted aged care providers, we offer exceptional care in your home or one of our 34 residences**

Find out how BlueCross is enriching lives through our aged care. We have a range of options to suit your needs, including:

- Home Care
- Respite Care
- Residential Care
- Dementia Support

**Gardenia**  
87 Argyle Ave  
Chelsea, 3196

**Chelsea Manor**  
7-11 Beardsworth Ave  
Chelsea, 3196

  
**BlueCross**  
community & residential services  
1300 BLUECROSS  
[bluecross.com.au](http://bluecross.com.au)

# Basic Life Support

**D**

**Dangers?**

**R**

**Responsive?**

**S**

**Send for help**

**A**

**Open Airway**

**B**

**Normal Breathing?**

**C**

**Start CPR**

30 compressions : 2 breaths

**D**

**Attach Defibrillator (AED)**  
as soon as available, follow prompts

**Continue CPR until responsiveness or  
normal breathing return**



January 2016



NEW ZEALAND  
Resuscitation Council  
WHAKAHĀUDRA AOTEAROA



We travel the  
journey together

## Medical & Aged Care Group keeping the promise of home

We offer intimate family owned and operated aged care homes, where our residents enjoy a rich and varied lifestyle which is designed for socialising, stimulation and wellbeing.

Management and staff are highly skilled professionals passionate about providing outstanding permanent, respite, palliative and complex care with a relationship focused approach.

A Day Respite program is available at all homes to assist with caring for your family member. We understand that supporting your loved one is often tiring both physically and emotionally.

Not all aged care is the same, come and join us for morning tea, meet our staff and residents and see what makes our aged care homes the right choice for you and your loved one.

### Contact us to find out more

**Casey Manor Narre Warren South**  
(03) 9703 0188

**Northern Gardens Coburg North**  
(03) 9350 5033

**Traralgon Aged Care Traralgon**  
(03) 5176 0759

**Casey Aged Care Narre Warren**  
(03) 9705 4200

**Parkdale Aged Care Parkdale**  
(03) 9580 0499

**Oaklea Hall Hughesdale**  
(03) 9596 0988

**Carrum Downs Aged Care Carrum Downs**  
(03) 9784 2800

**Boronia Residential Aged Care Boronia**  
(03) 9762 1877



You can visit us at [www.maacg.com.au](http://www.maacg.com.au) to learn about our homes

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 Mont Albert VIC 3127  
 03 8537 7500

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 65-67 Sheehan Rd,  
 Heidelberg West VIC 3081  
 03 8537 7500