

Patient information guide



St John of God Health Care

St John of God Health Care is a leading provider of Catholic hospitals, diagnostic and outreach services, basing its care on the values of Hospitality, Compassion, Respect, Justice and Excellence.

About St John of God Health Care

Welcome and thank you for choosing St John of God Geelong Hospital as your preferred hospital. St John of God – John Cidade (born 1495 AD), our patron saint – was a humble man with an extraordinary commitment to tend to those in great need. He was recognised for his unwavering sense of hospitality and compassion. Accordingly, we view the opportunity to care for you as a privilege, and we trust that we will be able to meet your unique needs during the time you spend with us.

Our hospital is a division of St John of God Health Care – owned and operated by the Sisters of St John of God for over 110 years. As Geelong's longest serving, strictly not-for-profit private hospital, we are entirely committed to making a tangible difference to our community of Geelong.

St John of God Geelong Hospital provides a comprehensive range of services and we are accredited with the Australian Council on Healthcare Standards.

Our hospital is committed to focusing on your needs by blending the professional skills of our people with a warm and welcoming environment where our core values of Hospitality, Compassion, Respect, Justice and Excellence are reflected in the care we offer to you and your family.

This directory provides you with information about our hospital and the services available to you during your time with us. Please be encouraged to seek out further information about your treatment, special needs or concerns from those caring for you. Indeed, your comments and recommendations to us are very important to our continued improvement and response to the community.

On behalf of our team, a very warm welcome to St John of God Geelong Hospital.

Stephen Roberts

Chief Executive Officer



St John of God Health Care – leading the way

Our Heritage

Our Patron Saint, St John of God, devoted a major part of his life to the alleviation of human suffering, to comforting and soothing the afflicted, sick and dying in the town of Granada in Spain.

Sisters of St John of God

The congregation was founded in 1871 at Wexford, Ireland. A group of Sisters then came to Australia from Ireland in response to an invitation from Bishop Matthew Gibney in 1895, to help care for people stricken by typhoid during the 1890s gold rush in Western Australia. These Sisters were skilled nurses dedicated to the service of others.

In Australia, maxims taught to all new Sisters conveyed the essence of their Service Ethos which forms the basis of the values that caregivers practice today.

Our Mission

Our mission is to embody the healing ministry of Jesus Christ promoting life to the full through health care services which enhance the physical, psychological, intellectual, social and spiritual dimensions of being human.

Our Values

Our Mission is articulated through the five core values of:

Hospitality

A welcoming openness to all; to the familiar and the mystery of self, people, ideas, experiences, nature and to God.

Compassion

Feeling with others in their discomfort or suffering, striving to understand the other's experience with a willingness to reach out in solidarity.

Respect

The attitude which treasures the unique dignity of every person and recognises the sacredness of all creation.

Justice

A balanced and fair relationship with self, our neighbour, all of creation and with God.

Excellence

Giving the optimum standard of care and service within the scope of available resources.

We strive to place these values at the forefront of our actions and decision making.

Today, at St John of God Health Care, the roots of our Vision are steeped in this history of holistic care, and underpinned by a philosophy of giving each person a reason to hope and a greater sense of their own dignity.

General information

Accreditation

All St John of God Health Care hospitals undertake accreditation against the National Safety and Quality Health Service (NSQHS) Standards (version 2), which is conducted by The Australian Council on Healthcare Standards (ACHS).

Short Notice Assessment observes day-to-day practices, identifies gaps and supports health service organisations to improve safety and quality systems and processes. St John of God Geelong Hospital will generally have 24 hours-notice of their assessment commencing.

Our patients and consumers are central to the Short Notice Assessment. With consent, your journey throughout our hospital may be followed or feedback will be requested of your experience with us by an assessor.

Accounts

Accounts are claimed directly from your health fund. We would prefer that items not covered by your fund be paid for on discharge. We accept payment by EFTPOS, Visa, MasterCard and cash. Cheques, Amex and Diners Club are not accepted. If you have any questions, please dial *99 on your bedside phone and ask for Admissions.

Café Costa

Café Costa is located on Level 1 and offers a variety of coffee and tea, hot foods and light refreshments in a pleasant and relaxed environment.

Please see the café for opening times.

Catering

A qualified Executive Chef heads our in-house kitchen team. We take pride in consulting with our dietitians in providing a high-quality food service, which is balanced, varied and nutritious, including special dietary requirements. We offer a room service menu that allows you to order your meals, snacks and beverages at a time that suits you and is freshly prepared and delivered to your room. Please speak to your caregiver if you have any queries regarding menu selection or call #789 from your bedside telephone to order from the menu.

Car Parking

A 10-minute patient drop off area at the Main Entrance is accessible via Myers Street. Parking is also available onsite in our three-level underground car park.

Chapel

Our chapel is located on Level 1, and is always open and welcoming for quiet reflection and prayer for you and your family. We celebrate Mass every Thursday at 11.30am and also offer Ecumenical prayers every Wednesday at 11.30am. These prayers are televised on the hospital channel 103.

If you are unable to attend our chapel services and you would like to receive Communion in accordance with Catholic, Anglican and Uniting Church tradition, please ask one of the Pastoral Services team to arrange this for you.

If you have a special request, we will be more than happy to assist you. This

special request may be a blessing for your life's journey, for the birth of your baby, before surgery or for a critical illness.

Representatives from various religious denominations are available upon request.

We also offer patients and visitors a quiet, reflective space on Level 1 adjacent to the Chapel.

Consumer (Patient) Feedback

At St John of God Geelong Hospital we take pride in providing the best care possible, aiming to continually improve our service.

Should you or your family have concerns in regard to any aspect of the service provided within or by the hospital, we welcome your feedback.

We encourage you to speak directly with the Nurse in Charge of the ward.

We regularly survey patients and upon your return home, you may receive a link to a questionnaire on your phone or a follow up phone call. We ask you to take some time to make comments about your stay with us, enabling us to improve and meet the future needs of our patients.

In addition, feedback can be provided in writing through our Consumer Feedback brochure, available from your caregiver or via email sent directly to feedback.geelong@sjog.org.au. Alternatively you can phone the feedback line on (03) 5226 1345.

Privacy

Your personal and health information

is handled and maintained by us, in accordance with the Privacy Act 1988 and other relevant state legislation.

For more information, please refer to our Protecting Your Privacy brochure, which will be handed to you on arrival.

Confidentiality

Our caregivers recognise every patient's right to have their privacy maintained and respected at all times. The hospital has a policy statement on confidentiality and requires all caregivers to actively protect your privacy.

Donations

Some patients choose to make a donation to our hospital or a specific program. If you would like more information on ways to donate, please call our Director of Corporate and Service Development or refer to our donations section on our website.

Emergency and Safety Procedures

The hospital's emergency procedures are carefully prepared plans designed to deal with any emergency. Each caregiver is a trained member of the emergency team. We ask that you take a moment to familiarise yourself with emergency exits and fire safe stairways.

In the event of seeing flames, smelling smoke or any other potentially hazardous situation, you should contact any caregiver who will activate the appropriate emergency procedure. If an alarm or drill is in progress, do not panic. Remain in your room until a caregiver comes and escorts or directs you to a safe area.

Fire & evacuation alarms

An automatic fire detection system is fitted throughout our hospital. If the alarm is activated, please stay where you are and await instruction from our emergency-trained caregivers.

Housekeeping

The Environmental Services Team are responsible for cleaning your room. If we can help you with any housekeeping matters, please contact the Nurse Unit Manager.

Internet/Wi-Fi & Social Media

Free Wi-Fi is available throughout the hospital. Select 'Guest' under the Wi-Fi menu on your device and fill out your details as prompted to log on.

Follow our St John of God Geelong Hospital Facebook page and Instagram to stay up to date with news and events that are occurring around the hospital.

Interpreter services

We have access to qualified and accredited interpreters to assist you with communication if you do not speak English as your first language. Please inform a caregiver if you require an interpreter.

Laundry

Patients' laundry is the responsibility of relatives and friends.

Mail

Patients' mail is delivered to the wards each day. Mail should be addressed as follows:

Name

Ward Name

St John of God Geelong Hospital

PO Box 1016

GEELONG, VIC 3220

Outgoing mail may be handed to a caregiver for posting. If you require a stamp, these can be purchased from reception.

Musical Announcements

New birth: during your stay in hospital you may hear Brahms' lullaby being played via our PA system. Celebrate with us the arrival of a new life.

End of Life: a simple harp melody entitled 'Going Home' is also played and broadcast in a similar manner to acknowledge and honor the passing of the life of someone we have cared for.

These musical offerings are the initiatives of our Pastoral Service team. Recordings of both pieces are available on CD recorded by Harpist Peter Roberts. They are available for sale in our gift shop.

Pantry

Each ward has a small pantry where patients may make themselves a tea or coffee. If you are feeling well enough, please ask a caregiver to show you to the nearest pantry for your use.

Patient lounge

Lounge rooms are situated on all levels. These rooms may be used for patient education or as a sitting room. Visitors and patients are invited to freely use these rooms, we only ask that you inform your caregiver of your

Phone calls

The bedside telephone is available for patient use only. Single rooms have direct dial telephone numbers. If you wish to give this number to your friends and family, please ask your caregiver for the number.

Dial '0' to obtain an external line. All local calls are free of charge.

Reception

Our reception is open 24 hours.

Rights and responsibilities

As a patient under our care, you have rights and responsibilities which are consistent with the Australian Charter of Healthcare Rights and are important when partnering with us in your care.

Our patient rights and responsibilities information is included in this brochure.

Smoking policy

St John of God Geelong Hospital is a smoke-free workplace and smoking is not permitted in the hospital and grounds.

Valuables, Money and Personal Belongings

The hospital does not accept responsibility for valuable items you may choose to bring into the hospital with you (e.g. electronic equipment, phones and jewelry). We advise you not to bring valuables or large sums of money into the hospital with you.

Volunteers

The hospital is very fortunate to have a generous group of volunteers who are willing to assist you and your family

during your stay with us.

All our volunteers are subject to the same privacy and confidentiality rules as paid employees.

Visiting hours

Visitors are an important part of your recovery process and as such are welcome to visit.

General Wards

10.00am - 1.00pm
3.00pm - 8.00pm

Intensive Care Unit

11.00am - 1.00pm
3.00pm - 8.00pm

Maternity

3.00pm - 5.00pm
6.30pm - 8.00pm

Partners are welcome at all times.

1.00pm - 3.00pm is a rest period in all areas. Please do not encourage visitors at this time as rest and recovery are your main priority.

About your stay

Advanced care plan

If you have an advanced care plan, please ensure you inform our caregivers and provide a copy so we know what your wishes are if you become unable to communicate them.

Caregivers

We call all of our staff caregivers, as they all play an important role in providing you your care. Some of the clinical caregivers that may be involved in your care are listed on the next page.

Dietitians

Our dietitians are available to you as a patient, free of charge.

Our dietitians can advise you on nutrition related issues such as loss of appetite, undernourishment, recent weight changes or bowel issues. They are also available to assist with special diets or menu assistance.

Pastoral Care Services

Pastoral Care Services are an integral part of the multidisciplinary team offering a layer of holistic care providing emotional, spiritual and religious support. Pastoral practitioners are available to explore themes of meaning, purpose, sadness, hope, trauma, resilience and any other aspects of your recovery that are important to you, in a nonjudgmental, safe space.

If you would like to meet with one of our pastoral practitioners for a confidential conversation, please ask your caregiver to arrange it for you. You can contact us through any of your caregivers, including reception (telephone – dial *99). Whatever your cultural background, faith tradition or belief system, pastoral care is able to support you and your family.

Pastoral services facilitate ecumenical prayer services and a weekly Catholic Mass.

Students and trainees

St John of God Health Care supports education and training for a variety of health care professions, including nursing, allied health, catering, environmental and administration students. All students are under direct

supervision of either a St John of God caregiver or teaching supervisor. If you do not wish to have a student participate in your care, please notify the nurse in charge.



Clinical communication

Handover

Handover is the sharing of important information about you to your treating team. We do this at the bedside so you are able to participate in the conversation.

You will see us as a group at every change of shift at 7.00am, 2.30pm and 10.00pm. Your vital signs will be taken either then or within 2 hours of the shift starting. If you have any questions or information that you would like to share, this is the ideal time.

Patient care board

These boards are located in your room and provide your treating team with information regarding your specific care needs. They also contain information to assist you during your inpatient stay: your rehabilitation goals, the names of

your treating team, daily therapy times, appointments and discharge date. The board may also be used by you or your family to note questions or feedback regarding your care for discussion during handover.

Clinical deterioration

Your health is important to us, so if you are feeling unwell, or if your family believe there has been a change in your condition, it is important that you let us know. You can inform your doctor or one of the other caregivers, or dial 61305 using your room phone and speak to a member of the nurse management team who will ensure you are clinically reviewed.

Consent

Your treatment requires informed consent. All information about your treatment and procedure needs will be addressed by your doctors, nurses and therapists.

Allergies

It is vital that you inform the hospital if you have any allergies or have had reactions to medications, food, latex, etc.

Information regarding the type and severity of the reaction is also useful. You will be given a red identification band to signify that you have an allergy and information regarding your allergy is documented in your medical record.

Discharge planning

As an important part of your care, discharge planning will commence early in your stay with us.

This ensures that caregivers are aware

of any extra requirements that you may need on discharge and have time to arrange these.

The doctor, nurse, relevant allied health team members and discharge planner may be involved in your care.

The date of discharge will be arranged in consultation with your doctor, nursing caregivers and yourself. Please plan for your support person to collect you. Discharge time is 10.00am. This allows us sufficient time to prepare the room for incoming patients.

Before you are discharged, please ensure that you have:

- All your belongings.
- Any necessary dressings.
- Your medication and instructions.
- Confirmed when next to see your doctor.
- The name of community services that have been arranged for you.

We will assist you to plan for any care needed after discharge, this may include arranging or supplying you with information about community-based health or support services.

Falls prevention

Falls prevention education is taken very seriously here, so if you have had a fall (involuntary lowering of the body to the ground or other) in the last 12 months, please let us know.

You are at a higher risk of falling if you:

- Have had recent surgery
- Have reduced eyesight

- Have problems with walking or with your balance
- Feel confused or unsettled
- Have a health condition that puts you at risk of falling including Parkinson's, a stroke and diabetes.

Always press your nurse call bell to ask for assistance if you need it. To minimise your risk, you can follow these simple strategies:

- Don't stand up too quickly
- Wear well-fitting enclosed non-slip footwear
- Always wear your glasses
- Avoid sudden turning, turn with smaller steps
- Watch out for wet areas and spills
- Use your walking aid if you have one
- Maintain a healthy diet

If you do have a fall, do not get up on your own. Wait for help. For more information on falls prevention, visit:

<https://www.betterhealth.vic.gov.au/health/HealthyLiving/falls-prevention-at-home>

Infection control

This hospital has in place an effective infection control program, designed to minimise the risk of acquiring infection for both patients and caregivers. The program is based on best practice in environmental cleaning and maintenance procedures, which are implemented throughout all areas and departments of the hospital.

These processes are outlined in the hospital's Infection Control Policy and

Procedure manual and supported by a qualified infection control caregiver.

Hand hygiene

The single most effective means of reducing transmission of micro-organisms from one person to another is through routine hand washing by all healthcare workers before and after every patient contact. This is reinforced to caregivers through ongoing education programs, and by the provision of washbasins, liquid soap, paper towels and alcohol based hand rubs.

While caring for patients, healthcare workers may also take further precautionary measures by wearing gowns, gloves, a mask and/or eye protection.

Patients can assist us by:

- Always washing your hands before leaving your room
- Always washing your hands after each visit to the toilet
- Telling your caregivers if you have any concerns regarding the hygiene of your room and/or bathroom
- Reminding your visitors to wash their hands or use alcohol based hand rubs before entering your room
- Advising family/friends to delay their visits if they have experienced a recent illness, cold, flu or gastro symptoms
- It is important to note that despite the implementation of a stringent infection control program, and every precaution being taken, the risk of developing an infection related

to your hospital stay cannot be completely removed.

If you have any queries, please ask to speak to our Infection Control Coordinator.

Meal times

Our catering caregivers and hospital dietitians work closely together to provide the high quality of our meals. We offer an on demand room service menu that allows you to order your meals, snacks and beverages at a time that suits you and is freshly prepared and delivered to your room.

Any item on our room service menu is available to order between 6.30am and 8.00pm.

Medications

It is important for you to let us know the medications you take either regularly or occasionally. These include herbal and natural supplements that should be stopped seven days prior to your procedure.

Whilst in hospital, ask your doctor, nurse or pharmacist about any new medications, what they are, what they do, when they are given and their side effects. Become familiar with their names and dosages.

Pathology

Australian Clinical Labs provide pathology services to St John of God Geelong Hospital. You may incur an out of pocket charge, depending on the test performed, and some tests are not subsidised by Private Health Insurance funds. On occasion your doctor may direct a test to another pathology

provider.

Patient goals

Before admission, you would have been asked to identify the major objective of your rehabilitation. Each caregiver involved in your care will outline how their treatment can help you reach your goal. Our goal is to provide a safe, caring environment in which you can regain maximum independence and function.

Patient identification

While you are in our care, at every interaction (medication, therapy, handover) we will ask you to provide us with 3 identifiers, usually your name, date of birth, address, or your unique hospital number. This is to ensure that we have the correct patient receiving the required care.

Pharmacy

There is an on-site pharmacy for medication requirements during your stay. The cost of these are included in your daily bed fee. However, any discharge medication will be billed separately.

Pressure injury prevention

A pressure injury is a wound that has occurred due to increased pressure commonly caused from prolonged sitting or lying. The pressure stops the normal blood flow which over time, allows the skin to breakdown.

If you have an area that looks blistered, has split skin, is painful or feels warmer than normal, please let us know.

Keeping off the affected area, changing your position regularly, using mild soaps and a nutritious diet can assist with the

prevention of a pressure injury and aid in the healing of one.

The multidisciplinary team will assess the need for you to use pressure relieving cushions or mattresses.

For more information on pressure injuries, visit: <https://www.betterhealth.vic.gov.au/health/ConditionsAndTreatments/pressure-sores>

Hospital Services

Clinical nurse consultants and specialists offering inpatient and outpatient care:

- Breast Cancer Support
- Stomal Therapy Support
- Diabetes Educator
- Discharge Co-ordinators
- Orthopaedic Care Co-ordinators
- Wound Management

Diabetes Self-Management Education

Our credentialed Diabetes Educator is available for advice and assistance in the self-management education of diabetes for inpatients.

Our aim is to assist patients to reduce the risk of diabetes complications and to optimise the overall health of those with diabetes.

Emergency Department

Our emergency department open 7.00am - 10.00pm, seven days a week, and located off Myers Street, will provide the highest standard of clinical care in a timely and compassionate

manner.

An out-of-pocket fee will be charged for attendance. Additional costs for pathology and imaging may be charged.

Hydrotherapy

As part of our range of therapies, we offer supervised hydrotherapy treatment in our heated pool to those patients that are medically suitable. Your physiotherapist will liaise with the medical team regarding the suitability for hydrotherapy treatment.

Oncology Centre

Our Oncology Centre is focused on providing person centred care in a relaxed and modern environment. It's located on Level 5, overlooking Corio Bay. This contemporary facility provides privacy and space for patients and their support people as patients receive their treatment.

Palliative Care Service

Palliative Care is a service offered to people who may be experiencing the effects of serious illnesses that are likely to shorten their life. We aim to work with patients to help relieve symptoms, such as pain, nausea and other suffering.

Our holistic approach offers expert advice, support and treatment to patients and families from a specialist palliative nurse, a palliative doctor and a team of pastoral carers. We work with a multidisciplinary team, including physiotherapists, social workers and occupational therapists, to ensure our patients have access to all possible support available to them.

Our team will become involved in your care following a referral from your admitting doctor or nursing caregiver.

Rehabilitation

Rehabilitation aims to help patients achieve their maximum potential, independence and optimal quality of life, and to help facilitate appropriate discharge back into the community. You may be referred for rehabilitation after surgery, an illness or following an injury. Our rehabilitation unit is led by an interdisciplinary team of health professionals who will provide patients with an individual program designed to assist patients reach their goals. Our purpose-built rehabilitation centre, The Wexford Therapy Centre, is located on level two of the hospital. The Wexford Therapy Centre combines a range of elements, including allied health services, outpatient programs and inpatient therapy services focused on supporting our patients to an improved level of wellness and independence.

Maternity

Our midwives are interested in empowering women and their families, therefore enabling you to make choices which suit you and provide a satisfying, safe and happy birthing experience.

To achieve this aim, we provide a range of obstetric and maternity services:

- Childbirth and parenting education classes
- Labour wards with 24-hour anaesthetic cover for epidural.
- A birthing suite, offering a range of birthing options
- Postnatal care and education

- A special care nursery
- Lactation specialists, for assistance with breastfeeding
- Domiciliary midwifery service (support for mother and baby after you go home)

Special Care Nursery

Our nursery is classified as a Level Two Nursery and is equipped and staffed to provide all the specialised care needed for babies over 34 weeks gestation, unless full ventilation or urgent surgery is required.

If intensive care is needed, all Geelong born babies will need to be transferred to a Level Three Nursery in Melbourne, where more specialised staff and equipment are available to provide prolonged ventilator support. The Neonatal Emergency Transport Service (NETS) are then contacted to carry out the transfer, usually by road transport. Family Ambulance cover is required for this service. The cost is the same as a normal transfer.



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

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



Scan this QR code to access translations of the Charter.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services





A **blood clot**
can happen
in hospital too

ASK HOW TO
reduce your risk

STOP CLOTS, STOP HARM



MEDICATION SAFETY
AND QUALITY
VTE Prevention



CLINICAL
EXCELLENCE
COMMISSION



ST JOHN OF GOD
Geelong Hospital

Surgical Care

What happens prior to your operation/procedure?

You report to the Admission Centre on Level 4, where your blood pressure, pulse, temperature, weight and any known allergies will be recorded. You will be seen by the anaesthetist, who will inquire into your medical history.

Following this, you may have a physical assessment. Your heart and lungs may be checked and other examinations may be carried out, where the anaesthetist considers it appropriate.

You will have fasted (no food or fluids) for approximately six hours prior to going to the operating room.

Prior to going to theatre, you may be required to wear a pair of compression stockings.

Where will you wake up?

When your operation is complete, you will be taken to recovery room and will be closely observed until you are awake and stable. It is quite normal for you to remember little of this time due to the drugs you will have received.

Day Procedure Patients

Following your procedure, you will be required to spend a period of time resting and being observed before you can leave. The time will depend on the procedure you have had and can be up to 4 hours. Your doctor will indicate when you can be discharged.

Please note that patients undergoing same day surgical procedures are required to have someone drive them

home. You will be asked for this person's contact details at the time of your admission.

Back in the Ward

After recovery, you will be transferred back to your room. An intravenous drip may be inserted while you are asleep, depending on the type of operation you have had and the time it takes. Your doctor or nurse will explain its purpose.

Check with your caregiver before you attempt to get out of bed. If you need to use the bathroom, have pain or feel nauseous, please alert a nursing caregiver, with the use of the nurse call handset.

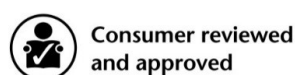
Following surgery, a nurse will visit you frequently to check your dressing or take your temperature, pulse, respiration and blood pressure.

To help your body recover more quickly from the anaesthetic and surgery, the nurse may ask you to turn, cough, or breathe deeply. You may also be asked to exercise your legs and feet to stimulate your circulation.

Veterans' Services

Our commitment to focus on the uniqueness of every individual allows us to confidently meet the health care needs of the veteran community.

A dedicated Veterans' Liaison Officer, who understands the special needs of veterans and their families, is available to assist.





If you are worried or upset, please let us know!



Let the caregiver, who might be a doctor or nurse, looking after you know



Tell a person you know who can talk to a caregiver for you



Call or text us at any time:
your safety representative's number is 0409 906 381 or 0466 550 201



Write an email to GL.heretohelp@sjog.org.au



Scan the QR code to provide your feedback online.

Once your concern has been received, one of our friendly caregivers will let you know what happens next.



ST JOHN OF GOD
Health Care

Live ♥ your best life with us.

TLC Healthcare's precincts in Armstrong Creek, Belmont and Wallington provide co-located residential Aged Care homes and Medical Centres, offering unique facilities and services to our residents and the local community.

Aged Care

From luxury accommodation and social activities to our onsite Medical Centres, TLC Aged Care is ideal for residents wanting comfort, convenience and active engagement in the local community.

Our accommodation offers spacious private rooms with ensuite facilities, and peace of mind with registered nurses on-duty 24-hours a day and on-staff physiotherapists, dietitians and podiatrists.

Permanent and respite care available

The unique range of services available at TLC's aged care homes include:



ON-SITE
MEDICAL
CENTRES



DEMENTIA
SUPPORT
ENVIRONMENTS



GYMNASIUMS &
HYDROTHERAPY
POOLS



SPORTS
BARS



SPECIALLY
FITTED RESIDENT
BUSES



VIRTUAL
REALITY
CINEMAS



BEAUTY
SALONS



WELLBEING
PROGRAM



FULLY
EQUIPPED
CAFÉS



FOXTEL
available at an
additional cost

Call us to arrange a personalised tour of our homes



Homestead Estate

2-18 Homestead Avenue, Wallington VIC 3222
03 5297 3400 | tlchomesteadestate.com.au



The Belmont

235 High Street, Belmont VIC 3216
03 5297 3300 | tlcthebelmont.com.au



Warralily Gardens

2-28 Freda Road, Armstrong Creek VIC 3217
03 9102 3000 | tlcwarralilygardens.com.au

At TLC Healthcare, we value innovation in aged care to allow residents to live their best lives with us. Our precinct-based model offers the highest quality residential aged care and state-of-the-art community medical centres at our homes. Our residents benefit from on-site health care provided by general practitioners, physiotherapists, dietitians, podiatrists, registered nurses, enrolled nurses and personal care staff.

With three superb TLC Aged Care locations in the Geelong region, including Belmont, Armstrong Creek and Wallington, our forward-thinking and person-centred approach makes choosing the right home simple.

Located in the heart of Belmont, close to shops and public transport, The Belmont offers high-quality aged care in a peaceful setting. We are excited that a major development is currently underway to expand the unique range of facilities and services available at The Belmont, soon including a comprehensive state-of-the-art gymnasium incorporating a stunning hydrotherapy pool.

Warralily Gardens is a unique residential aged care home that opened in Armstrong Creek in 2018. It features the facilities and services you'd expect

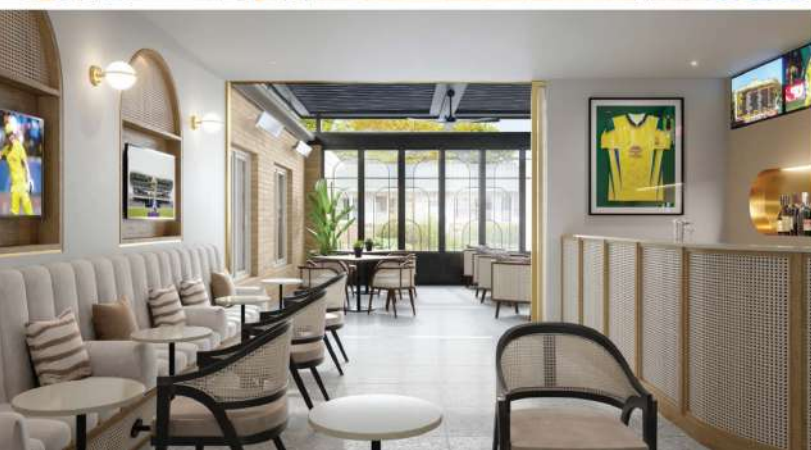
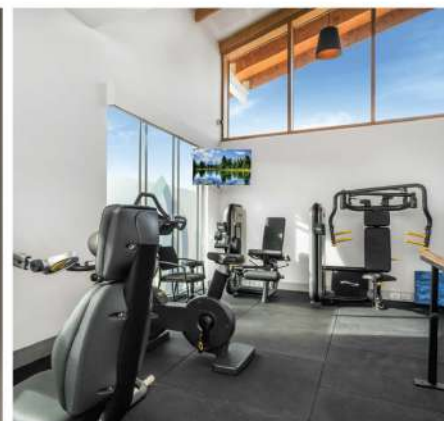
from a five-star resort. Residents enjoy a gymnasium, hair and beauty salon, cinema, café, hydrotherapy pool and a TLC Sports Bar. Our sports bars offer a range of complimentary beverages, including beer on tap, expansive sporting audio visual to watch your favourite games, a pool table, and a pinball machine. With a focus on supporting the local community, we are proud long-term sponsors of the Royal Geelong Yacht Club and sponsors of the Armstrong United Football Club.

TLC's first home, Homestead Estate at Wallington, has been redesigned and developed as a state-of-the-art home. It boasts the facilities, modern design and quality décor that residents and their families have come to admire from TLC's homes. Homestead Estate offers a gymnasium, hair and beauty salon, cinema, café, sports bar and hydrotherapy pool.

To experience our unique precinct-based approach to aged care, please visit tlcagedcare.com.au or call **132 TLC** to arrange a personalised tour.

Lou Pascuzzi
Chief Executive Officer, TLC Healthcare

"Aged care will be part of life for many of us, so choosing the right home to suit your needs is essential. TLC Aged Care assists older Australians make the transition from living at home, a retirement village or assisted living facility into residential aged care, when your health and well-being requires full-time clinical care."



Are you worried
your child is getting sicker?
If yes... tell someone rightaway.

If you are still worried that your baby/child needs more help:

STEP 1

Speak to your Nurse or the Nurse in Charge.
Tell them why you're worried and ask them to look at your baby/child.

STEP 2

If you are still worried and want a doctor to look at your
baby/child, ask your nurse to call for a 'Clinical Review'.

STEP 3

If the doctor has seen your baby/child but you're still very worried,
call REACH on **5226 1305 (ext. 61305)**. Help is on its way.



Are you worried
about a recent change in your condition
or that of your loved one?
If yes... REACH out.

R

You may recognise a worrying
change in your condition or in the
person you care for.

E

1 Engage (talk) with the nurse or
doctor. Tell them your concerns.

A

2 Ask the nurse in charge for a
"Clinical Review". This should
occur within 30 minutes.

C

3 If you are still worried call REACH.
You can use your bedside phone
or ask for a ward phone.

H

Call REACH on **5226 1305 (ext.
61305)**. Help is on its way.

