

# Patient & family information guide



# St John of God Health Care – leading the way

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 Langmore Centre. We place your wellbeing at the centre of what we do. Our caregivers are experienced, trained professionals who will provide you with the highest quality of care during your stay with us.

We are a values-based organisation and aim to provide whole-person care that is respectful and responsive to your needs and healthcare expectations.

The information in this guide provides you with details of our services and information you may need to support you while in our hospital.

Should you, your family, carer or support person have any questions including any special care considerations or cultural

needs important to you, please speak to your caregivers. If you or your carer/support person requires interpreter services, please inform your caregivers.

Again, a warm welcome from your team at St John of Langmore Centre.

## Linda Allen

Chief Executive Officer,  
St John of God Langmore Centre



# Clinical governance

We are committed to ensuring your experience as a patient in our hospital is safe, comfortable and welcoming. Please ask to see us if you would like to discuss your care or experience.



**Linda Allen**

Chief Executive Officer,  
Langmore Centre



**Shelley Cooper**

Director of Clinical Services,  
Langmore Centre



**Dr Muhammad Usman Riaz**

Director of Medical Services,  
Langmore Centre



**Rhonda O'Connor**

Director of Mission Integration  
South East Melbourne Hospitals

## 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.

## 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.

## Sisters of St John of God

The Congregation of the Sisters of St John of God was founded in Wexford, Ireland, in 1871. Inspired by the work of their patron saint, St John of God, they nursed those in poverty.

Saint John of God devoted his life to alleviating human suffering, and comforted the afflicted, sick and dying in Spain in the 1500s. He was particularly passionate about combating the injustices experienced by people disadvantaged through illness or destitution.

As the Congregation of the Sisters of St John of God expanded, Bishop Matthew Gibney of Perth invited the Sisters to Western Australia to help care for the sick.

The first group of eight Sisters arrived in Perth in late 1895 and began visiting the sick in their homes and established a convent hospital. Within two years, they were also running hospitals on the Eastern Goldfields at Coolgardie (1896-1898) and Kalgoorlie (1897).

In 1898, the Sisters opened a convent, hospital and school in the Perth suburb of Subiaco. They established a number of schools at this time and over the following decades hospitals in Western Australia, Victoria and New South Wales.

By the 1980s, the Sisters had nine hospitals as well as pathology and radiology services. Major changes in medical science, government policies and Catholic Church thinking at this time led the Sisters to rethink the governance and functioning of their hospitals.

Recognition that a multi-hospital approach was needed led to the creation of St John of God Health Care Inc in 1989. All of the Sisters' services transferred to this new organisation.

# Unit guidelines

Welcome to SJG Langmore Centre, to ensure your stay is comfortable and safe we provide the following information including services available, process and guidelines.

Where guidelines and procedures vary between Heatherton Unit and Brighton Unit these are highlighted to avoid confusion. If you require clarification please speak to your nurse.

## **Heatherton Unit patients only: early withdrawal period**

The early withdrawal period can be a physically and emotionally distressing time for many patients. Even contact with loved ones can give rise to strong feelings of grief, regret, shame, and sometimes anger, which have been known to lead to premature self-discharge.

For this reason outside contact is usually restricted for the first seven days of your admission to Heatherton Unit, with the exception of phone contact.

## **Visitors during early withdrawal**

Visitors are usually permitted on the eighth day of admission. At the discretion of your treating doctor, children may be allowed to visit prior to day eight, however they must be supervised by an adult other than the inpatient. Visitors are required to report to the nurses' station on arrival.

Please note that past patients are not permitted to visit or telephone inpatients.

## **Leave during early withdrawal**

Other than during caregiver accompanied walks, you are not permitted to leave the hospital grounds for the first seven days of your admission. On the eighth day you are eligible to request leave from your treating doctor. There are conditions of leave, which include the length of time the patient may be away from the hospital and whether they should be unaccompanied or accompanied by family. Patients must discuss their leave plan and sign the leave form with the nursing team prior to each episode of leave.

In addition, cravings that can affect your judgment are often strongest during this early period.

## Daily routine at Langmore Centre

An important part of recovery is the establishment of a daily routine. During your inpatient stay we ask you to participate in the daily routine of the hospital. This will assist in helping you to create and maintain structure in your daily life thereby encouraging a healthy recovery.

### Morning routine

All patients are required to be up, showered and dressed for the daily program by 8:30am. The nurse in charge will report health issues to your treating doctor who may excuse you from attending, if medically required.

### Medication times

Medication that has been prescribed by your treating doctor will be administered from the medication room between the following times:

Brighton and Heatherton units (for patients who have medication prescribed)

- 7:45am – 8:45am
- 12:15pm – 1:00pm
- 5:15pm – 6:00pm

- 8:15pm – 9:00pm
- 10:15pm – 11:00pm

It is expected you will take the responsibility for obtaining your medication during these set times, so your group attendance is not impacted. If you require medication outside of medication times, please discuss with your nursing team.

### Meals and dining

We are dedicated to ensuring you are served fresh food daily, and we want your food to be of the best nutritional value as possible. We are committed to holistic care and understand that the food we consume has an impact on our mental, emotional and physical systems. In order to support this process, our food selections are reviewed by dietitians, doctors and chefs.

All meals are served in the dining room, with the exception of supper which is served in unit communal areas.

## Meal times

**Breakfast** From 8:00am  
(Hot breakfast Monday to Friday  
and continental breakfast on  
weekends)

**Morning tea** 9:30am

**Lunch** 12 noon – 1:00pm

**Dinner** 5:00pm – 6:00pm

**Supper** From 7:30pm

## Group therapy program

Participation in group therapy is an important part of your recovery and maintenance plan. You will have an individualised group therapy plan developed by the clinical team which includes

your psychiatrist, therapists and nursing caregivers.

The program provides a variety of groups starting with some physical exercise in the morning (for example tai chi or caregiver accompanied walks), followed by morning and afternoon therapy groups, recreational groups and evening relaxation.

There are a number of therapeutic based group sessions for each day of the week. These may include a dietitian information sessions, health education groups, morning and afternoon talking therapy groups, art therapy, music therapy, time for journaling and an evening relaxation group.

Weekend program includes Alcoholics Anonymous, Narcotics Anonymous and art therapy.

Core group hours Mon-Sun are:  
9:00am – 12:00pm and  
1:00pm – 4:00pm.

Where possible, appointments outside of the hospital must be made outside of core group hours.

On all days, you are required to check the daily group therapy lists kept on the patient communications boards to find out which groups you may attend and where they are being held.





If you have questions regarding your group involvement, please see your nurse.

Patients who are engaged in an outpatient day program at Langmore Centre are able to attend this group during the last week of their admission. This allows you to focus on the inpatient program once admitted, however provides the ability to reintegrate into the community prior to discharge.

Engagement in all aspects of the programs is key to improving your health and wellbeing; for this reason, it is a requirement of the Langmore Centre that you attend all aspects of the program.

If you have been excused from attending groups on medical grounds, please remain resting in your room. This will help with your recovery. If unable to attend group therapy, you are encouraged to work on your discharge booklet in your room.

If you are unwell and unable to attend groups, this may impact your ability to take leave.

### Group conduct

The following guidelines are to assist you in engaging in therapy groups to maximise the benefit

you achieve and ensure a safe, therapeutic environment for everyone involved:

- Please arrive on time. Latecomers without approval (usually on medical grounds) will not be permitted to join the group until the break.
- Please go to the toilet before group.
- Food and drink (except bottled water) are not be permitted in groups.
- Mobile phones are not permitted in groups.
- Please check the group you have been allocated to.
- Respectful language is required at all times.
- Any form of physical contact (e.g. holding hands) is not be permitted in groups.
- Group members are required to sit on chairs unless a group activity or medical condition (as detailed by your psychiatrist) requires otherwise.
- Respect the confidentiality of information that is shared in groups.
- Respect that others may have differing opinions to you and maybe at differing stages in their recovery journey.

- Advise the facilitator if you need to leave the group due to feeling unwell and then report to the nurses' station.
- Night attire (e.g. pyjamas) are not to be worn in group, presentable clothing and shoes are to be worn.

If you are unable to comply with the above guidelines or become disruptive to the group process, you will be asked to leave the group. The treating doctor will be informed of such occurrences.

### Individual therapy

During your inpatient stay you may be assigned an individual therapist who will see you once per week to assist you with your discharge plan. Prioritise these appointments before leave as they are an important part of your ongoing recovery and often cannot be rescheduled.

### Bedside handover

You have an important role to play in your own care in ensuring your care goals, preferences and needs are met. Together we can talk about your needs and goals when we are considering any benefits or potential risks for treatments. The best decisions for your treatment and care are

made when you are involved in making them.

Handover is a conversation between caregivers to transfer the management of your care from one caregiver to another. Bedside handover includes you in the conversation to transfer the management of your care and it will usually occur between 2:00pm – 3:00pm each day in your room. You can expect caregivers to talk to you about your care in a way you understand, and for them to listen to your needs and concerns. You are welcome to invite your carer to participate in your bedside handover if you wish.

### End of day routine: Sleep routine

Studies demonstrate sleep impacts on mental health. In order to maximise the benefits of our program, we will provide you with the skills and support to develop a daily routine and healthy sleep pattern. Going to bed at a set time assists in the re-establishment of regular sleep hours and ultimately, helps you with your recovery.

To assist with this, all televisions and lights in the unit will

be turned out by 11:30pm, with the smoking courtyard locked overnight to promote an atmosphere conducive to sleep for all patients. As a result, no smoking can take place during the overnight period.

For Heatherton Unit patients, medications taken during the early withdrawal period have a sedating effect. Evening medication times are based around both this sedating effect as well as the time you are required to retire to bed.

### Sleep management

When you come to Langmore Centre you may experience a disturbance in your sleep pattern as a result of the new environment, your illness or withdrawal from your substance. While restoring a regular sleep pattern, it is preferred that you make use of the following strategies:

- Attending relaxation sessions which are held in a group setting in the evenings by the nurse on duty.
- Abstaining from stimulants such as caffeine, energy drinks, cigarettes, computer/phone activity and high levels of sugar especially following the afternoon groups.

- Resisting the temptation to sleep during the day.

You are encouraged to discuss a good sleep routine with your treating team. Your treating doctor may decide to prescribe sleep medication to further assist in the restoration of a normal sleep pattern as a temporary measure.

### Pastoral services

Our pastoral care practitioners are integrated into our clinical teams. They are available to offer non-judgemental support and assistance. Our practitioners offer a range of support including:

- Assist you in adjusting to your stay in hospital
- Assist you in accessing any cultural, religious or spiritual needs
- Act as a sounding board to listen and talk to about your life's journey
- Help you remain in the 'present' to get the best from your hospital stay

If you feel unsettled or would like to talk about what is going on for you please contact Pastoral Services on (03) 9773 7000, or ask your nurse to organise a referral.

## Leaving the hospital: Leave privileges

Eligible patients are able to utilise day leave between 4:00pm-7:45pm. In order to facilitate a smooth transition, patients must meet the following guidelines:

- Patients must be well enough to engage in the therapeutic group programs and have unescorted leave approved by the doctor to be eligible for day leave.
- Patient leave forms must be completed by the treating doctor.
- Patients must present to the nurses' station to sign out prior to leaving
- No day leave can be taken during group times.
- We ask that patients return 10 minutes prior to groups recommencing to allow for the required processes to be completed.
- All patients must return from day leave by 7:45pm.
- On return, patients must sign back in at the nurses' station prior to going to courtyard/ bedroom/groups etc.

On the eighth day of admission for Heatherton Unit patients, and subject to your doctor's

assessment, permission may be granted for accompanied or unaccompanied leave outside of group times only. However leave will be cancelled if the senior nurse or doctor determines that it is unsafe for you to leave the hospital.

## Rehab admission leave protocol

If you are admitted for a rehab only admission, leave may occur from day three of your admission, with the approval of your treating doctor. All leave taken must be outside of group program times.

## Prior to going on leave

Prior to going on short or long leave you are required to make contact with a nursing staff member in order to:

- Sign your leave form agreement.
- Document your mobile number or carer's mobile number if accompanied.
- Obtain a leave card with local map and phone numbers from the nursing team.
- Accompanied leave requires your carer to present to nursing staff to discuss leave arrangements.

While you are an inpatient the hospital is required to know your

whereabouts, even when on leave.

Failure to return on time and/or inform nursing staff of your leave arrangements will lead to the involvement of your treating doctor and could result in your premature discharge and police being called.

### Returning from leave

To maintain a safe therapeutic environment and ensure the integrity of the program, patients are to report directly to the nurses' station on returning from leave. This must be done prior to returning to your room.

### Breathalyser and urine drug screen

On return to the hospital, you may be asked to provide a breathalyser reading and/or a supervised urine screen or saliva sample.

### Search of belongings

To promote a safe environment for all, that is free of illicit substances, alcohol and dangerous items, on returning from leave a routine search of your belongings will be conducted by nursing staff. Patients wearing large jackets, overcoats etc., may also be asked to allow staff to search inside pockets etc. Other items subject to inspection, such as shoes etc. will be at the discretion of the nurse.

### Escalation of care

You, your family, or carer, are often the first to recognise that something is not right.

We need to know if you are worried about your care. We want you to speak up. We will listen.

If you need an immediate response please press the patient call bell. Or you can:

1. Speak to the nurse or doctor caring for you, or your family member or carer
2. Ask to speak to the nurse in charge if you still have concerns
3. Ask to speak to your nurse unit manager

If you feel your concerns have not been heard, you can contact the hospital coordinator (03) 9773 7000.

## We value your feedback

Your feedback provides opportunities for us to review and improve the care we provide.

We use Net Promoter Score (NPS) to measure the impact of our patient experiences. Just before discharge from hospital we will provide you with an opportunity to complete a question using an iPad. You will then be invited to answer a 12-question multiple choice survey which uses a nationally approved set of questions for the consistent measurement of patients' experiences in hospitals across Australia.

Your feedback is important to us as it helps us improve the quality of our care and services.

Other ways to share your feedback include:

- Speak directly to any of the caregivers involved in your care
- Speak to your nurse unit manager or doctor
- Ask to speak to our Director of Clinical Services
- Write to:  
Chief Executive Officer  
St John of God Langmore Centre  
3 Gibb St, Berwick, VIC 3806

## Hospital facilities

- Free car parking, including disabled parking
- Visitor hours (4:00pm – 8:00pm daily) These may change subject to Covid-19 restrictions. Find up to date information at **[sjog.org.au/langmorecentre](http://sjog.org.au/langmorecentre)**
- Hospital reception (open from 8:00am to 6:00pm)
- Chapel open to all faiths for quiet reflection. Patients are welcome to attend services such as Mass.
- Therapeutic sensory room
- Hospital dining room (patients only)
- Outdoor courtyard
- Your room: WI-FI, aircon, ensuite bathroom, TV
- Newspapers are supplied daily in patient lounges
- Mail: incoming mail will be delivered to your room/outgoing mail should be dropped off at reception.
- Fresh linen/towels provided

## Accounts

On admission you will be required to pay any excesses, co-payments or other out-of-pocket expenses not covered by your health fund. You will have been provided with an estimate of these when

you booked your admission. We accept payment by EFTPOS, Visa, MasterCard and cash. Cheques, Amex and Diners Club are not accepted.

Patient accounting services can be contacted on 1300 556 089.

## Infection control

You have a vital role to play in ensuring our hospital maintains the highest standards of infection control. We ask that you and your visitors (including children) use the hand gel pumps that are located throughout the hospital. If your visitors are unwell they should not come to the hospital. Hand washing is especially important when:

- Entering/exiting the hospital
- Entering/exiting the wards
- Before/after meals in the patient dining room
- Before/after using toilets

You have the right to ask your nurses/caregivers if they have washed their hands.

## Your health and safety

We have a duty of care for your safety. Please report any hazards you see including any room maintenance issues to your nurse.

Any patient wishing to quit smoking will be offered support

and quit strategies including free nicotine patches.

We are a smoke-free hospital, however a designated outdoor smoking area has been provided for cigarette and e-cigarette smokers. The smoking area is locked during group times and overnight.

In the event of a fire alarm sounding, you must go immediately to the nearest nurses' station and follow the direction of the caregivers. If you are asked to evacuate a room, unit or building, you must do so immediately.

## Privacy

We are committed to ensure your personal information is professionally managed in accordance with the Privacy Act (Cth) 1988 and relevant State legislation, regulation and standards. We have a legal requirement to provide information to various entities. Under the Privacy Act (Cth) 1988, you have the right to access personal information held about you. If you wish to access your personal information, you should contact your nurse unit manager or the Director of Clinical Services.

# A-Z Patient guide to services

## A

### Aggression

Verbal, emotional or physical aggression will not be tolerated. The physical safety and emotional wellbeing of all patients and staff is our expectation and priority. Deviations from this guideline will lead to your treating doctor's involvement and is likely to result in early discharge.

### Alcohol

Alcohol is not permitted on the grounds of St John of God Langmore Centre

### Allergy

It is important that you alert caregivers involved in your admission to any known allergies, including medications or food allergies.

### Appropriate language

Obscene or threatening language will not be tolerated. Inappropriate content in conversation also will not be tolerated. We each have the right to be spoken to with dignity and respect. In return we

are all responsible to speak to others with dignity and respect. Failure to respect the rights of others by not using respectful and appropriate language will result in a warning. More serious deviations will lead to your treating doctor's involvement and is likely to result in early discharge.

## C

### Caffeine

Patients are discouraged from consuming products containing caffeine, however decaffeinated coffee will be available in patient lounges. Energy drinks are prohibited, however a small container of instant coffee may be kept in your room for your own use.

### Children

Children visiting you must be under the care of a responsible adult (other than yourself) at all times. It is the responsibility of this adult to ensure that children are supervised appropriately. Children are not permitted to be in the smoking courtyard.

### Clothing

During your inpatient stay, you are requested to abide by



a conservative dress code and be appropriately covered at all times. Examples of inappropriate attire for a hospital are: wearing short skirts or low cut tops, or wearing small shorts or no top. Also the wearing of pyjamas past 8:00am and before 7:00pm is not considered appropriate. Shoes must be worn when walking about the unit, the hospital, the dining areas and patient lounges.

### Consumer Consultative Committee (CCC)

As part of our commitment to continuous service improvement our Consumer Consultative Committee provides feedback to support the development and improvement of our service. The CCC is a group of consumers with lived experience of mental health issues and treatment and meet quarterly to offer advice and guidance to our Hospital and Management Committee in relation to:

- Clinical Governance and quality improvement systems
- Partnering with people in their own care
- Health literacy
- Organisational design and governance

## D

### Driving

We have a no driving policy for all inpatients. We encourage you to leave your vehicle at home and organise a family member or friend to bring you and pick you up from hospital. Driving during inpatient admission is strictly prohibited. Any car keys must be handed in to nursing caregivers on admission.

## E

### Electrical appliances

All personal electrical appliances brought into hospital e.g. hairdryers and electric shavers, must undergo a safety inspection before being authorised for use. These inspections are arranged through your nursing caregivers.

### Entering other patient rooms

Patients are not permitted to enter into other patient rooms. This precaution is taken to safeguard your privacy and belongings and to ensure that patients remain focused on their own recovery.

Failure to comply with this requirement will result in a warning. Continued failure to comply may result in your premature discharge.

## Entertainment

All entertainment must be appropriate, free from violence and sensitive to the rights and needs of other patients. We recognise the unique experiences people have, the trauma they may have experienced, and the situations people may find triggering. For this reason, R-rated movies and other audio visual material is prohibited. MA classified material with drug use, violence and sex scenes will not be permitted to be played in any communal areas.

Pirated copies are also not allowed to be brought into the hospital. All viewing material must be clearly marked in terms of rating, with any inappropriate viewing material removed and returned on discharge. Alternatively they can be sent home.

## F

### Food

Food must not be taken from the dining room. Please do not keep perishable food in communal refrigerators or in your room. There is a vending machine containing drinks and snacks.

## H

### Hot drinks

All hot drinks are to have a plastic lid fitted and should not be carried long distances around the hospital.

### Internet access

Patients and visitors can enjoy free internet access.

To access the hospital Wi-Fi: Connect to the “Guest” wireless network.

1. Connect to the ‘Guest’ wireless network.
2. Enter your details and accept Terms and Conditions.
3. Click the ‘Hotspot Login’ button

You will not be prompted to re-login for five days. A daily download limit of 350MB applies.

Inappropriate and or unlawful internet usage will not be tolerated and will result in the patient being discharged from the hospital.

## L

### Laptops

Langmore Centre permits the use of laptops, although it is not encouraged as it may present as a distraction from treatment.

On admission, patients are required to declare that they have a laptop in their possession. The hospital accepts no liability/responsibility for loss/theft of any items.

Please be mindful of the following boundaries:

- Patients must comply with a caregiver's right to ask a patient to shut down a computer if it is considered to be on an inappropriate.
- Risk assessment will be completed prior to approval.

Inappropriate or unlawful activities using a phone or laptop will not be tolerated and will result in the patient being discharged from the hospital and may be referred to Victoria Police for further investigation.

## M

### Mobile phones

Langmore Centre permits the use of mobile phones. On arrival patients are required to declare they have a mobile phone in their possession. Please be mindful of the following boundaries:

- Access to one's mobile phone is limited to being used in the privacy of one's allocated room. This means that patients are strictly not permitted to bring

phones into therapy groups, 1:1 therapy sessions and or any other aspect of the daily program. Phones should not be used in any public spaces i.e. dining room, lounge, smoking areas etc.

- Ring tones are to be discreet, on silent or vibrate mode.
- Taking of photographs of patients, caregivers, the environment or hospital is strictly forbidden.
- Recording of conversations, groups or consultations is illegal and may result in criminal charges and early discharge.
- Patients must comply with a caregiver's right to ask a patient to terminate a call if it is considered to be inappropriate.
- Patients must consider the tone and range of their voice when using their phone and must respect their fellow patients' right to peace.
- Patients must comply with the hospital philosophy of good sleep, rest and hygiene and not use their mobile phone after lights out.

Inappropriate or unlawful activities pertaining to internet usage, texting and/or photographs using phones or other devices will not be tolerated and may result in the patient being discharged from the hospital and some cases will

be referred to Victoria Police for further investigation.

## N

### Non-compliance

Daily rules and guidelines are important factors in the provision of a structured, safe and contained environment where patients can focus on their recovery. Guidelines help patients understand the hospital environment, the program and expectations of the treating team at Langmore Centre. Following these guidelines promotes a recovery-focused, safe healing space for all.

Failure to do so may result in either a verbal warning or, in the case of a more serious deviation, a written warning will be given and early discharge may be actioned as directed by your treating doctor.

We also encourage you to take time to read the posters, signage and brochures within your unit and around the hospital to ensure you are kept well informed.

## P

### Physical contact

Physical contact between patients is strongly discouraged and sexual contact is strictly prohibited.

If inappropriate physical contact is observed, patients will be cautioned and if necessary their treating doctor will be involved which may lead to early discharge.

## R

### Random testing

All patients agree to provide a supervised specimen of urine for drug screening and/or to be breathalysed at any time on request from staff. Specimens for urine drug screens are to be provided within 12 hours of request.

This is done to provide a safe and healing environment and ensure:

- All patients abide by the therapeutic model of abstinence.
- Prevention of possible drug interactions/overdosing.
- Maintenance of the integrity of the program.

### Room tidiness & maintenance

It is each patient's responsibility to make their beds each morning and to keep their room tidy so that cleaning activities by our caregivers can be conducted easily. If you do require assistance making your bed or you need fresh linen, please discuss

with a caregiver. Maintenance issues should be reported to the nursing team who will inform the appropriate department. Please do not attempt any maintenance/repairs yourself.

## Room search

Random room searches are a normal aspect of a patient's stay. If your room becomes subject to a random search, you will be required to remain present while your room is searched by two nurses.

## S

## Security and loss/damage of personal items

Patient rooms are equipped with a lockable drawer, however, the hospital does not accept responsibility for any loss, or damage to a patient's belongings. We recommend that all valuables be left at home and that all personal property is clearly marked.

## Shoes

Shoes must be worn when attending groups, in dining and lounge areas, and while walking around the hospital.

## Substance use

Patients are not permitted to consume alcohol, illicit drugs, or any medication or supplement that has not been prescribed by their treating doctor, during their time as an inpatient. This includes during day and/or overnight leave. Patients are also not permitted to bring any such items onto the hospital grounds.

Use of illicit substances will lead to the involvement of your treating doctor and is likely to result in early discharge.

Trafficking will result in police involvement and discharge.

## W

## Walk

A morning walk is a regular feature of the program. However, during the first three days of detoxification, walks for Heatherton Unit patients will be at the discretion of nursing caregivers.

Patients with medical conditions will require their treating doctor's permission to go on the morning walk. In addition, patients considered by the treating team as medically unfit to participate on the walk will be asked to remain in the unit.

## About St John of God Health Care

St John of God Health Care is a leading Catholic not-for-profit health care group, serving communities with hospitals, home nursing and social outreach services throughout Australia, New Zealand, and the wider Asia-Pacific region.

We strive to serve the common good by providing holistic, ethical and person-centred care and support. We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming, and leaves them with a reason to hope.

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[www.sjog.org.au/langmorecentre](http://www.sjog.org.au/langmorecentre)

Published July 2022  
St John of God Health Care Inc.  
ARBN 051 960 911 ABN 21 930 207 958

