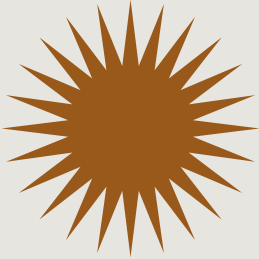


Broadmeadows CCU



Resident Information Booklet



Image: Broadmeadows CCU Garden, 2023

“Working together towards wellbeing”

Acknowledgement of Country



Northern Health's Broadmeadows CCU respectfully acknowledges the traditional custodians of the land we stand on today, the people of the Kulin Nation. We pay our respect to their Elders, past, present and emerging. We acknowledge and uphold their continuing relationship to this land.

What do I do with this booklet?



- Take the time to read this information carefully
- Discuss it with those close to you
- Check your understanding with our staff
- Talk to your key clinician about a referral
- Have a tour and an initial assessment at CCU

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Image: Broadmeadows CCU Activities Room, 2023



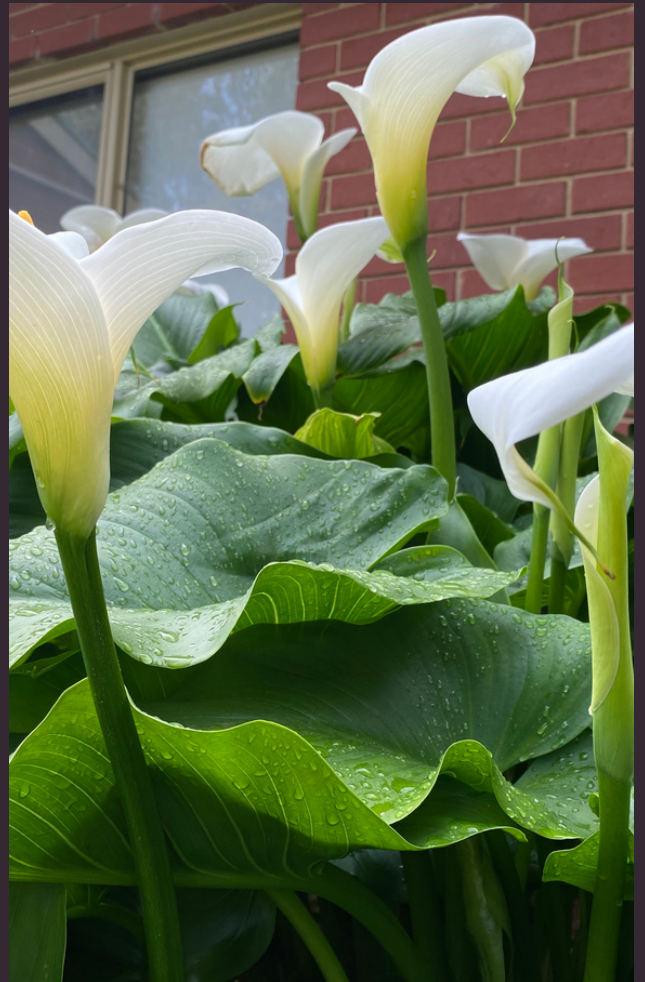
Image: Broadmeadows CCU Rotunda, 2023

About CCU



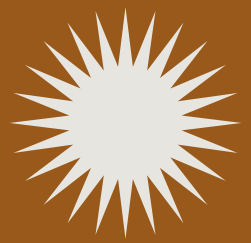
The Broadmeadows Community Care Unit (CCU) is part of the Northern Health's Mental Health division. Servicing the North West area residents of the Hume and Merri-Bek City Councils.

It is a short-to-medium term mental health rehabilitative residential service with 24/7 clinical support for up to 20 residents in shared and individual units. There are three streams of the program respite, needs for service, and recovery available for residents to engage in (Refer to page 9).



Length of stay

CCU is not permanent accommodation. Your length of stay will depend on your stream at CCU, and collaborative discussion in clinical reviews around your goals. We will be supporting you with collaborative and supported discharge planning when you enter CCU.



What to expect

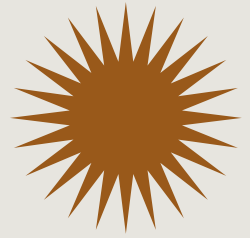
The CCU is a community of people who live and work together. We will support you to settle in and get to know each other and the environment. The rules and guidelines to help everyone have a shared understanding of how we can be together. It is important that you agree to cooperate with these expectations.



Active participation

We have a variety of programs and groups to support your mental health recovery and to develop the skills and confidence you are looking for to lead a more independent life in the future. Staff will work out with you how they can support you to participate.

Our team at Broadmeadows CCU



- Manager and Team Leader
- Doctors
- Nurses
- Social Workers
- Psychologists
- Occupational Therapists
- Dietitians
- Exercise Physiologists
- Peer Support Worker
- Administration
- Access to Alcohol and Drug support

Key Clinician

You will be allocated a Key Clinician (KC) who will support you in your recovery journey at CCU. They will help you to work towards identifying and achieving your recovery goals and transitioning back from CCU to Community.



Medications



Medications are all webster packed at CCU. Respite and NFSA periods require the community teams to organise scripts and webster pack with residents. Recovery stream medications are organised by the CCU staff. There are 5 different stages of medication support provided by the nursing staff, ranging from daily supervision to independent management.

You are responsible for paying for your medications and repeats. Staff can assist you to set up Centrepay arrangements and can arrange for your medicines to be delivered to you by a local pharmacy at the resident's cost.



CCU streams

Respite

Duration: Up to 6 weeks

Who manages my treatment: Your Community Team in collaboration with the CCU treating team.

Accommodation: As this is a short-term stay, you will need to maintain accommodation outside of the CCU so you can return after your stay is complete.

Goals/Summary: This option is typically preferred for individuals who are having a more difficult time and need some short-term extra support to get through this period. It can also be useful if someone needs a break from their current accommodation

Needs For Service Assessment (NFSA)

Duration: 6 weeks

Who manages my treatment: Your Community Team in collaboration with the CCU treating team.

Accommodation: As this is a short-term stay, you will need to maintain accommodation outside of the CCU so you can return after your stay is complete.

Goals/Summary: If you are thinking about making some big life changes, it can be helpful to spend some time reflecting on your priorities or goals and thinking about what might best support you to take the next steps. The Needs for Service Assessments aims to support you to explore these goals through assessments with staff from a range of different perspectives (i.e. social work, psychology, occupational therapy and nursing). It is okay if you are not sure yet what this might look like – that's what we are here to help with! At the end of your assessment, we might think that it would be helpful for you to stay longer at the CCU to work on these goals. If this is the case and you decide you would like to stay, you would enter the recovery stream.

Recovery Program

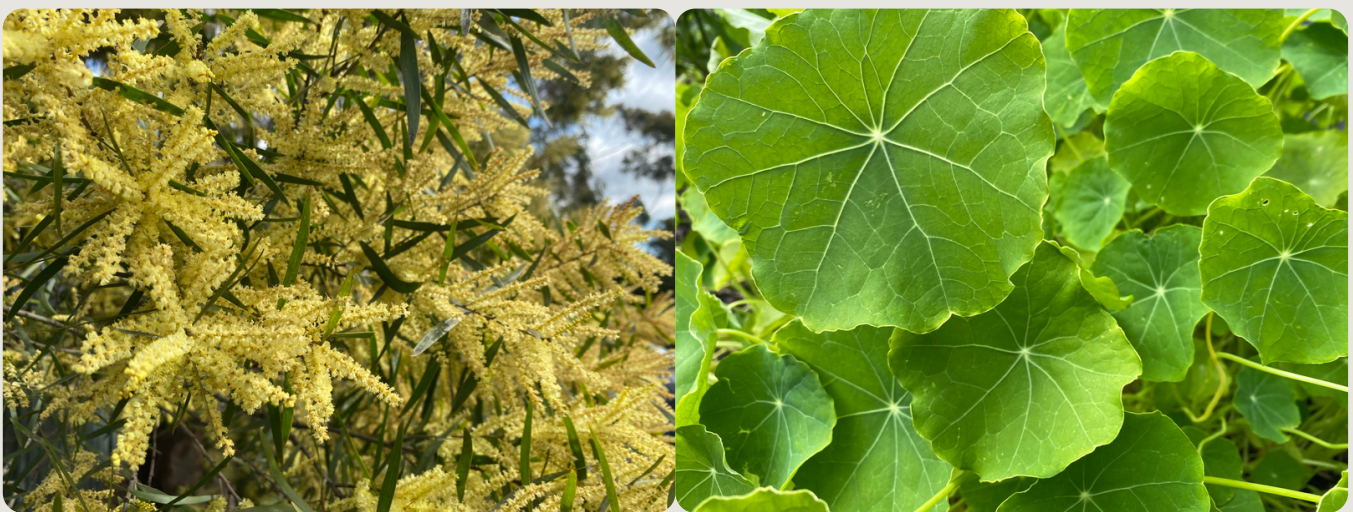


Duration: The length of this program varies based on each resident's individual needs and recovery goals. The average time is about 12 months

Who manages my treatment: The CCU will be primarily responsible for your medication and treatment. You will be discharged from your community team and have a case manager allocated at the CCU.

Accommodation: Most people move out of their previous accommodation while in the recovery stream. You would be supported to identify your accommodation needs and find suitable accommodation when planning for discharge from the CCU.

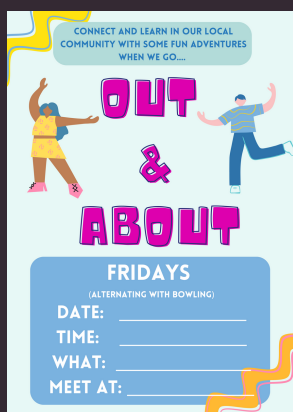
Goals/Summary: Residents who enter the recovery program are actively working on their individual recovery goals, with the support of relevant staff. Your goals and needs may change during your CCU stay, especially if you have already achieved some of your earlier goals. Staff will work with you to regularly reflect on your current goals and help you to identify what steps you want to take next.



Group Program

The CCU offers a variety of groups based on the recovery goals and needs of residents: such as: cooking, walking, exercise, bowling, morning cuppa group.

(Please note that these groups vary on a term and staff capacity basis)



CCU Community Timetable

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--|--|--|--|--|--|--|
| <p>Craft Group at BALC (offsite) 10AM-12PM</p> <p>Mind & Body Activities Centre 2:30-3:30PM</p> | <p>Clinical Review 10AM-12PM</p> <p>Music & Art Activities Centre 2:30-3:30PM</p> | <p>Life Skills Activities Centre & CCU Gardens 11AM-12PM Alternating each week between</p> <p>Cooking Life Skills Gardening</p> | <p>Get Moving Alternating onsite & offsite activities 11AM-12PM</p> <p>Community Catch-up! Activities Centre 3-4PM</p> | <p>Bowling Alternating fortnightly with</p> <p>Out & About Offsite 10:30-12:30</p> <p>Craft Group (offsite) BALC 11AM-2PM BGCC 10AM-12PM</p> | <p>Group on request</p> <p>Saturday Movie Night Activities Centre 6PM onwards</p> | <p>Please express interest & ideas to the team for today's activity</p> <p>FREE Community Lunch Banksia Gardens Community Centre (BGCC) Every 2nd Sunday 11AM-3PM</p> |
| <p>Broadmeadows Aquatic & Leisure Centre (BALC) - Available for access between 1PM-3PM</p> | | | | | | |
| <p>CCU Activities Centre</p> <p>Feel free to use this space whenever you like to support your own engagement in meaningful activity. This could include doing art work, playing music, exercising, watching a movie or just sitting a quiet space.</p> | | | | | | |
| <p>Check Group Timetable in Activities Centre for weekly schedule. For more information about what each group involves check back of this sheet</p> | | | | | | |

CCU Community Timetable



| GROUP TITLE | WHAT TO EXPECT |
|---------------------|---|
| Mind & Body | A moment to check in and learn ways to take care of your mind & body, with practical and educational activities |
| Music & Art | Get together & learn a musical instrument, engage in art & craft or in general appreciate music |
| Lifeskills | Alternating on Wednesdays. Learn about everyday skills needed to be live independently & responsibly |
| Cooking | Alternating on Wednesdays. Learn about nutrition & budget, practice cooking & enjoy a delicious community meal |
| Gardening | Alternating on Wednesdays. Opportunity to learn about gardening, grow your own plants and enjoy being nature! |
| Get Moving | Fun physical activity to become confident in moving our body, and caring for our physical & mental wellbeing |
| Community Catch-Up! | All CCU residents to please attend - Discuss recent happenings, provide feedback & meet community members. |
| Bowling | A trip to WynCity Bowling (Keon Park) for a Ten-Pin Bowling session. Meet others, play a sport & have fun! |
| Out & About | Getting out to explore, connect & learn in our local community. Various activities, we're always looking for new ideas! |
| Group on request | Let us know what you'd like to get up to, and staff can help set it up! |
| BALC & BGCC | BALC = Broadmeadows Aquatic & Leisure Centre. Open for you to use 1-3PM weekdays, and run various groups. BGCC = Banksia Gardens Community Centre. Run various groups, please ask if you want more information about this. |

I chose CCU. It was one of the smartest decisions I had made in my life...While initially my motivation was the stability of CCU, I have gained so much more from the recovery program than I thought possible.

I now clean with some help, cook meals, take medication, pay bills, go to groups and look after myself the best I can. I have a better relationship with my family who are not constantly worried about me- in fact they often tell me they are proud.

The CCU has changed the course of my life. If I chose the motel, I don't know where I would be now and I don't like to think about that, because my reality is so much better. I love my life a lot now and there is just so much to look forward to.

Rent and Costs



You are required to pay rent. Rent is paid per fortnight:

\$220 for those in receipt of JobSeeker Allowance

\$330 for those in receipt of DSP Allowance



You are responsible for paying your own rent, food and other living costs. Staff will help you to set up Centrelink deductions from your Centrelink payments for rent. If you are sharing with others you may arrange to share living costs e.g. of cleaning products etc. Staff and your KC can assist you as a household unit to work some of this out. Please know that the rent at CCU is not comparable to the current rental market.

Cleaning

You are responsible for the maintenance and cleaning of your unit. If you need support in this area this could become part of your recovery plan.

Cleaning tasks include:

- Kitchen
- Toilet and Bathroom
- Lounge
- Bedroom
- Taking rubbish out the evening before bin night

The CCU cleaner will provide routine general cleaning of communal spaces.

Bin day at CCU is on – Mondays. Please place bins out on the Sunday evening.

Staff will remind you of this the day before.

Recycle bins are collected on a fortnightly basis.

If you are unable to maintain and clean your unit you may be charged an additional cost to cover the cost of cleaning and maintenance.

Access to your unit



You will be provided with a fob (access card) to access your unit and your bedroom. You are responsible for keeping your fob safe. If you lose or forget your fob, let staff know. Do not lend or give your fob to anyone else. Staff also have keys to open units and bedroom doors as required. This is to help ensure the safety of all residents.



Unit moves

From time to time, it may become necessary for residents to move to a different unit within CCU.

Emergencies

Report any emergencies to staff immediately either by phone (staff office: 9301 7777) or directly to staff in the office.

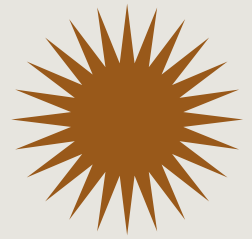
See the back of this booklet for emergency numbers.

In an emergency, staff will direct you.

From time to time you may be required to participate in emergency practice procedures so you are familiar with CCU evacuation procedures.

You need to always inform staff when coming and going from the CCU. This is important for emergency procedures.

Smoking and vaping



The CCU is an entirely smoke free environment. The law prohibits smoking or vaping on CCU property, this includes units, backyards and anywhere on CCU grounds. There is a designated smoking and vaping spot out the front of CCU, behind the letterboxes.

Staff can provide support if you want to reduce or cease smoking.

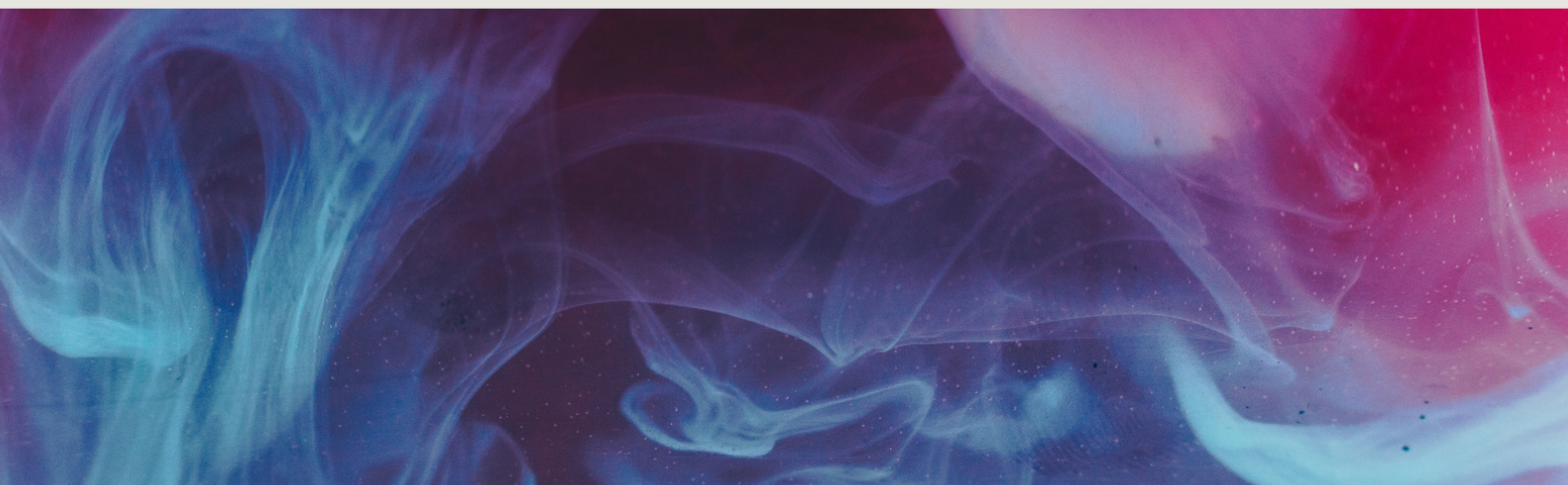
Substances

The CCU is an alcohol and drug free environment.

Staff have a duty of care to all residents to reasonably protect them from risk of harm.

Using, storing or selling/providing drugs or alcohol is not permitted on CCU premises under any circumstances.

Staff can support residents at their medical review, with the appropriate focus of support, and assist with linking to drug and alcohol support.



Property



In order to maintain a pleasant living space for all, you are required to treat all items – including furniture, appliances and the unit itself – with respect. These remain the property of Northern Health and must not be removed or damaged by you.

If you wilfully damage property and buildings at CCU, you must pay for repairs. Your personal items are your responsibility – Northern Health is not responsible for any damage or loss to items owned by residents.

You agree to keep your personal items safe by locking your room.

Dangerous objects and weapons are prohibited.

The expectation is that you will take all of your property with you on exit from the program. Anything you leave behind at the CCU will be disposed of 4 weeks after you leave.

Security and staff checks

Staff are required to carry out routine checks to ensure the safety and wellbeing of all residents. The frequency of these may change from time to time, staff will discuss this with you when changes occur.

There is a surveillance system (security cameras) operating in public areas on the property for the safety of staff and Consumers.

Phones and internet

Each unit has a dedicated landline to enable you to contact staff at the CCU.

Please make sure you have your mobile phone and staff is aware of your current number.

This is helpful when we need to contact you while you are on leave, or to give you updates via phone or text for appointments and groups.

Internet access is available on site. You will be asked to sign the Consent form to be able to access the internet.

House meetings



Staff will facilitate regular house meetings to support you while living at CCU, including where you live with others to support harmony in the unit. This is an opportunity to discuss the expectations and problem solve between house mates.

Treating others with respect

You are required to treat everyone with respect. This means:

- Acknowledging each other's rights to privacy and dignity
- Respecting staff and other resident's cultural and religious beliefs and right to practice them
- Seeking permission before entering other residents' units or personal space
- Please be mindful about the noise level

Please inform staff about:

- Theft
- Verbal abuse
- Physical or sexual assault
- Hostility or violence towards you or others

Aggression and violence is never okay.

Intimate relationships

The CCU is a recovery focused environment and while intimate relationships are a key part of life for many people, CCU is a healthcare facility, and is not the appropriate environment to be undertaking such relationships onsite.



Overnight leave



If you would like to take leave overnight this must be discussed with your treating team before you do so.

Each case is unique, so please ask staff for support and provide notice where possible with your overnight leave plan.

You are able to come and go from the CCU as you please as long as staff are informed of this.

Physical health

You will be registered with a local GP if you don't already have one. You consent to all information about you and your medical needs being shared between CCU staff and your GP.

Your GP is responsible for prescribing your physical health medications. You are responsible for obtaining, paying for and taking your medication as prescribed.

You must tell staff of any changes in medicine prescribed for you. This helps staff looking after you at CCU to help you look after your health and safety.

Going to hospital/extended leave

If you need to go into hospital or go on extended leave, your place at the CCU will be held for you if you continue paying rent during that period.

Those family members and friends who support you in your recovery journey can be invited by you to help develop your recovery and treatment plans and be included in reviews every 3 months. This will mean that they have a good understanding of the things that are helpful to you and can support your transition when you move on to the next stage in your life. You agree that CCU staff may disclose all relevant information about you to the family members and friends you nominate to support you.

Family/carer



If you are a parent with children, your children will not be able to reside with you at CCU. If your children are young this may be difficult for you. It is likely to be difficult for your children too. There will be opportunities to talk with your KC about how your children are doing and if you would like some support to maintain your relationships. We have resources available to support you in your caring role as a parent, and to support your children as well.



Visitors

Visitors are required to sign in to the visitors register that is in reception upon arrival. This is important for evacuation purposes in case of an emergency. Visitors are bound by the same expectations that apply to you.

Visitors are welcome at the CCU. Visits are to take place in communal areas, being the living areas of your unit but not in the bedrooms.

In shared units, please talk to the other residents about your visitors, prior to having them. CCU – has spaces for you to visit with your children and family.

Children may visit the CCU. They must be supervised by accompanying family or an adult at all times. You can ask for support and advice to help you plan this time.

If visitors are disruptive or there are other circumstances that cause concern they may be asked to leave, this will be at the discretion of staff.

Pets

Pets are welcome visitors at the CCU, although is at the discretion of the shift leader on that day and with consideration of Northern Health Policy.

Feedback and complaints



To provide feedback, make a complaint or, give a formal compliment, please complete a Talk with Us feedback form and place it the orange box at the site. If you are not sure where this is located please speak with a staff member.

Out and about

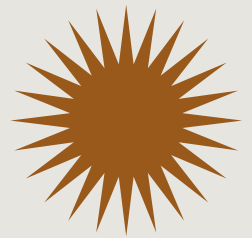
As a member of the community, you have access to the library, shopping centres, pools, gym, and leisure parks etc. that are nearby. You can find lots of information in the recreation room about local activities that you can participate in locally. Speak to the staff for more information.

For residents with cars

You are responsible for your own vehicle if parked at the CCU. You are required to park within the designated areas and are liable for any damage your vehicle may cause while on site. Unregistered and uninsured vehicles cannot be parked at CCU.

We may recommend an Occupational Driving Assessment if any concerns are raised.

Public transport



Bus

Bus stops are located at Broadmeadows Shopping Centre.

Bus No. 532- Craigieburn Station / Broadmeadows station

Bus No. 541- Broadmeadows station/Pascoe Vale Rd Station

Bus No 542- Pascoe vale Station/Roxburgh Park Station

Bus No 901- Frankston to Melbourne Airport

Train

Broadmeadows Train Station, 15 minutes' walk from CCU

Trains to Melbourne City / Craigieburn Station

V-Line trains to Seymour and Shepparton railway Station

Staff can support you to use a Myki and download handy public transport apps:



Riley Pavay

SKATER OF THE YEAR
PRESENTED BY CONVERSE CONS



HAYLEY WILSON
NOSESIDE
PHOTO: PAUL BATTLAY



green room





Image: Broadmeadows PARC & CCU Shared Garden Area, 2023



If you need an Interpreter or the support of an Aboriginal Liaison Officer, please speak to a staff member.

This information is general only. Northern Health encourages you to ask questions and get specific advice from your treating team.



“Working together towards wellbeing”