

Northern Community Care Unit

Resident Information Booklet and Occupancy Agreement

Working together towards wellbeing



Northern Community Care Unit

Resident Information Booklet and Occupancy Agreement

This is your address: 2-4 Pleasant View Drive, Preston

T. (03) 7025 0800

Welcome to Northern Community Care



Mandy Nicholson, Local Wurundjeri Artist

Acknowledgment of Country

Northern Health respectfully acknowledges the traditional custodians of the land we stand on today, the Wurundjeri Woi Wurring people of the Kulin Nation. We pay our respect to their Elders, past, present and emerging and acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Island peoples on this land.

What is this booklet about?

This booklet provides information about what it is like to live in a Community Care Unit (CCU). It lets you know what to expect and what will be expected of you. It also describes some of the ways that staff can assist your recovery while you are here.

What to do with this booklet?

Take the time to read this information carefully

- Discuss it with those close to you
- Discuss it with staff. We will make a time to talk through it with you and encourage you to ask any questions, big or small
- If you agree to the terms and conditions, you will be asked to sign a residential agreement.

It's important that you understand what living at the CCU is like.

This will help you to decide whether you think living at the CCU is right for you and whether you can agree to the expectations that apply to living at the CCU. Unfortunately, we cannot accommodate people who do not meet the expectations of living at CCU. These have been developed to ensure everyone's safety and comfort.

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

Northern Health



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



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About CCU

A Community Care Unit (also known as CCU) is part of a public Mental Health Service.

A CCU is a short-to-medium term stay residential service. It is for people who require mental health treatment and management supports.

CCU accommodates 20 residents in a mix of one, two- and three-bedroom units. There are 9-12 self-contained units in total.

The CCU offers units that are female or male only.

Length of Stay

This is a commonly asked question.

How long you stay at CCU depends on your personal situation.

Each resident stays a different amount of time. You and your mental health team will talk about your personal recovery goals and your future plans as a way to think about how long you will stay at the CCU.

If you decide you want to stop living at the CCU we will support you to develop a discharge plan. This is important as it gives you time to put your plans in place for your next steps e.g. where else to live and supports.

CCU is a stepping stone to working towards developing your skills for living independently in the community.

Streams of Care

- RESPITE – 6-week admission (must have an address for when you leave CCU)
- SNAP – Service Needs Analysis Period – 6-week admission, exploring recovery goals and support needs
- RECOVERY – Medium to long term length of stay assessed after SNAP

CCU is not permanent accommodation.

What to Expect at the CCU

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. We will provide you with your Statement of Rights. The Responsibilities brochure outlines our expectations to help everyone have a shared understanding of how we can be together. It is expected that you will adhere to the expectations.

[Mental Health - Responsibilities - English](#) – please see the brochure.

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.

The group program runs throughout the entire week and includes social groups, activity, based groups and educational groups. It is expected that you will attend the group program during your stay at NCCU.

We understand it can be challenging and difficult to join group activities with people that are new and unfamiliar to you. Staff are here to work with you and support you to participate.

There is an expectation that you will actively take part in these activities and programs to support you in achieving your goals towards your recovery

Key Clinician

You will be allocated a Key Clinician (KC) and Associate Key Clinician (AKC) who together will support you in your recovery journey at CCU. They will help you to work towards identifying and achieving your recovery goals. This can include a variety of things that you would like to do or, strategies you can learn that will help you to get to where you want to go.

Your Recovery Plan

Your recovery plan will be reviewed with you every 3 months. Many people have family and friends who support them in their recovery journey. We will discuss with you who you would like to be involved in helping you develop and review your recovery goals. You agree that we can talk to those family members and friends nominated by you about your recovery journey, your medical conditions and progress toward your recovery goals.

Consumer Peer Support Worker

A Consumer Peer Support Worker is part of the multidisciplinary team, but does not hold a clinical role. They have a personal lived experience of mental health challenges and are there to listen, support and empower you through your recovery journey.

They may share with you their own experiences and they understand what it is like to live with mental ill-health. They can support you in navigating the mental health system and connecting with community supports.

The Consumer Peer Support Worker is not there to make assessments of diagnosis. They can assist you in understanding your rights as a consumer. They are there to chat with you, accompany you to appointments, meetings and clinical reviews. They can also, stand alongside you in advocating for your treatment and care.

A Consumer Peer Support Worker is grounded in respect, shared responsibility and mutuality. This means working with someone who has a similar lived experience as you and their can share their recovery journey.

Carer Family Peer Support Worker

A carer/family peer support worker is available on site at the CCU. They understand the challenges, emotions and experiences carers can have. The carer/family peer support worker has their own lived experiences of caring for a loved one.

A carer is someone who is supporting, assisting or providing unpaid care to a person with a mental health condition. They may or may not live with the person and may be a family member, partner, friend or someone else. Carers can be all ages, including under the age of 18 years. Carers are people who have a significant role in the life of the person they care for.

The carer/family peer support worker can provide information about support services and resources available to carers. For example, support groups, counselling services, financial assistance such as the Mental Health Carer Support Fund and information about Centrelink carer payments, education sessions in the community and respite services.

They can also support carers to look after their own wellbeing and self-care. They can provide a safe space to reflect on their journey.

The carer/family peer support worker is available Tuesday and Wednesday from 8.30 am to 5 pm by calling T. (03) 7025 0800. They are available to meet on the telephone and face to face.

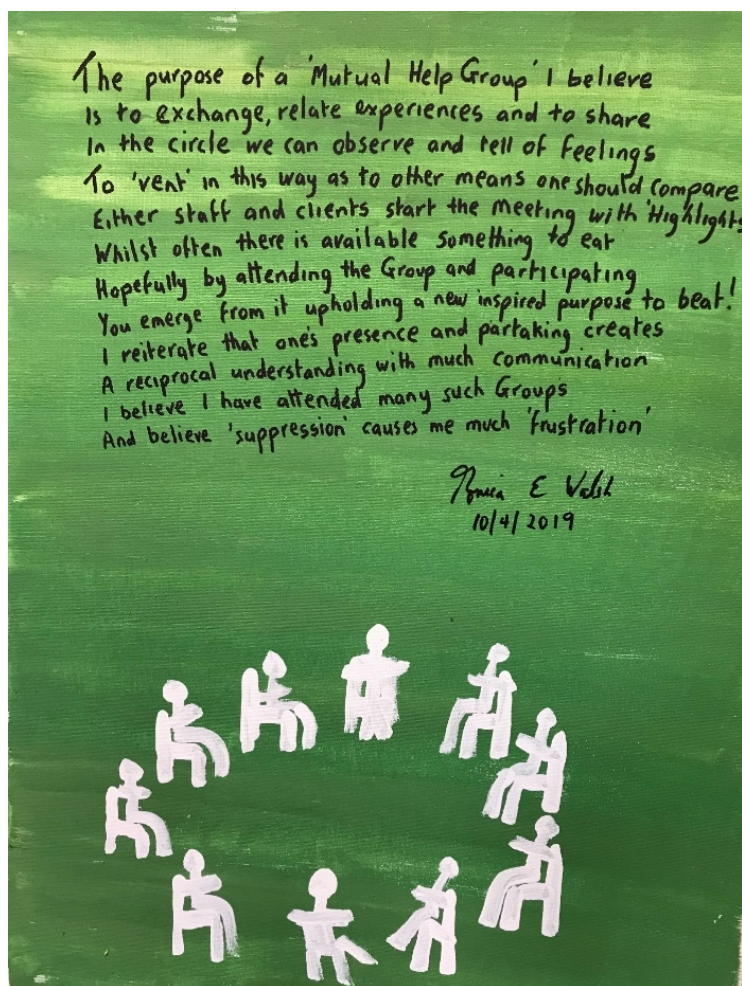
Group Programs

The CCU offers a variety of groups based on the recovery goals and needs of residents.

These groups fall within one or more of the following recovery areas.

Social / Recreational / Communication	Health Promotion & Personal Development	Creative Expression	Vocational / Educational
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There is also a weekly Mutual Help/Community Meeting, where all residents and staff come together. This is an opportunity to support and to get to know each other, share news and suggestions, and create a safe and inclusive space for all. There is an expectation that you attend the weekly Mutual Help/Community Meeting.



Fee for Service and Costs

Fee for Service payments are required whilst residing at the CCU.

Fee for Service is paid fortnightly (every two weeks)

- For those in receipt of Job Seeker/DSP Allowance
- Fees in general will reflect community cost of living.

This is paid to Northern Health via Centrepay direct debit. Staff will help you set this up. The Fee for Service includes the cost of utilities. You will be informed in writing of any changes to the cost of Fee for Service. Fee for Service is based on a percentage of your income so if your income changes, so will your Fee for Service.

Rent assistance may be available to assist with Fee for Service payments, by applying to Centrelink, a supporting letter from NCCU can assist in your application. Please advise us, if your income changes while you are living at CCU.

You are responsible for paying your own Fee for Service, food and other living costs.

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.

You are responsible for paying for your medications. Staff can assist you to set up direct debit arrangements and can arrange for your medicines to be delivered to you by a local pharmacy.

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



Bin day at CCU is on Wednesdays
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.

Unit Moves

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

This will be discussed with you, your family and carer.

Keys to Your Unit

The CCU is in the process of installing a system of wrist bands for consumers to access their unit and bedroom. You will be provided with a key for your unit. You are responsible for keeping your key safe. If you lose or forget your key, let staff know.

Please do not lend or give your key 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.

If you lose your unit key, there is a cost for the replacement key.

Emergencies

Report any emergencies to staff immediately either by phone 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.

Please advise staff of your movements so in the case of an emergency your whereabouts are known. It is an expectation you will inform staff when you are leaving and returning from the CCU.

Smoking

The CCU is an entirely smoke free environment.

The law prohibits smoking on CCU property, this includes units, backyards and anywhere on CCU grounds.

There is a designated smoking area out the front of the CCU, staff can direct you to the designated area.

Support is available, if you want to reduce or cease smoking.

Nicotine Replacement Therapy (NRT) is available. This can aid in your attempts to reduce or to stop smoking.

QUIT is a service that assists people who are seeking to reduce or quit smoking. You can contact them for help on 13 78 48.

If you continue to smoke within the CCU, the Manager and treating team will be notified. **Repeated breaches of this will lead to formal discussion with the possibility of you being asked to leave the CCU program.** In the event of this occurring you will be required to work with staff to source alternate housing.

Smoking is only permitted in the designated smoking area. You will need to agree to this.

Alcohol and Other Drugs

The CCU is strictly an alcohol and drug free environment.

You agree not to bring or use alcohol or drugs at CCU.

The use of alcohol and other drugs can have a negative effect of mental health, may prolong recovery, or interfere with prescribed medication and therapies.

Staff have a duty of care to all residents to reasonably protect them from risk of harm. From time to time drug detector dogs will visit and search all units. There is also a surveillance system camera operating in the shared outdoor spaces on CCU grounds. This is necessary to ensure the safety of all on the CCU grounds.

CCU staff need to take steps to;

- Investigate suspected use or possession of alcohol or drugs
- Remove and dispose of these substances appropriately.

We will involve you in the discussion and explanation of the action that will be taken.

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

- If staff are concerned there is drug or alcohol use or storage on the premises, a search may be conducted of residents' units.
- We will always try to ensure you are present during a search of your room or belongings.
- Where there is an imminent threat of serious harm to staff or residents, a search may be conducted immediately even if you are not present.
- If any illegal drugs are found in your possession or in the unit occupied by you, they will be removed and an immediate discussion with senior staff and management will occur. Police will also be notified.
- These expectations apply during your CCU admission. However, if you return intoxicated CCU will take measures to support you.

Using Alcohol and Drugs on site of the CCU could result in your immediate discharge from CCU.

Direct Line is a confidential alcohol & drug counselling and referral service that operates 24-hours a day, 7 days a week. You can contact T. 1800 888 236 for help.

QUIT Line contact on T. 13 78 48.

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 Melbourne 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. You agree not to bring any such object to CCU.

At discharge

Upon discharge from the CCU, all your belongings are to go with you. There will be NO HOLDING of items from the day of discharge unless a discussion is had with the manager and/or team leader. If items are kept, you will be required to continue paying rent until all items are collected. Any items left without this agreement will be disposed of.

Security and Staff Checks

A risk assessment will be completed with you when you first come to the CCU. This is to ensure the safety of yourself and others at CCU.

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.

Phones at the CCU

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

Mobile Phones

We encourage each resident to have their own mobile phone and be responsible for their own phone bills. This allows for communication from family and staff whilst off-site.

Internet - Access to WIFI

Internet access is available on site, please speak to a staff member about how this is best accessed. An agreement form for use is required to be signed outlining the terms and conditions for use.

Treating Others with Respect

You are required to treat everyone with respect. This is outlined in our Rights and Responsibilities brochure. In addition, at CCU we ask that you:

- Acknowledging each other's rights to privacy and dignity
- Respecting staff and other resident's cultural and religious beliefs and right to practice them
- You are not permitted to enter another unit unless invited by that resident.
- Seeking permission before entering other residents' units or personal space.

Noticing and reporting

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

It is Northern Health Policy that CCU remains free of aggression and violence. Behaviour that breaches treating others with respect could result in your immediate discharge from CCU.

If you behave in a way that threatens the safety or well-being of yourself or others, your treating team will meet with you to work out how best to support you. You could be asked to leave if the safety of others is at risk.

If you have any concerns please let a staff member know.

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.

Physical Health

You will be registered with a local GP if you don't already have one. We will discuss with you the sharing of information about you and your medical needs before it is 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.

CCU Staff can discuss a medication management plan and payment plan with you. Centrepay through Centrelink can arrange payment plans.

Please inform 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.

Leave from the CCU

It is expected that you let the staff know when you are leaving CCU and when you are expected to return, to ensure we know you are safe and that we know your location if there is an emergency (e.g. in case of a fire).

If staff have concerns about your wellbeing, they may talk with you and ask you to stay on site. Any concerns can be discussed with your treating team.

Please make sure we have a mobile number to contact you on.

If your leave circumstances change e.g. you may be running late, unable to return at the designated time please call CCU to advise staff.

Overnight Leave

If you propose to be absent 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.

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.

Family/Carer Information

You can invite family and friends to support you. They can assist, with your permission, to develop recovery and treatment plans. They will then be included in your 3 monthly reviews.

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 to family and friends that you have nominated to support you.



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. You agree not to invite visitors into your bedroom.

In shared units, please talk to the other residents about your visitors, prior to inviting people over. House/community meetings are an opportunity to discuss the expectations of visitors and other issues.

Visiting Hours for Family and Friends

Monday to Friday: 4.00pm to 9.00pm, unless prearranged with staff.

NB: Residents may be attending appointments or groups.

Weekend: 10.00am to 9.00pm

Please tell staff if you have a family or friend visiting before their arrival and advise them of the local visiting hours. Please discuss any requests with staff for visits outside of visiting hours.

NB. Carers, friends and loved ones, are required to arrange visits around appointments and the group program.

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.

Space to Bring Your Family/Children

CCU has private spaces for you to visit with your children and family, please ask staff what's available.

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.

Carer Information Packs are available which provides information to support their needs as your carer and also how to access carer support.

Carer Peer Support is also available on request to family/carers and nominated persons.

Parenting Information

Children

We understand the challenges of being separated from your children while you are 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 and children's books available to support you in your caring role as a parent and have discussions with children about how you and they are doing.

If you would like additional support, there is someone who can spend time with you and your Key Clinician to work out, what might be helpful. Children are often confused or worried, about what is happening. They can be included in these discussions or invited to family meetings.

If you require support, speak to your KC about the resources available to you and your families.

Out and About

As a member of the community, you have access to the library, shopping centres, pools, 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.

Public Transport

At the CCU there are a number of options to access public transport:



- Bus No. 555 Epping to Northland
- Bus No. 903 Altona to Mordialloc

(Travels along Murray Rd to Preston Train Station/Preston Market)



- Tram No 86 Bundoora RMIT – Waterfront City Docklands
- Stop 51 Wood St Plenty Rd travelling into the City



- Train Mernda and Hurstbridge lines (Preston Station Murray Road)

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. It is strongly recommended that your car is registered and insured. If the vehicle is unregistered, you will be asked to remove it from the CCU premises.

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

Helpful Phone Numbers

Contact Number	Service
1300 874 243	Mental health triage is the usual entry point to mental health services Available 24 hours to assist you if you or a loved one require mental health support
Triple Zero (000)	Emergency contact for Ambulance, Police and Fire.
13 11 26	Poisons Information Centre 24 hours
13 11 14	Lifeline Australia 24 hours Free Confidential and anonymous telephone counselling service. Lifeline.org.au
1300 659 467	Suicide Call Back Service A 24 hour service that provides telephone and online counselling to people 15 years and over. Suicidecallbackservice.org.au
1300 224 636	Beyond Blue 24 hours 7 days a week Advice and information on issues associated with depression. Anxiety and related substance abuse. Beyondblue.org.au
1800 650 890	Headspace (for 12-25 years) Online and telephone service that supports youth and families in tough times. ehheadspace.org.au
1800 888 236	Direct line 24 hours 7 days a week Confidential alcohol & drug counselling and referral service in Victoria 24/7 by phone or on line. https://www.directline.org.au/support-options
132 717	Centrelink - Monday to Friday 8am to 5pm Disability Sickness Carers Line
132 850	Centrelink – Jobseeker

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