



## **The Wattle Unit provides specialist inpatient mental health care for young people under the age of 18**

Our aim is to support your recovery and transition back to the community. Your family, carers and other supporters can help this process by being closely involved with your care while in hospital.

Our team is committed to the following Patient and Family Centered Care (PFCC) principles when collaborating with young people, families, and carers:

- Dignity and Respect
- Information Sharing
- Participation and Collaboration

Admission to Wattle is usually coordinated through our community CYMHS teams, based on clinical assessment. Families and young people cannot self-refer to Wattle. Initial intake is through the Access service – 07 5635 6392. The Wattle Unit is located in G block of Robina Hospital.

## **During your stay**

Our clinical team will provide individualised care and treatment during your stay. As part of your recovery, a care plan and recovery plan are developed with you and your family or carer to outline your recovery goals and treatment activities at Wattle Unit. We have a daily schedule, Monday to Friday, to promote routine and support young people to engage. Teachers are available, within school terms, to provide education and learning activities. Music and art therapists engage our young people in therapeutic activities.



## **Your treating team**

The Wattle Unit treatment program is provided by a range of health professionals including:

- Consultant Psychiatrist
- Doctors and nurses
- Allied Health professionals (psychology, occupational therapy and social work)
- Teachers
- Fitness instructor
- Creative therapists including music and art
- Peer and Carer Peer Workers.

**Please discuss visiting hours with staff.  
Usual visiting times are:**

Monday to Friday: 4 – 8 pm

Saturday, Sunday and Public Holidays: 10 am – 8 pm

Bed time is 8:30pm (in room) with lights out at 9:30pm

Visitors under 18 years must be accompanied and supervised by a responsible adult.

## **Meals**

Meals are served three times a day, with snacks

## Wattle Unit – Patient Information, Child and Youth Mental Health Service

available throughout the day. We cater for an extensive range of special dietary and cultural needs with choices available from the menu.

A fridge is available for patients to store labelled food. No caffeinated or high-sugar-content products are to be brought to Wattle.



### Safety and personal property

Please do not bring any sharp objects to the unit including razors or scissors as these will be removed and stored until discharge.

Be mindful of your valuables, including jewelry and mobile phones, as we take no responsibility for lost or damaged items. There is a communal telephone available for use as personal electronic devices are not permitted on Wattle.

Robina Hospital is a non-smoking facility. All tobacco products (including vapes) will be removed and stored until discharge.

Wattle practices the Safewards (least restrictive) model approach. This is aimed to reduce conflict within the ward environment and promote mutual respect between staff, young people and their peers.

### Patient rights

Independent Patient Rights Advisors (IPRAs) advise patients and their families/carers of their rights under the *Mental Health Act 2016 (Qld)*. IPRAs play an important role in liaising between clinical teams, patients and their families/carers. IPRAs can be contacted on: 1800 316 678.

The Office of the Public Guardian provide community visitors to visit children and young people in the unit and can be contacted on: 1300 653 187.

### Support for families and carers

Carer Peer Workers provide support to families and carers of young people staying at the Wattle Unit. They have personal experience of caring for a loved one with mental health concerns and provide support to show that recovery from mental illness is possible. Carers and family members can ask staff for the Carers Pack.

### Privacy and confidentiality

We will securely store your confidential medical records including care plans and treatment about your stay with us. We are committed to ensuring the privacy of your sensitive information and will seek consent prior to sharing any information. If you would like access to your medical record, please speak to your treating team. A summary of your admission will be sent to your GP on discharge to ensure continuity of care.

### Feedback

If you have feedback (compliments or complaints) about your care please speak with the Nurse Unit Manager, Wattle Unit or contact the Gold Coast Health Patient Liaison Service on 07 5687 2048.

### Useful support numbers

- Mental Health Call (emergency): 1300 642 255
- Child and Youth Mental Health Services (CYMHS) Carer Peer Support Service: 07 5687 7078
- Lifeline: 13 11 14
- Kids Helpline: 1800 551 800
- Headspace (Southport): 07 5509 5900
- Beyond Blue: 1300 224 636.

### Leaving the unit (discharging)

Discharge plans will be agreed between the Wattle Unit team, you, and your family or carer. Before you leave the Wattle Unit, your treating team will discuss your ongoing mental health needs with you and a community treatment plan. Appropriate referrals will be made to ensure a safe transition from hospital.