



Government of **Western Australia**  
**South Metropolitan Health Service**



# State Rehabilitation Service

Fiona Stanley Hospital

Patient information

[fsh.health.wa.gov.au](http://fsh.health.wa.gov.au)



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## Your rehabilitation journey

The rehabilitation process requires the full cooperation and active participation of you, the rehabilitation team, and your support people (family, friends or carer). A key worker will be allocated by the team caring for you and they will introduce themselves within the first few days. They are available to help you understand and navigate your way through the rehabilitation process and explain to you and your support people some of the things that may happen during your stay.

Rehabilitation is a time-limited, goal-orientated process and your goals are negotiated between you, your support people and your team. A review of your progress towards your goals is undertaken on a regular basis. If progress towards your goals is not occurring in the time frame given, an alternate plan will need to be made in discussion with you and your support people.

In some cases it may be determined that you are no longer required to be an inpatient in a rehabilitation hospital. If this occurs your care will be changed to maintenance after discussion with you and your support people. This care change will incur a cost per day and the Health Support Services (HSS) will send an invoice if this occurs.

The focus of rehabilitation is for you to undertake tasks that are usual for you. For instance, it is usual to wear day clothes and not pyjamas during the day. Hence, we request that you are dressed in your usual clothing each day. Part of the process is to improve your stamina and ensure you will be capable of undertaking the activities you need to do when you leave hospital.

When you are discharged it may be necessary for one of your support people to be available at home during the first few weeks or longer. This may be the best time for your support people to take any leave from work and this can be discussed early in the admission with the key worker.

If you have any concerns during your stay please see your key worker or the coordinator of the shift so that they may assist you.

## The rehabilitation team

When you are admitted to FSH you will be placed under the care of a rehabilitation specialist and an interdisciplinary team who will provide you with a rehabilitation plan. Your team consists of a variety of health professionals who work together with you and your support people to achieve your goals.

As we are a teaching hospital, some of these health professionals will rotate to different areas and this may require a change to your team. Your support people may also be part of your team and their role is to assist in the process by making your friends aware of your therapy times so that they visit outside of these times and leave you to attend all of your therapy sessions.

Your support people may also be asked to attend meetings, complete paperwork or assist in your care. If you and your support people indicate an interest in being involved in your rehabilitation it is important that their commitments are monitored and that time is assigned so that your goals are not delayed.

**Your interdisciplinary team will include:**

### Consultant Rehabilitation Medicine Specialist

They have overall responsibility for the management of your rehabilitation journey.

### Registrar and Intern or Resident Doctor

They will manage your day-to-day medical care whilst you are an inpatient.

You will be seen by your Consultant at least weekly and the rest of the medical team as per your individual needs.

### Ward nurses

Will provide 24 hour care through ongoing assessment of your condition and general health including:

- support for normal bodily functions
- provision of medications
- assistance for self-care activities
- encouraging independence and providing education to you and your support people.

FSH supports a team nursing model where a group of nurses are assigned to care for a group of patients. This allows for a sharing of tasks and the pooling of skills to give the best care possible.

Nurses will check on you at least hourly during the day and every two hours overnight.

### Physiotherapist

Will help you reach your maximum physical potential by guiding you through a rehabilitation plan specific to your needs.

### Occupational Therapist

Will develop your skills and help you return to doing activities such as:

- self-care
- domestic tasks
- leisure activities
- employment

- parenting/family activities
- driving
- accessing community services.

They will also provide a range of equipment for your treatment and complete a home assessment to enable access to a safe home environment.

## Speech Pathologist

Will help you with any swallowing and communication or language problems you may have.

## Dietitian

Will assess and monitor your nutritional status to aid your recovery and rehabilitation. They can provide advice on your nutritional requirements and educate you on the most appropriate diet for your health and wellbeing on discharge.

## Social Worker

Will work with you and your support people to plan your discharge to a safe and appropriate setting. They can discuss discharge home with community services/agencies or to alternative accommodation.

## Clinical Psychologist

Will help you and your support people understand and adjust to your physical illness by assisting with grief, stress, worry and mood.

## Clinical Neuropsychologist

Will provide assessments and treatment recommendations if you are experiencing difficulties with aspects of behaviour and thinking abilities.

## Pharmacist

Will check your medications and provide you with pharmacy advice on discharge.

## Prosthetist or Orthotist

If required, they will assist with braces and assistive devices.

## Key worker

This person is your single point of contact with your team. They will introduce themselves to you and identify themselves as your key worker. They will assist you in orientating yourself to the unit and in becoming familiar with the rehabilitation process. If you have any questions regarding the rehabilitation process please ask your key worker. Wherever possible, they will attend your meetings including goal setting and be available to explain these to you if needed. They will assist you to inform the team of what your goals and expectations are if required.

Other specialists and services can be provided when necessary to address your particular needs.

## Where does Rehabilitation occur?

Rehabilitation occurs in a variety of settings using a wide variety of people including:

- in therapy areas with a specialist therapist dealing with a specific task or goal
- a ward lounge with a group or as an individual. For example, undertaking an activity or socialising
- in your room and bathroom – to undertake daily tasks of showering, dressing, eating and mobilising. This may be under the direction of the therapist, nurse or with support people
- in the kitchen or dining room – to undertake tasks such as cooking, making simple meals, eating and drinking. This may be under the direction of the therapist, nurse or with support people
- at home or in the community.

Alternatively, any time you practice skills you have gained is an opportunity for rehabilitation. The more you practice, the easier it gets.

## Items to bring:

- toiletries (i.e. shampoo, toothbrush, toothpaste, shaving needs, tissues and deodorant)
- glasses, hearing aids and dentures
- two to three days supply of comfortable and weather appropriate clothing that is suitable for exercising. For example, tracksuits and shorts
- please mark clothes with your name
- shoes, socks or other suitable footwear (not thongs or scuffs). Footwear need to be well fitted, comfortable and safe
- photos and personal items. These can be attached to the coloured magnetic boards located at your bedside.

Please remember that your belongings are your responsibility and the hospital will not be responsible for loss, theft or breakage of any items.

## Items not permitted:

- potted plants or flowers as the soil poses a risk of infection
- large appliances and extension cords
- food – if you wish to bring in food it should be freshly cooked and ready to eat. There are no reheating facilities or refrigerated storage available.
- alcohol and prohibited substances

Please note that all valuables should remain at home to ensure they are not lost.

## Transport and parking

### Public transport

The hospital is a 10 minute walk from Murdoch Train Station, and buses regularly run between the station and the hospital. You should visit the Transperth website [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au) or call 13 62 13 for individual public transport options.

### Taxi ranks

Taxi ranks can be found on Barry Marshall Parade and Robin Warren Drive. Patients arriving by taxi are free to use any of the patient set down areas across the site.

## Paid parking

Visitors and patients can park in visitor car parks for an unlimited amount of time. Car parks are located at both the eastern and western ends of the hospital.

**ACROD** parking bays can be found in every car park and are located closest to the pedestrian access ways. Please follow the disabled access signs to the hospital.

Car park 5 provides direct access to the rehabilitation building via a footbridge on level 2.

An oversize vehicle set down is located off Fiona Wood Road and parking for oversized vehicles is located in car park 8 (accessed via an intercom system at the entrance).

## Rights and responsibilities

### Patients at Fiona Stanley Hospital have the right to:

- choose to receive free public hospital services as a public patient\*, or to be treated as a private patient in a public hospital with an associated cost receive treatment based on specific health needs and any expected wait times have access to a range of public hospital services
- have access to an interpreter
- agree or refuse to participate in medical/nursing student training or medical research be treated with respect, dignity and with consideration for privacy and special needs
- be accompanied by a family member, friend, carer or person of their choice where appropriate receive safe and high quality health care provided with professional care, skill and competence
- receive a clear explanation of any proposed treatment, including possible risks and alternatives, before agreeing or refusing to have the treatment
- seek a second opinion
- be given information about their continuing health care before they leave the hospital and to have their contact details kept up to date
- apply for access to their medical records under the *Freedom of Information (Fol) Act 1992* and to have personal information kept confidential
- compliment, comment or complain about the health care they receive, and to be given information about how to lodge a complaint, without compromising their health care.

\*Medicare eligible patients

### Patients have a responsibility to:

- provide a full health history (patient and relevant family details)
- provide information about all the treatment/s or medication being received when admitted detail any changes in health condition experienced or problems with treatment
- explain any special needs you may have, such as particularly any cultural, religious or access needs.
- be courteous and respect the role of health service staff
- follow treatment instructions and advise or let health service staff know if they cannot or do not wish to do so
- keep appointments or let health service staff know as soon as possible if they are unable to attend
- know that the health service has a special role in training health care professionals. Each person's treatment may provide an opportunity for such training.

## Alcohol and illicit drugs

Alcohol or illicit drugs are not permitted anywhere at FSH. If you are found to be under the influence of these substances a goal setting meeting will be organised to discuss your commitment to rehabilitation and whether this is the appropriate place for you. Any visitors found to be drinking or taking illicit drugs will be asked to leave by hospital security.

If you have issues with substance abuse and would like assistance to cease this activity please inform the staff so that we can arrange access to support services or alternatively contact details are below.

### Drug and Alcohol Services

East Perth 9219 1919

Fremantle 9430 5966

Warwick 9246 6767

## Laundry

Laundry facilities are available for you at FSH to encourage you to be as independent as possible. Please ask the staff where the washing machines are located.

## Mobile phones

Please ensure that mobile phones are on silent in your room when you are undergoing therapy.

## Smoking

Smoking is not permitted anywhere on the hospital grounds. If you require assistance to cease smoking please discuss with medical staff as there are products available to help you.

## Patient or family meetings

Depending on your length of stay you may have one or more family (or support people) meetings.

The format is normally as follows:

- introductions – including everyone's name and role so you know who is responsible for each aspect of therapy and the team is aware of the support people's relationships
- a summary of medical issues by medical staff. If this is your first meeting clarification of the information you have already received will be sought. This is the time to ask questions about your medical issues
- update/discussion – each member of your team will go through what they have been working on with you and what the goals for your discharge are. We suggest that you start a list of questions you may have prior to the meeting so that you don't forget
- possible timing of discharge and what you or your support people need to do to enable this to occur. For example, your support people may be asked what kind of assistance they are able to provide to you when you are discharged.

## Goal setting

Goals are an integral part of the rehabilitation process. Your team will discuss the goals you need to achieve to be discharged. Your goals will be printed out for you and you or your support people will be asked to sign them. The goals will be reviewed regularly with your team.



Your predicted discharge date will be also set. A review will be undertaken half way towards this date to make sure you are on track to achieving your goals within the expected timeframe. If you are approaching completion of your goals earlier than anticipated the predicted discharge date will be adjusted accordingly.

If your achievement of goals is not going as well as expected then they will need to be reassessed, including a review of the reason for delay. This can be a result of:

- illness preventing full participation
- unrealistic goal setting
- an unwillingness to participate.

As a result it may be necessary to consider an alternate discharge plan.

## Timetable

A weekly timetable will be provided at your bedside and it will contain the times for your individual or group therapy sessions, your shower (if you need assistance), nursing care and treatments. Your input into this is also important so please inform the staff if you have any preferences that we may be able to accommodate. Please note that these times may need adjusting at short notice.

The timetable may include any meetings or appointments that you need to attend. Please make sure your support people are aware of these so that they can plan their visit.

## Visitors

You are welcome to have visitors during visiting times on your unit but please let your visitors know that you may be required to attend a therapy session or a procedure during this time.

A general principle of rehabilitation is that therapy is not the place for visitors as it can be challenging and at times embarrassing for some of these activities to be undertaken in front of others. If support people require training or teaching they will be invited to participate in therapy sessions.

We ask that all visitors wash their hands before and after visiting. They should also use the alcohol handrub throughout their visit.

The doors to the rehabilitation building are on a time lock and will shut promptly at 8pm. Visitors should leave the building prior to this time. If essential or previously arranged with ward staff, visitors can call the Helpdesk on 6152 2222 to have it opened.

## Leave

Going home for leave is an important part of your rehabilitation. It enables you to practice your achievements in your home and identify any issues you may have so that we can readjust your goals and therapies accordingly. It also allows you to spend quality time with your family and friends. All leave is approved by the team with the agreed times. Ensure you follow the guidelines for leave, including the time you can leave, when you should return. Please advise staff prior to leave the address and phone number of where you are going. Make sure you have the contact details for the ward and that you have any equipment and medication you may require.

Feedback following leave is also vitally important so please let the staff know how your time at home was and complete any paperwork required.

Leave is usually planned so that it does not interfere with your therapy. The best times are from 5pm Friday to Sunday evening.

Please check with the staff if you are eligible for leave and the length of time appropriate for you. This will often depend on the treatment you need, education required prior to leave or access to your home.

## SRS Carers, Health professionals and Users Motivated to Success

The State Rehabilitation Services Carers, Health professionals and Users Motivated to Success (CHUMS) is a monthly group that focuses on the education and support of rehabilitation. The group tries to identify any issues that arise and come to an agreement to rectify them where possible.

Their aim is to encourage everyone involved in the rehabilitation process to work together in a collaborative way to achieve the best outcomes for you and your support people. This group will be driven by need rather than a set agenda or routine. This group is a valuable avenue for the staff at SRS to assist your support people with your needs.

## A-Z during your stay

### Cameras

The use of cameras is strictly prohibited in some areas, you and your visitors must comply with the signs displayed.

When using cameras in other areas of the hospital please be respectful of others. Your staff and fellow patients have a right to refuse to be photographed.

### CARE check

Clinical staff will check on you regularly to ensure you receive the best care possible during your stay. The CARE checks aim to ensure:

- you are comfortable and not at risk of pressure injury
- your personal needs have been met, including your bathroom needs
- your pain level is assessed using a pain assessment tool and you are comfortable
- you can reach all that you require (call bell, water and Patient Entertainment System)
- you are aware of your plan for care and for your discharge.

If you are not in your room when a CARE check is conducted the staff will leave a note informing you of this, and when the next check will be conducted.

If you do not wish to have these checks please inform the nursing staff.

We will be monitoring the results to demonstrate the benefit of the CARE checks and these will be displayed on the 'Quality Boards' – notice boards dedicated to information about quality of care.

### Carers

Carers provide unpaid care and support to a family member or friend who is frail and elderly, has dementia, a mental or chronic illness, a disability, complex needs, or receives palliative care.

At FSH, we recognise that carers are a key partner in the delivery of care. We support the four principles of the WA Carers Charter.

#### **The Western Australian Carers Charter**

Carers must be treated with respect and dignity.

- The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
- The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
- Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

For more information on the services available through Carers WA call 1300 227 377 or visit [www.carerswa.asn.au](http://www.carerswa.asn.au)

## Donations

If you would like to donate to FSH please contact [fsh.finance@health.wa.gov.au](mailto:fsh.finance@health.wa.gov.au) for further information.

## Emergency procedures

We have procedures in place to handle emergency situations within the hospital. Staff are trained to follow these procedures.

In the unlikely event of an emergency, we ask that you follow these few simple steps:

- Remain calm and stay in your room unless instructed otherwise
- Follow any instructions from staff
- If required, staff will direct and accompany you to a safe location
- In the event of a fire, do not use the lifts.

## Entertainment

The Patient Entertainment System (PES) is a bed-side device that you can use to access meal ordering, the radio, television, the internet, telephone and Skype services and games.

To operate the PES you will need a PES card and PIN code. These will be assigned to you by the ward clerk on admission. You or your visitors can add money to the card on the PES kiosks available throughout the hospital or directly through your PES.

A unique phone number will be assigned directly to your PES card, which will stay the same wherever you use it.

### To access the device:

- Ensure your PES card is in the back of the handset.
- Press the power button.
- Enter your PIN code.
- The home screen will appear and you can access the services from there.

For further information, including fees, charges and terms and conditions of use, press the onscreen help button.

Staff and volunteers will also be available to help you use your PES.

It is important to note that the clinical use of the PES will take priority and clinicians may request to interrupt your session to ensure the provision of your care. Your session will resume when the clinician has finished.

## Facilities

Facilities available to you and your visitors can be found on the ground floor and include:

- cafés
- dining
- florist
- vending machines
- newsagent
- ATMs
- public phones

## Falls prevention

Staff will assess your risk of falls on admission and again if your condition changes or if you move wards. Staff will discuss your personal risks for falling to reduce your risk in hospital.

## Feedback, compliments and complaints

The Patient and Family Liaison Service is available to listen, help and assist you to provide feedback. They can provide support and information about patient rights and responsibilities and liaise with FSH staff where appropriate.

We welcome all feedback, compliments and complaints and all are taken seriously. You can give feedback over the phone, in writing, in an email, via the hospital's website or in person. In the first instance you can talk with the staff involved or to a senior staff member.

A fact sheet about the complaint process and a feedback form are available from Patient and Family Liaison Service and staff can print a copy from most locations in the hospital.

### **Patient and Family Liaison Service**

Opening hours: Monday to Friday, 8.30am to 4.30pm

Phone: 6152 4013

Email: [FSHFeedback@health.wa.gov.au](mailto:FSHFeedback@health.wa.gov.au)

Located in the main hospital building, ground floor, it is near the information/reception desk, at the main hospital entrance.

If the service has been unable to assist in resolving the concerns, other agencies that can offer support include:

### **Health and Disability Services Complaints Office:**

6551 7600

Free call: 1800 813 853

### **Health Consumers' Council WA (Inc):**

9221 3422

Free call: 1800 620 780

### **Council of Official Visitors:**

9226 3266

Free call: 1800 999 057

### **Office of the Chief Psychiatrist (for mental health patients):**

9222 4462

[www.chiefpsychiatrist.health.wa.gov.au](http://www.chiefpsychiatrist.health.wa.gov.au)

## General enquiries

General enquiries can be made via ward staff or to the hospital Helpdesk **6152 2222**

## Health record

Details of your treatment and care are recorded in your health record and are regarded as strictly confidential. This record, including electronic information and radiographic images such as 'x-rays' will remain the property of FSH and access is limited to the health professionals directly involved in your care.

Letters and information about the care provided to you are generally sent to your General Practitioner (GP) or other referring specialist.

### **You may request a copy of your FSH health record by writing to:**

Coordinator  
Freedom of Information  
Fiona Stanley Hospital  
Locked Bag 100  
Palmyra DC, WA 6961

## Infection prevention and control

FSH has been built to ensure maximum infection prevention and control. To minimise the potential spread of germs, you and your visitors should adhere to the following clinical hygiene and infection control principles.

All patients and visitors should ensure they maintain good hygiene by cleaning their hands before and after leaving a patient room, after going to the toilet and before having anything to eat. You and your visitors should always cover your nose and mouth with a tissue when sneezing or coughing and throw the tissue directly into a bin.

Hand hygiene includes:

- Washing with soap and water, which must be done when hands are dirty. Wet hands, apply soap and rub hands together back and front to work up a lather. Rinse under running water and dry thoroughly with paper towel.
- Using the alcohol handrub when hands look clean. Apply one squirt of the alcohol handrub to the palm of your hand. Rub all over your hands until they are dry.

Staff are also required to clean their hands before and after they have contact with you or your environment and before and after all procedures. It is ok for you and your visitors to ask staff if they have cleaned their hands before touching you.

Visitors should not attend the hospital if they are unwell, such as when they have diarrhoea or vomiting or have signs of a cold or flu.

You and your visitors should never touch wounds, dressings, intravenous lines or other equipment that is part of your treatment.

## Interpreting services

Interpreting services can be arranged if English is not your first language. Professional interpreters are available to interpret over the telephone by calling the Helpdesk on 6152 2222.

All professional interpreters are trained in accordance with their Code of Ethics which ensures that they are impartial and maintain confidentiality at all times.

In some instances it is not appropriate for family members to interpret, particularly if complex medical information is to be explained or where consent is to be obtained. In these cases staff may request the use of an interpreter even if you have brought a family member along with you to translate.

## Leaving the ward

Please inform the ward staff before leaving the ward at any time.

For your safety, we request that you do not leave the hospital premises without the permission of your doctor.

## Lost property

In the event you are unable to locate your property you can report lost property to your ward staff. The hospital does not taking any responsibility for lost items.

## Meals

Meals are prepared on site and cater to a number of dietary or cultural requirements.

Meals are served during the following time periods.

Breakfast: 7am – 8am

Lunch: 12pm – 1pm

Dinner: 5pm – 6pm

In addition, you will be served morning tea, afternoon tea and supper between these meal times.

## Mobile devices

Wireless internet is available throughout the hospital.

You and your visitors may use mobile phones, but please refrain from doing so during clinical assessments or when signs indicate that mobile phones are not to be used.

## Opening hours

The hospital is open to the public from 6.30am to 8pm.

## Pastoral Care Service

The Pastoral Care Service is available to you, your visitors or carers and FSH staff. The service caters to all spiritual and religious beliefs and is located on the ground level of the main hospital, adjacent to the Cancer Centre.

A contemplation room, prayer room and garden courtyard on level 1 are accessible 24 hours a day, seven days a week from the main concourse or via a staircase from the pastoral care office.

To access these areas you should speak to your ward staff or call the helpdesk. In some cases the Pastoral Care Service can organise a ward visit or a visit from an external spiritual representative.

## Patient enquiries

Details about your condition will be provided by hospital staff to your next of kin only. You will be asked to update your next of kin details on each admission.

## Pressure injury prevention

When you are admitted you will undergo a risk assessment to determine if there is a risk of developing a pressure injury while in hospital.

If you are found to be at risk of developing a pressure injury staff may implement strategies such as regular turning regimes, air mattress, heel elevators or a dietitian review.

## Property

Please bring any assistive devices such as dentures, glasses, hearing aids, walking frames etc that you may need while you are in hospital.

If you wear dentures, please ask the nurse for a container for your dentures. If you wear glasses or use a hearing aid, please place them in the locker drawer beside your bed whenever they are not in use.

We recommend you bring just the minimum cash you may need in hospital and a change of clothes and toiletries that you will need for your visit. The hospital does not take responsibility for the loss of personal items you have chosen to keep at the bedside.

## Security

FSH Safety and Incident Management Service (security) officers patrol the site 24 hours a day, seven days a week and CCTV is used in certain areas.

You and your visitors can contact security by calling the Helpdesk on 6152 2222.

Help call points are available in the lift lobby areas of all the multi storey car parks. You or your visitors can speak directly to security staff by pressing the orange button.

## Special requirements

Please speak to ward staff about any other special requirements you may have.

## Smoking

**You are not permitted to smoke anywhere at Fiona Stanley Hospital.** This includes outdoor areas and gardens. Ward staff can direct you to where you are permitted to smoke. Staff can also discuss support for you to quit smoking.

## Surveys

You may be invited to participate in consumer feedback surveys during or after your hospital stay. You can decide not to participate in surveys but they are extremely valuable in guiding decisions about future service provision and we are grateful to all those who participate.

## Teaching

As we are a teaching hospital, the medical, nursing and allied health staff caring for you may have students working with them. It is possible that you will be asked to discuss details of your condition and to undergo an examination by the students.

You have the right to refuse examination by students at any time.

Interns, Resident Medical Officers and registrars are not students but qualified doctors. Most are undergoing ongoing training and therefore form an important part of the FSH workforce. You may be assessed by any of these medical officers, however any decisions about the provision of care is still ultimately overseen by consultant specialists.

## Telephones

See Entertainment for bedside devices. Public telephones can be found on the ground floor, off the main concourse. (see map on page 18–19).

## Vending machines

Drinks and snacks can be accessed 24 hours a day from vending machines located on the ground floor inside the main entrance and at other locations around the hospital. Please see the [FSH map](#).

## Volunteers

FSH has a dedicated group of friendly volunteers that are available to help you during your stay. Volunteer services include:

- escorting you to different parts of the hospital
- personal shopping for low value items
- handing out magazines and newspapers
- making tea and coffee
- arranging and delivering flowers
- story-telling in the children's ward
- buddy system/companionship
- library trolley.

You can ask the ward staff to request a volunteer or call the Helpdesk on 6152 2222.

Anyone interested in becoming an FSH volunteer can contact [fshvolunteers@health.wa.gov.au](mailto:fshvolunteers@health.wa.gov.au)

This document can be made available in alternative formats on request.

### **Fiona Stanley Hospital**

11 Robin Warren Drive, MURDOCH WA 6150

Postal address: Locked Bag 100, PALMYRA DC WA 6961

**[www.fsh.health.wa.gov.au](http://www.fsh.health.wa.gov.au)**

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