



INTRODUCTION AND PATIENT ORIENTATION

WELCOME TO LIFE ST VINCENT'S

Life St Vincent's is a dedicated mental healthcare facility specialising in the treatment of psychiatric disorders. Our multidisciplinary team has developed treatment programmes aimed to achieve optimal outcomes through the short-term inpatient treatment of mental healthcare clients. The facility is situated adjacent to Life Vincent Pallotti Hospital in Pinelands in a tranquil and therapeutic environment conducive to recovery.

The facility is designed to accommodate clients older than eighteen who voluntarily seek professional mental healthcare assistance. Clients are admitted for a variety of reasons including:

- a diagnostic admission to determine the presence or severity of a mental illness
- an admission to change psychiatric medication
- for worsening psychiatric symptoms that have been treated as an outpatient resulting in significant impairment of functioning

For situations where a family member, spouse or caregiver believes that a person needs to be admitted, but the person is not able or willing to consent – there is a special admission procedure that needs to be followed in terms of the Mental Healthcare Act of 2012. Life St Vincent's is not licensed to admit involuntary clients but our admitting psychiatrist can assist with information regarding this processes.

Please phone 021 506 5111 for the details of the psychiatrist on call or for a list of psychiatrists based at Life Vincent Pallotti Hospital. In case of an after hour emergency, please contact the 24 hour emergency unit at Life Vincent Pallotti hospital on the same number for assistance.

This booklet contains important information regarding your stay at Life St Vincent's. Please read it thoroughly and feel free to discuss any concerns that you have with one of our dedicated staff members.

WHAT TO DO IF YOU ARE CONSIDERING AN ADMISSION

Only psychiatrists with admitting rights to Life St Vincent's may admit a client to the facility. Your doctor, psychiatrist, psychologist or other healthcare professional can refer you to an admitting psychiatrist, or you could make an appointment with one of them. Please phone 021 506 5111 for the details of the psychiatrist on call or for a list of psychiatrists based at Life Vincent Pallotti Hospital.

FINANCES

Clients covered by a medical scheme should note that whilst every effort is made to obtain payment from

your medical scheme on your behalf, the responsibility for the payment of services rendered still remains with the guarantor. Any costs not covered by your medical scheme will have to be settled upon discharge. If you are unsure of any financial matter, please speak to one of our case managers in person or by telephone at 021 506 5111 for assistance with your query.

Clients who aren't covered by a medical scheme will be required to pay a deposit based on the estimated total of the costs for their stay at our facility. The balance needs to be settled on discharge. Credit cards, cash or bank guaranteed cheques are accepted. Please note that services provided by the psychiatrists, other medical practitioners and healthcare professionals are not included in the facility account and will be charged separately. It is the responsibility of the patient and the family to familiarize themselves with the rules of their medical aid schemes.

MEDICAL AID AUTHORISATION

Life St Vincent's has arrangements with most medical aids. If you are a member of a medical scheme that requires pre-authorisation, our Psychiatric Case Manager can assist you with the process. You would need to supply the following information:

- The name and practice number of your psychiatrist.
- Your ICD diagnosis code.

You can contact the Psychiatric Case Manager on 021 506 5347.



ADMISSION INFORMATION

The admission consultant at the reception desk (situated in the main foyer of the facility) will assist you with the admission process. Please note that an administration fee will be charged upon admission.

WHAT TO BRING

Documentation

The following documentation will be required on your admission:

- Your identity document
- Your medical scheme membership card
- The pre-authorisation number from your medical scheme

Medication

All medication, including over the counter medication must be declared on admission to the unit manager or mental healthcare nursing practitioner in charge at the time. Please bring your current medication in original containers.

Personal Items

At Life St Vincent's both indoor and outdoor spaces are available for your use. You will therefore need to bring casual clothes for the length of your stay as well as comfortable shoes. For safety reasons please do not bring shoes with laces, belts, gowns with belts, razor blades and sharp objects. For security reasons please do not bring valuable items such as jewelry or watches.

Please also bring your own toiletries and towels as well as appropriate sleepwear as you may be sharing a room with another user. Linen is provided. Please bring a small padlock for the lockers that are supplied for storage of your possessions.



ORIENTATION TO THE WARD

Your professional team of dedicated, committed individuals is expertly trained in their field. The multidisciplinary team is typically made up of a Psychiatrist, Nursing Manager and Nursing Team, Occupational Therapist, Psychologist, Social Worker, and at times a Dietician, Physiotherapist, Biokineticist and others if needed. Your recovery is dependent on your motivation and participation. Please note that it is against hospital policy to change your treating team during an admission.

GENERAL ASSISTANCE

Our trained mental healthcare nursing practitioners are available 24 hours a day, should you require any assistance during your stay. Alternatively, the mental healthcare nursing practitioner in charge can assist your family regarding any concerns or questions they might have with regard to your stay in our facility. Please call 021 506 5289.

Admission Checklist

Documentation

| | |
|---|--|
| Your identity document | |
| Your medical scheme membership card | |
| The pre-authorisation number from your medical scheme | |
| Medication | |
| Over the counter medication | |
| Prescription medication | |
| Personal Items | |
| Comfortable clothes | |
| Pajamas | |
| Toiletries | |
| Towels | |
| Padlock | |

OTHER THERAPY PROGRAMMES

To assist you in your recovery, a three-week therapeutic programme runs consecutively on weekdays throughout the year. Our dedicated healthcare practitioners involved in the programmes will guide and advise you with regard to your daily programme. If necessary individual therapy time will also be scheduled into your day. Unless otherwise instructed by your admitting psychiatrist, group therapy is considered compulsory and is seen as an indication of your commitment to your recovery. Please ensure that you arrive on time. Groups times are:

- 9h30-12h00 Lifeskills Training (CBT and DBT based) and Psychoeducation Groups
- 12h30-13h15 Mindfulness Walk / Exercise
- 13h15-15h30 Support Groups / Art Therapy / Relaxation Therapy Techniques
- 15h15-16h15 Creative Skills
- 17h00-18h30 Out Patient Groups and Family Support Groups

Psychiatrists and Psychologists will see you throughout your admission. Your commitment to the programme is essential in regaining and maintaining control of your life. If you or your family has any concerns or questions with regard to your therapy programme please feel free to discuss this with your attending psychiatrist.

MEALS

Good nutrition is an important part of our care. Breakfast, lunch and supper will be served in dedicated dining rooms and patio areas. Hot and cold beverages are served with meals. Meals are not served in rooms. Beverages will also be available in the dining room during the day. Vending machines for snacks are located in the main reception area. Please make sure that you have change with you if you would like to make use of the vending machines. No change will be provided by staff. Eating is restricted to the dining rooms and not allowed in any of the other communal areas.

Serving times are as follows:

- Breakfast 08h00 – 09h00
- Lunch 12h00 – 13h00
- Dinner 17h00 – 18h00

Tea will be served at 10h30-11h00 and 14h15-14h45.

MEDICATION

Medication will be strictly administered according to your psychiatrist's prescription. No self-medication will be permitted unless so instructed by the admitting psychiatrist. Clients are requested to be able to identify their prescribed medication. We urge you not to take medication if you are not certain if it is the right medication prescribed. Please talk to your psychiatrist regarding the effects of the medication you are taking.

Medication will be dispensed by nurses at the following times:

- 08h00 – 09h00
- 12h00 – 13h00
- 20h00 – 21h30

Please note that these times may differ depending on ward activities.

Clients should arrange for chronic medication documentation to be completed by their psychiatrist prior to discharge.

FACILITIES AND SERVICES

GYM

The gym area is available for use outside of therapy times.

RECREATIONAL ACTIVITIES (TV ROOMS, LOUNGES AND GARDEN AREAS)

General recreational areas are available to users and their visitors for their comfort. Please adhere to the general rules and regulations with regard to these areas and keep them neat and tidy for all to enjoy. Free time will be scheduled for you to make use of these facilities outside of general visiting hours. It is recommended that you use facility exercise equipment under supervision of a trained professional. Please note that any recreational activity at the facility that you participate in is at your own risk.

TELEPHONES

Hospital telephones are not available for personal use. If there is an emergency the nursing practitioners will contact your family. The ward telephone is for patient emergency use only and will be made available at the discretion of the nursing staff.

SMOKING

Life St Vincent's is a non-smoking facility and as such smoking is only allowed in designated smoking areas which will be shown to you. Please use the ashtrays provided. If you would like to quit smoking during your admission please discuss this with your admitting psychiatrist.

LAUNDRY SERVICES

Personal laundry services are not provided. You should therefore make arrangements for clean clothes with your family.

VISITORS

We encourage your family and friends to visit and support you. It is important however that visiting times are strictly adhered to.

Visiting hours are from 18h00 to 20h00.

Please note that you are only allowed two visitors at a time. Depending on your treatment needs, visitation privileges may be revoked at any time, for your safety and well-being. Visitors are requested to adhere to the rules and regulations of the facility, which will be explained by the admission staff. Please note that no visitation is allowed in the rooms. General areas such as the TV rooms, family rooms, lounges in the reception area and the courtyard areas can be used for visitation. Children under the age of 16 are not allowed to visit the unit without discussion and special arrangement with the admitting psychiatrist.

For security reasons any parcel brought into the unit by clients and their families/friends may be screened and searched as required, to prevent any illegal substances or items which could harm users or jeopardise their treatment programme, being brought onto the premises.



GENERAL WARD ROUTINE

Personal Appearance

All clients are requested to wear comfortable casual clothing during the day – no pajamas are permitted outside of the bedroom.

Personal Environment

Please ensure that you are up and your bed is made by breakfast time. Please keep your immediate space neat and tidy.

Bed Time / Lights Out

You are encouraged to socialise in the patient lounge in the evening. To ensure a healthy sleeping pattern it is necessary to adhere to lights out at 23h00 and you will

be woken up at 07h30 for breakfast and medication. You are requested to please adhere to these times. The ward doors will be locked at a pre-determined time to ensure your safety.

Sleeping Quarters

Whilst client dignity and privacy will be respected, bedrooms will remain accessible to staff at all times. For safety reasons the cubicle doors must be open, except when you are dressing. Clients are allocated to bedrooms on admission and this may not be changed unless at the discretion of the treating team. Please note it is your responsibility to request clean linen.

CELLPHONES, LAPTOPS, CAMERAS AND SOCIAL MEDIA

To focus on your recovery we urge clients to avoid the use of cellphones and laptops during your admission and you are required to hand in your cellular phone for safe keeping. To ensure commitment to our programmes, clients will not be allowed to make use of cellphones or laptops between 09h00 and 16h00 daily. No cellphone usage is permitted in the rooms – you may only use your cellphone in the general lounge or garden areas. Please respect fellow client's quiet time when making use of your cellphone. General cellphone usage is allowed from 12h30 over weekends. Kindly refrain from using cellphones after 22h00. For reasons of confidentiality photographs, video and voice recordings are not permitted during your stay. Please avoid social media while you are admitted as this can negatively affect your mental health.

In the interest of your fellow users, personal radios, CD players, iPods and MP3s are not allowed anywhere unless used with headphones. Please note that in certain instances your attending psychiatrist, medical, healthcare or nursing practitioners may restrict or prohibit you from using these items. No person may possess, distribute, or display pornography while admitted.

LEAVING THE FACILITY

Your attending psychiatrist will discuss your length of stay with you. This facility is a short stay unit and therefore weekend leave does not form part of the treatment programme.

Clients are not allowed to leave the facility without prior discussion and arrangement with their attending psychiatrist. Should it be necessary that you leave the unit for any reason a "Leave of Absence" or "Freedom of Movement" needs to be applied for with your treating psychiatrist. If granted, you may leave the unit after the daily therapy programme has finished at 16h00. Non-adherence will result in immediate

discharge from the unit. This applies during the week as well as on weekends.

As a voluntary patient in our mental health facility you have the right to refuse treatment at any time. Should you wish to leave the premises without permission, you must sign an indemnity form acknowledging that the Unit and staff cannot be held responsible for your safety during your absence. You will however require a clinical assessment prior to you leaving the unit. If the treating team do not believe that it is in your best interests to leave you will be required to sign a "Refusal of Hospital Treatment (RHT)" form, this will result in you possibly jeopardising any future admission opportunities. You will not be permitted to leave the unit if you are considered to be at risk to yourself or others.

ACCESS TO INFORMATION

All information contained in your patient file is confidential and may not be divulged to anyone beyond your treating team without your permission. Should you or a member of your family have a question please do not hesitate to speak to a member of your team. Should you require copies of your medical information please apply for this in writing to your Psychiatrist or the Nursing Unit Manager as there are legal documentation requirements involved.

DRIVING

You are strongly discouraged from bringing your car to the hospital. If however you are unable to arrange a lift to the unit, you will be required to hand your car keys in to the nursing team. The hospital and its management or staff do not accept responsibility for your vehicle while it is parked on the premises.

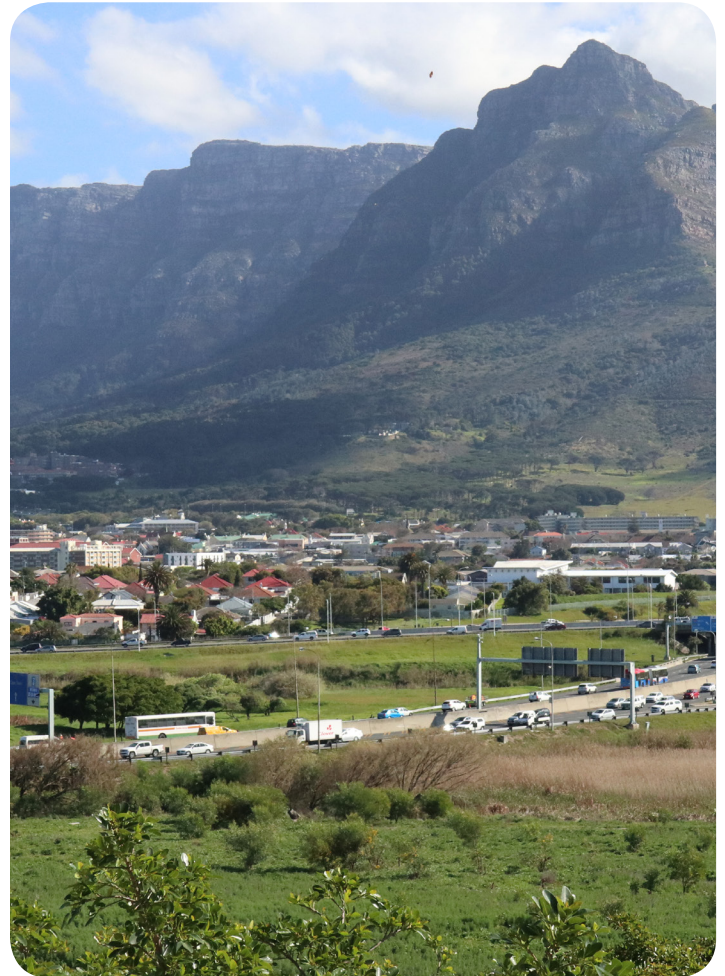
SAFETY, SECURITY AND CONFIDENTIALITY

Valuables

We recommend that you do not bring valuables such as jewelry, large sums of money etc. with you. However, there are small safes available in the rooms for the safekeeping of items such as cellphones. Whilst every effort is made to protect your belongings, we cannot be held responsible for any loss that might occur. It remains your responsibility to take care of your personal belongings.

Search and Seize Policy

For your safety the facility reserves the right to search you and your belongings in a dignified manner; at any time should we deem it necessary. These searches will be conducted upon admission, return from leave of absence, and whenever bags or parcels are brought in from visitors. Should any banned items be discovered they will be confiscated and your admission in the therapeutic programme reviewed.



Items Not Allowed

No alcohol or drugs are permitted on the premises by patients. On admission and random searches of your belonging, as well as those of your visitors, may be conducted at any time. In addition, urine or blood testing may be done at any time. Any refusal to comply with these activities will be viewed as a positive result for a banned substance and will lead to an automatic expulsion from the programme. The mental health unit also reserves the right to press criminal charges should a patient or visitor be found to be in the possession of an illegal substance. No "drug talk" on a social level will be permitted.

No weapons of any kind are permitted on the mental health unit premises. This includes nail scissors / clippers, razors etc. Any of these must be handed into nursing staff when not in use.

Confidentiality

Certain confidential information will be shared with members of the multidisciplinary team during your stay. All patients are expected to respect the confidentiality of other patients and not to divulge any information. The only exception to divulging information is when any fellow client expresses the need to harm themselves. This must be reported to the relevant nursing staff.



UNACCEPTABLE BEHAVIOUR

In order for you to achieve the best possible outcome from your admission to the unit it is imperative that you adhere to the code of conduct detailed in this booklet. The document has been developed and formulated for your safety and therapeutic benefit. Any transgression of these rules and regulations and the behaviours listed below will be viewed in an extremely serious light and may result in your expulsion from the programme.

1. Self-Harm

During your stay in this facility you may not attempt any action that will result in harm to yourself or other patients.

2. Relationships between Patients

No female patients will be permitted in the male sleeping quarters and vice versa. There will be no socialising in patient's rooms. Friendships of a supportive nature are encouraged but any relationship that is seen to go beyond this point and become intimate will result in the expulsion of the relevant parties from the programme. This also includes intimate relationships between patients of the same gender. No physical contact between patients e.g. hugging or kissing is permitted.

We strongly discourage sharing of contact details with fellow patients. No gift giving or receiving is permitted amongst patients or staff within the unit.

3. Smoking

There are designated smoking areas on the grounds and the nursing staff, during orientation, will refer you to where these are situated. No person may sell or offer to sell tobacco on the hospital premises.

4. Damage to Property

No one may intentionally or negligently destroy or damage the property of the mental health facility or

of any other person. Any damages incurred as a result of behaviour of this nature will be for your account and you may be expelled from the programme. Eating is permitted in the dining halls and gardens but not in the television rooms, therapy rooms, family rooms, bedrooms, or reception areas. Please refrain from putting your feet on the furniture or couches.

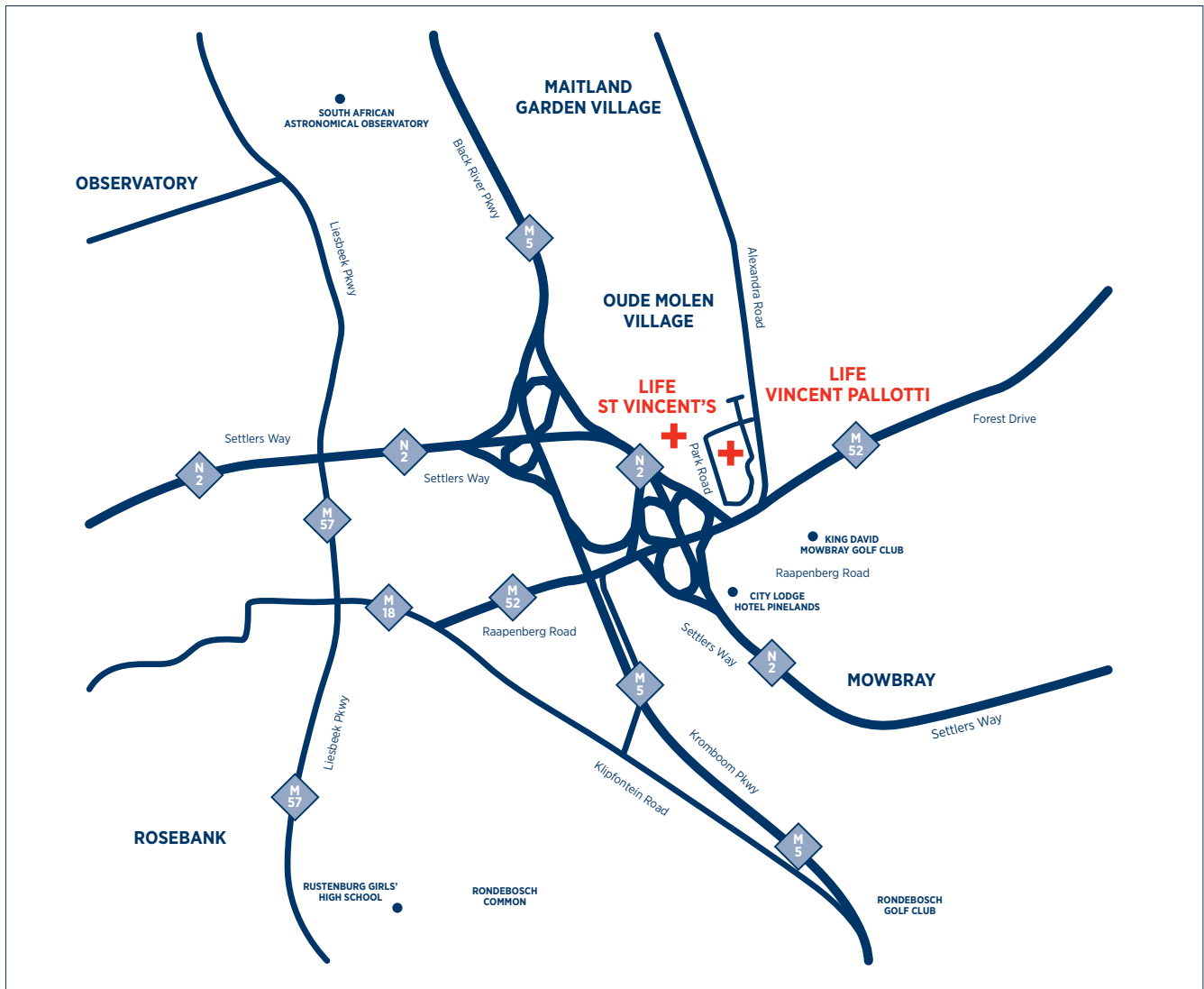
5. Abusive Behaviour

All fellow patients, staff members and visitors to the unit will be treated with respect and dignity. Any behaviour that is abusive, disrespectful, discriminatory or violent in nature will not be tolerated, either actual or implied. In addition any intimidation of any other patient is an infringement of their human rights and is unacceptable. Any patient participating in this action will be expelled from the programme. Your medical aid will be informed of your expulsion.

SERVICE MONITORING

Your feedback with regard to our facilities and services are important to us. We encourage you to make use of the weekly climate meeting and where necessary, to complete the comment cards to share your suggestions, concerns, complaints or compliments with us. Our unit managers will also make regular rounds and as your comfort and care are important to us, we encourage you to speak freely to them should you experience any inconvenience whatsoever.

Thank you for choosing Life St Vincent's. We trust that the time you spend at our facility will be rewarding to you.



GPS co-ordinates

South - 33.944331 | East 18.489053
(Decimal Degrees)

LIFE ST VINCENT'S

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www.lifehealthcare.co.za