Information for consumers, families, carers and friends

Mental Health Inpatient Services

Our priority is the safety, health and wellbeing of everyone during the COVID-19 crisis.

What is Coronavirus (COVID-19)?

COVID-19 is a virus which causes respiratory infections and flu-like symptoms. Because it is a new virus, the general population has no immunity and it can spread very quickly from person to person. Symptoms include:

- Fever (temperature above 37.5 degrees)
- Sore throat
- Cough
- Tiredness
- Difficulty breathing

How does COVID-19 affect consumers?

To help protect our consumers and visitors, we have made changes to 'Approved Leave' and hospital visiting arrangements as follows:

- Currently there is no approved leave for inpatient consumers.
- Every consumer will be closely monitored for flu-like symptoms and screened with regular temperature checks.

How many visitors am I allowed at the hospital?

- In response to the outbreak of COVID-19 in south western Sydney, the hospital is limiting visitors to *one per consumer, per day for up to an hour.*
- Staff will ask patients to nominate their visitor for the day and record their name and contact details in a log.
- Staff will contact the nominated visitor and schedule a time for them to visit during visiting hours.
- Visiting hours are 10am to 12pm and 5pm to 7pm. Visitors are not permitted outside these times.

What happens when I enter the hospital?

- Everyone who enters our hospitals or services must undergo health screening.
- You will be asked if you have flu-like symptoms such as coughing, sore throat and shortness of breath, loss of taste or smell. You will be asked to have your temperature checked.
- If you have flu-like symptoms or a fever, you will be referred to your nearest COVID-19 testing clinic.
- At the mental health unit you will be asked to provide your name and contact details in a visitors log.

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What everyone needs to do:

1. Handwashing routine:
   - It is important to have a consistent and regular routine. This means washing your hands for at least 20 seconds with soap and water. (Alcohol-based rub is also acceptable).
   - Please wash your hands or use the hand sanitiser provided when you enter and when you leave the mental health unit and hospital.

2. Coughing and sneezing:
   - Cough and sneeze into a tissue or your arm.
   - Dispose of tissues and wash your hands again with soap and water.

3. Physical distancing:
   - The more space between you and others, the harder it is for the virus to spread.
   - We need to keep 1.5 metres away from other people and avoid shaking hands, hugging and kissing.

Zero tolerance to violence or aggression

NSW Health has a zero-tolerance approach to threatening, abusive or violent behaviour by any person. We will take appropriate action to protect people and property.

For more information https://www.swslhd.health.nsw.gov.au/pdfs/YHRR_Patient_Guide.pdf

ALL UNITS ARE NON-SMOKING

Thank you for your understanding and support with these changes.

For more information on COVID-19
- For general advice call the National Coronavirus Health Information Line on 1800 020 080.
- Call Healthdirect on 1800 022 222 if you have symptoms to speak to a nurse.
- If you require translating or interpreting services, please call 131 450.
- For more information and to keep up to date visit www.health.nsw.gov.au

For further advice, information and resources please visit:

One Door Mental Health Carer Support

0423 767 501 / 0439 257 138 or email carerservices@onedoor.org.au

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