



Bentley Hospital Patient Information Guide



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Welcome to Bentley Hospital

During your stay we would like you to understand every aspect of your care and be as comfortable as possible.

This booklet provides important information and will help you feel supported during your stay. It lets you know what to expect, important questions to ask your treating team, how to be involved in your care, as well as what services and amenities are available for you and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high quality healthcare. I encourage you to speak to your treating team should you have any special requirements or need any further information about your stay.

Bentley Hospital is a part of the Royal Perth Bentley Group, and is renowned for contributing to innovation and excellence in maternity, mental health services and patient care. As a partner of Choosing Wisely Australia, we are committed to reducing unnecessary tests that may take place, and educating you on how to have an open conversation with your doctor about your treatment plan.

As a part of our ambition to become Australia's Safest Healthcare Group, we aim to:

- › **Deliver what matters most** to our community with skill and compassion.
- › Provide **consistent high quality care** that patients would recommend to their family and friends.
- › Distinguish ourselves as the employer of choice who



fosters a **culture of continuous improvement** among staff.

- › Be a leader in clinical excellence that translates to **no patient harm**.

We always like to hear about your hospital experience, so please reach out to us with your feedback.

I wish you well in your recovery.

Dr Aresh Anwar
Executive Director
Royal Perth Bentley Group

Patient rights

All patients and other people using Western Australian public hospitals, including consumers, families and carers have a right to receive the highest possible standard of physical and mental health regardless of age, gender or cultural background.

What you can expect from Royal Perth Bentley Group (RPBG).

All patients at RPBG have the fundamental right to:

- › **Access** – services that will address your health care needs.
- › **Safety** – receive safe and high quality treatment based on your individual health needs.
- › **Respect** – be shown respect, dignity and consideration for your privacy and personal or cultural needs.
- › **Communication** – be informed about services, treatment, options and costs in a clear and open way.
- › **Participation** – be included in decisions and choices about your care.
- › **Privacy** – privacy and confidentiality of your personal information.
- › **Comment** – compliment, comment or complain about the health care you receive, and to be given information about how to lodge a complaint, without compromising your health care.

For more information and support about patient rights and



responsibilities please speak with your ward staff.

During your stay

Bentley Hospital is committed to providing the highest standard of service and care to all of our patients. We expect our staff be considerate, courteous and respectful to our patients and their carer's, as well as to each other.

This booklet will provide you with important information to help you feel comfortable and supported during your time at Bentley Hospital (BH).

Please ask a member of staff if you require any further information.

What to expect from our staff on the ward

Please advise your Admission's Nurse if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.

It is important that you discuss with us if you, your family member, or someone you care for has a disability as there are services available that we can offer to provide you with the highest quality health care available.

You can also contact the **Social Work Department** on **9416 3666** for more information.

If you have a carer it is important you tell us so that we can include them in your care and discharge planning.

For your safety we also ask that you inform the nursing staff before leaving the ward at any time. We request that you do

not leave the hospital premises without the permission of your doctor.

Patient identification: right person, right place, right procedure

The plastic identification band you receive during your admission must be worn at all times during your hospital stay.

You can expect our staff to check your details regularly; this includes your ID band, full name, date of birth and other identifying information. Though this may seem frustrating and repetitive it will ensure we are providing the correct treatment and care on every occasion.

Finding your way around our hospital

Please visit the reception desks at **A, D E, and F block** for directions on how to find specific areas.

Interactive way-finding kiosks that provide public access to an electronic map system can be found at **A, D and E blocks.**

Interpreter services

Interpreter services are available if English is not your first language. Professional interpreters are available to assist on site or over the telephone.

Ask your nurse for more information on how to access interpreter services.

Choosing Wisely – understand your treatment options

Choosing Wisely Australia is committed to reducing unnecessary tests and procedures taking place in hospitals. As



a champion organisation of this initiative, we encourage you to ask your treating team the following questions, to help make an informed decision about your treatment options.

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?

Patient enquiries

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

Friends or relatives should contact your next of kin directly for information specific to your condition.

Visiting times

Family and friends are welcome to visit. Generally, visiting hours are from **8am to 8pm daily**. A **rest period across most wards occurs between 12pm – 2pm** daily when visitors will not be permitted. For the comfort of all patients we request that you limit the number of visitors to a maximum of three at any one time.

Visiting hours and rest periods on individual wards do vary and may be adjusted at the discretion of nursing staff.

Please check with ward staff for further information about the specific visiting hours on the ward. If you expect visitors outside of normal visiting hours please call 9416 3666.

Smoking

Smoking is not permitted at BH. Patients, staff and visitors are not allowed to smoke within five metres of all doorways and air vents; some exceptions are made for mental health patients.



Upon admission you will be assessed for nicotine dependence and may be offered nicotine replacement therapy to manage cravings and other physical effects of nicotine withdrawal.

Please advise our staff if you are a smoker so that they can discuss options with you.

Alcohol and drugs

Alcohol and drugs are not permitted in Royal Perth Bentley Group (RPBG), BH or on any other health service campus.

Amenities

There are a number of services available to you and your visitors during your hospital stay, these include: kiosks, dining, hairdresser and Pastoral Care.

Kiosk opening hours

- › **A Block kiosk:** 10am – 4pm.
Snacks, toiletries, stationery and gifts are available for purchase.
- › **F Block kiosk:** 9.30am – 2.15pm, and 1:30pm on the third Wednesday of every month.
Hot and cold food, drinks, snacks and lollies are available for purchase.



Vending machines

Drinks and snacks can be accessed 24 hours a day from vending machines located in A, D and F Blocks.

Patient entertainment

A bedside radio is provided free of charge.

Privately owned televisions are permitted on the wards providing they are safety checked by BH Electricians. Televisions are available in sitting rooms and are available for hire in patient rooms on Ward 1, 2 and 3.

No television hire is available in mental health wards.

Telephones

Bedside telephones are available and you can receive incoming calls at no cost. For outgoing calls phone credit can be purchased via the hand piece using your credit card, or pre-paid patient phone cards. These can be purchased from the hospital television rentals representative who visits the wards daily.

Public telephones are located in:

- › A Block – Ward 2
- › F Block (Reception, Ward 7 and 8)
- › E Block Reception
- › John Milne Centre.

Mobile devices

You and your visitors may use mobile phones and devices, such as iPad and tablets, but please refrain from doing so in patient areas, or when signs indicate that mobile devices are not to be used.

WiFi is not available at our hospital, please be aware you will be required to supply your own mobile internet device.

For the comfort of other patients the sound on radio, television and mobile devices should be kept low, or put on silent.

Cameras

The use of cameras is strictly prohibited in some areas. You and your visitor must comply with the signs displayed.

When using cameras in other areas of the hospital please be respectful of others.

Our staff and your fellow patients have a right to refuse to be photographed or video recorded.

Meal times

Our meals are prepared on site to cater for a large number of dietary or cultural requirements.

If you have any special dietary needs please let your nurse know.

Meals are served during the following times:

Breakfast: 8am

Lunch: 12pm – 1:30pm

Dinner: 5pm – 6pm.

A choice of hot and cold drinks are available at morning and afternoon tea, and supper.

Hairdresser

You have access to the services of a hairdresser at your own cost. The hairdresser is available on Tuesday and Thursday in Ward 4. Speak to your nursing staff if you would like to make a booking.



Pastoral Care Services (Chaplaincy)

The Pastoral Care Service is available to you, your visitors or carers. The service which caters to all spiritual and religious beliefs is located adjacent to G Block and is open for personal meditation or reflection during the day

A church service is held in the BH Chapel at 9am every Sunday.

Chaplains visit the wards on a regular basis and pastoral care is offered to patients, their families and staff.

Please let your nursing staff know if you would like to see a Pastoral Care Officer

Pastoral Care Services Office

Telephone: 9416 3402

Medical students

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

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

Youth, Adult and Older Adult Mental Health

We provide community and clinic based outpatient services through a multidisciplinary team of nurses, doctors, psychologists, occupational therapists and social workers in three program areas of adult, older adult and sub-acute.

All teams offer assessment, clinical interventions and advice

for consumers and carers of people experiencing moderate to severe mental health problems.

In addition to our community teams, we provide acute inpatient services for adults and older adults.

Our mental health services are provided in adult and sub-acute care for people aged 18 to 65 years and in older adult for people over 65 years.

Youth treatment services are also provided for young people aged 16 to 17 years presenting with complex and acute mental health issues.

Where applicable, beds are authorised under the *Mental Health Act 2014* with care being provided by the multidisciplinary inpatient care teams and supported by community teams for discharge planning.

Mental health rehabilitation services for inpatient and community rehabilitation are provided from the **John Milne Centre on Ward 9**.

Feedback, compliments, complaints

We welcome all patient and visitor feedback to help with continuous improvement of our services, in the first instance you can talk to with the staff member involved or to a senior member of staff in your ward or area.

The **RPBG Consumer Engagement Unit** is available to listen, help and assist you in providing feedback. They can provide support and information about patient rights and responsibilities.



All feedback, compliments and complaints are taken seriously and your feedback can be given in writing, via email, over the phone, in person, or through the Patient Opinion platform.

**Royal Perth Bentley Group Consumer Engagement Unit
Open Monday to Friday, 8am – 4pm**

Phone: 9224 1637

Email: **RPBG.Feedback@health.wa.gov.au**

Patient Opinion

Share your experience with us and help us make our health service better!

Patient Opinion is an online platform which allows you to provide feedback about your experience with our hospital or health services.

By sharing your story our leaders and staff can learn from your experience and discuss with you how it has helped us to improve our delivery of care and services, and if we got it right and you received amazing care please let us know!

<https://www.patientopinion.org.au/>

Survey

You might receive a survey in your letterbox after returning from hospital. If you do, please take the time to complete it. You and your family's feedback makes a difference and will help us to provide better care.



Transport information for your visitors

Public transport

Several bus routes travel along Albany Highway with stops close to Mills Street. Bus route 201 from Cannington Train Station also stops outside BH four times per day.

Queens Park Station is the closest train station to BH and is approximately a 20 minute walk.

Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.

Parking for you and your visitors

There is free patient and visitor parking available on both sides of Mills Street. Additional parking is also available behind A and B blocks which is accessible via Channon Street.

ACROD Parking bays can be found in the car park outside **A, B, D, E, M, and J Block.**

Returning home

Discharge time 10am

The official time of discharge from the ward is 10am. Your friends and family can assist you by organising transport ahead of time.

Before your expected departure date, you should begin to consider the following question to ensure your return home is comfortable and stress free.

- › Do I have someone to pick me up?
- › Do I need a medical certificate for my employer?



- › Do I have my discharge letter, medications, specialist equipment and x-rays previously brought in?
- › Do I need follow-up appointments?
- › Do I require additional health support or rehabilitation services when I return home?
- › Have I received information about my post-hospital care?

CarersWA

Carers WA is a not-for-profit organisation and the peak body representing carers that care for someone who has a disability, chronic illness, mental illness or who is elderly or frail.

Services include counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital; please advise your nurse or social worker as soon as possible, if you are a carer. They will ensure the person you care for is provided with ongoing support.

RPH Social Work Department

Phone: 9224 2711

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a *Prepare to Care* resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call **1300 CARERS** (1300 227 377) or go to **www.carerswa.asn.au**

Bentley Hospital community services

We are committed to involving consumers and community groups in our service planning and delivery to ensure we build services that are suitable for all members of our diverse community.

Consumer Advisory

A Consumer Advisory Committee and Aboriginal Consumer Advisory Groups have been established to help us better understand the patient experience. They provide support and guidance on relevant issues to improve the hospital experience for patients, consumers, their families and their carers.

For further information contact the **Director Consumer Engagement Unit** on **9224 2312**.

Mental Health Consumers Advisory Group

The Bentley Mental Health Consumer Advisory Group acts as a consultative group to promote and represent consumer and carer issues. The group provides advice and recommendations to the Bentley Mental Health Service on issues affecting consumers and carers using the service.

Please contact the **Program Manager Sub Acute Mental Health** on **9334 3515** for further information.

Volunteers

Voluntary Transport Association

The Voluntary Transport team is a lifeline for patients who have no other way of getting to our hospital. The team pick up and drop off patients at attending outpatients clinics or services.



Speak to your nursing staff to find out if you are eligible for voluntary transport services.

Forget me Nots

The 'Forget Me Nots' are a dedicated group of trained volunteers, who offer comfort and support to patients with cognitive impairment, specifically dementia and delirium.

Volunteers provide patients with a friendly face, emotional support and practical assistance at a time when they need it most. This person-centred care can reduce patients' anxiety and distress levels in an unfamiliar environment, which can assist with recovery.

Further information about the program is available at **www.bhs.health.wa.gov.au** or by contacting **Elaine.Newman@health.wa.gov.au**.



Bentley Hospital

18 – 56 Mills Street, Bentley, WA 6012

Email: [**RPBG.Feedback@health.wa.gov.au**](mailto:RPBG.Feedback@health.wa.gov.au)

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





General enquiries 9416 3666

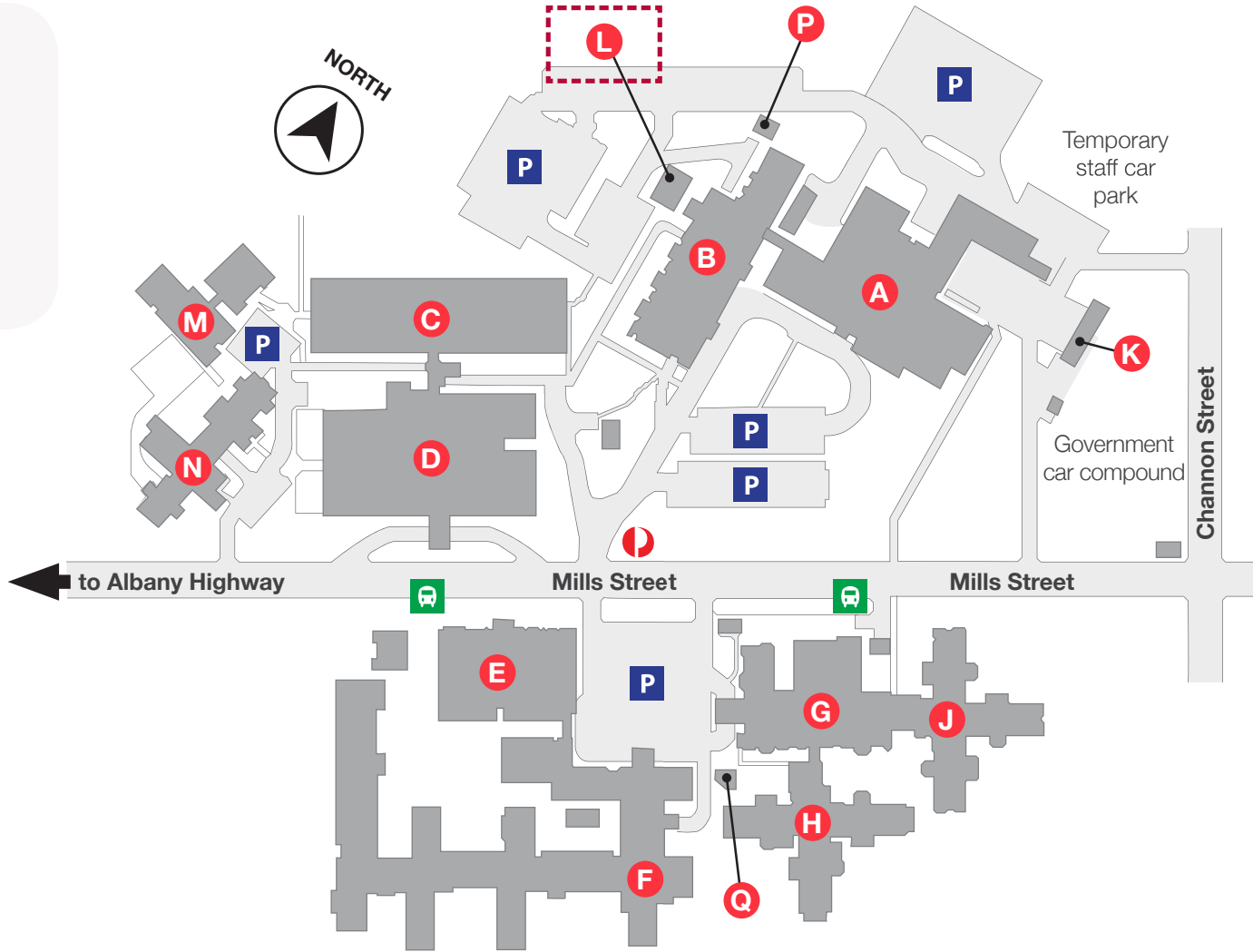




Bentley Health Service site map

LEGEND

-  Bus stop
-  Visitor parking
-  Australia Post box
-  Block name



BUILDING IDENTIFICATION

- A** Main hospital and maternity services
- B** Radiology and pathology
- C** Aged care and rehabilitation inpatients (ward 4 and 5)
- D** Aged care and rehabilitation outpatients
- E** Outpatient clinic
- F** Adult inpatient mental health
- G** Community outpatients
- H** John Milne Centre
- J** Ward 10 older adult mental health
- K** Service buildings
- L** Antenatal and obstetric clinic
- M** Touchstone Community CAMHS
- N** Bentley Adolescent Unit
- P** Bentley Family Clinic
- Q** Chapel



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