

# Violence & Aggression Policy

New Farm Clinic supports a Zero Tolerance policy for aggression and violence. Physical and verbal aggression will not be tolerated from patients or visitors. Any such acts will lead to discharge or escort from the hospital and may result in Police notification.

# Safety Inspections

Site Safety inspections are undertaken on all areas throughout the hospital. These inspections are undertaken by the WPH&S Officer. These inspections include a search of your relative's room. If belongings are considered unsafe, then you will be required to take them home for the patient. Staff may request that plastic bags are not used in the hospital and you may be asked to use other options for bags.

# No Smoking

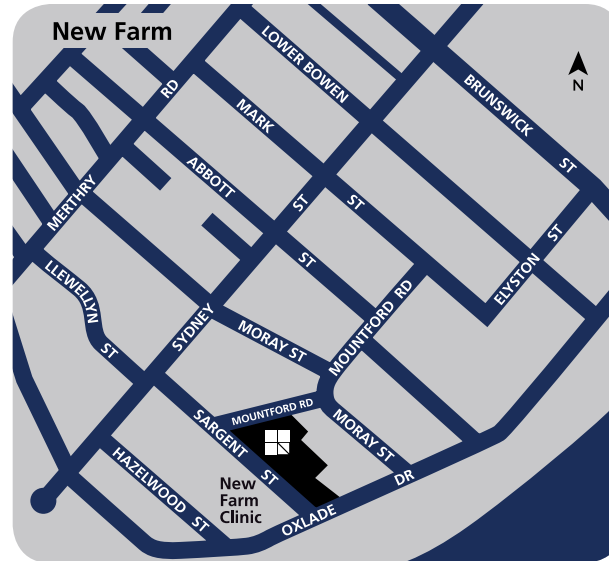
New Farm Clinic is a 'Smoke-Free' hospital.

Smoking is strictly forbidden on the grounds and in all buildings of the hospital. The designated smoking area is for patient use only.

# Alcohol & Drug Policy

It is expected that patients and visitors will comply with New Farm Clinic policy of no alcohol or non prescribed drugs permitted within the hospital and whilst on leave. Failing to comply may result in discharge from the hospital. If it is suspected that illicit drugs have been brought onto the premises, the Police will be called.

# How to find us



People caring for people



# Visitor Information Brochure



**New Farm Clinic**  
22 Sargent Street  
New Farm QLD 4005  
ph: 07 3254 9100 – fax: 07 3358 4781  
[www.newfarmclinic.com.au](http://www.newfarmclinic.com.au)

**NEW FARM**  
CLINIC

# Profile of New Farm Clinic

New Farm Clinic is an accredited 88 bed psychiatric hospital owned and operated by Ramsay Health Care, one of Australia's leading private hospital operators. Full accreditation by the Australian Council of Healthcare Standards confirms our commitment to quality patient care.

Our staff are dedicated to providing patients with the best possible care and service in all areas, from pre-admission to discharge. Please contact one of our Nurse Unit Managers with any queries you might have, as every effort will be made to make your family members stay with us as comfortable as possible.

## Specialist Programs & Services

New Farm Clinic is comprised of three inpatient units, day program and community outreach service.

## Visiting Information

### General visiting hours:

Weekdays - Between 4.00pm and 8.00pm

Weekend – Between 10.00am and 8.00pm

Public Holidays – Between 10.00am and 8.00pm

Children must be directly supervised by the person who bought them into the hospital. Additional supervision is required in the courtyard and children are not permitted in the designated smoking area. At no time may children be left in the care of the patient who is in hospital.

A visitor's car park is located at the hospital's main entrance. Parking is free.

Visitors are welcome to join patients for meals within the above times except for the patients on the eating disorder program. Meal vouchers can be purchased from Reception. On the weekend, visitors can pay catering staff directly, however they will need to have the correct money, as the catering staff do not carry change.

## Privacy & Confidentiality

The patient that you are visiting may or may not discuss progress of treatment. This is at the discretion of the patient.

Patients and visitors are not to take photographs within the hospital.

Visitors are not to enter patient's bedrooms without the approval of the patient and staff. Socialising with patients is restricted to public areas.

Visitors are to be respectful of the need for a quiet and restful environment to promote recovery.

## Compliments & Complaints

We welcome feedback relating to your relatives stay with us. We also encourage all patients to complete the feedback form prior to discharge. This enables us to evaluate and improve our services. If you have any concerns, please discuss this with the Nurse Unit Manager to ensure your concerns can be resolved in a timely manner.

## Electrical Items

Due to Workplace, Health and Safety responsibilities, only certain electrical items are permitted in the hospital as outlined in the hospital policy. This will enable us to provide a safe environment for all.

If you have any queries about the electrical items that are safe to use in New Farm Clinic, please see one of the Nurse Unit Managers. Please do not bring electrical items into the hospital without consulting with the Nurse Unit Manager.

## Discharge

During the discharge planning process, family members may be requested to meet with the nursing staff or other staff. This will enable the most effective plan to be established, depending on the needs of the patient and family.

The Community Outreach Service or Day Programs may be recommended and plans may be established for you to meet the appropriate staff members.

When your relative is well enough to be discharged you may be asked to drive / escort them home by 10.00am.

A Carer's Resource Kit is available from Reception which will provide you with general information and links for support.

## For More Information

If you have any queries or concerns please speak to one of our Nurse Unit Managers. Alternatively concerns can be made by writing a letter, by telephone or in person to the Director of Clinical Services.

## Emergency Procedures

All staff are trained in Emergency Procedures.

Should an Emergency occur whilst you are in the hospital, please follow the instructions given by the nursing staff. From time to time emergency drills / training will be undertaken. Again, should training occur whilst you are in the hospital, please follow the instructions given by the nursing staff.

## Waste

Waste recycling is an important function at New Farm Clinic. Please ensure that all waste is correctly placed in the appropriate bins.

## Infection Control

If any family members are unwell, it is worth suggesting or considering a delay in visiting. Some symptoms may include cough, runny nose, fever or rash. These symptoms may be spread in hospital environments where elderly and susceptible patients are most at risk. Nursing staff may recommend delay in visiting if symptoms are evident.

Please remember to wash hands before and after entry to the hospital and before and after contact with your relative. Hand washing facilities are available in every unit for your convenience.