



Carramar Residential Unit Information

Our Vision:

Leaders in early parenting services that empower families and children to be confident, safe & resilient.



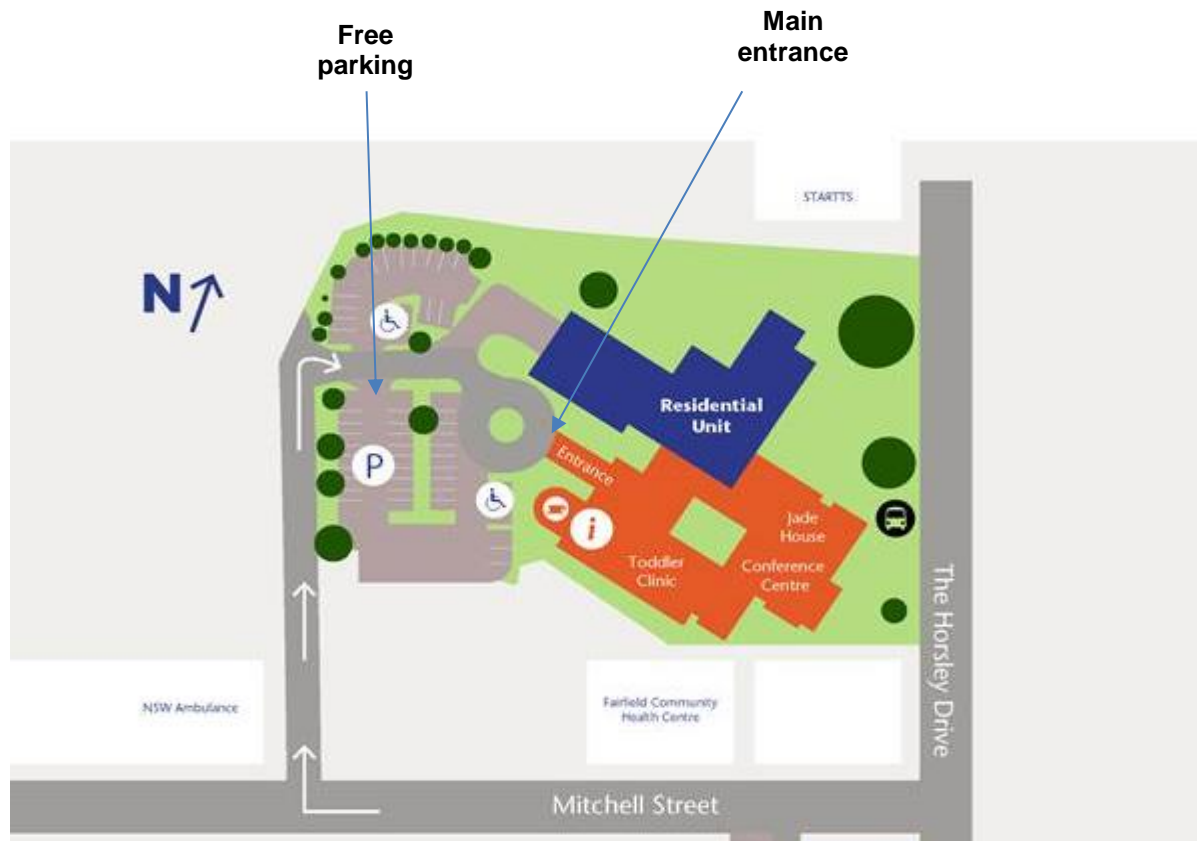
This booklet contains important information for you to read before you come to stay at our residential unit. Please contact us for any further information.

**with you
every step
of the way**

LOCATION:

Access Karitane via Mitchell Street: <https://www.google.com/maps/place/Karitane/@-33.8796954,150.963455,17z/data=!3m1!4m5!3m4!1s0x6b12bd9032261af1:0xc5e496118fbf741c!8m2!3d-33.8796954!4d150.965649>

Enter the driveway next to the NSW Ambulance facility.



YOUR STAY:

On admission day, you will be shown to your room, given a tour of the site and meet our friendly team who will help you during your stay.

You will see a:

- GP for a review of your health
- Paediatrician for a review of your child/children's health
- Child and Family Health nurse who you can talk to about what you hope to achieve during your stay and start a plan with you about how we will help you meet your goals

Admission day mornings are quite busy so after these initial appointments are completed, you will have a chance to work closely with our experienced child and family health nurses on the things most important to you from the afternoon onwards. If you find yourself with some downtime in between appointments on this day, a good place to meet other parents is in the lounge or play areas.

Some people may find questions asked on admission day quite sensitive. At times we may ask you some questions on your own for this reason. If you do find you'd like to talk to someone about any issues that have been brought up, you can request to speak with one of our social workers or psychologists.

During the remainder of your stay, we will form a tailored plan with you to help fulfil your parenting goals. Goals will be reviewed with your child and family health nurse daily with, options of groups, such as a dad's group on one evening, Adjustment to Parenting and Toddler Management. There's also opportunity to discuss any issue with our mental health professionals.

While you wait for your stay, you may find watching our parenting videos helpful:

<https://karitane.com.au/parents-resources>

FACILITIES

In your room:

- Own room with queen bed (cot can be moved into this room)
- Child's room off parent bedroom with cot/toddler bed
- Ensuite

We can support you sleeping in the same room as your child, but we cannot support bed sharing. If you are currently bed sharing, we will work with you and your child to be able to sleep separately while you are here.

Around the site:

- Playroom/outdoor play area – In our well-equipped play areas, parents are responsible for the care of their children
- Shared dining area – you will be assigned a high chair for your stay and all meals are to be eaten in the shared dining area.
- Food room – this is where you wash up your own cutlery, sippy cups, expressing equipment and make up formula. No children are allowed in this room. Nurses will be able to assist you while you use this room.
- Laundry - Washing machines are available for use during your stay with washing pods available for a gold coin donation. A clothes dryer is available for no additional cost.

YOUR SAFETY

Karitane does not accept responsibility for valuables misplaced or stolen. Please do not bring large amounts of cash or valuables with you during your stay.

Some doors are alarmed at night for the safety of you and your child.

Visitors not staying are requested to leave the building by 7pm (except for partners). Only immediate partner/spouses are able to stay for meals, however these need to be booked in and paid for prior to

2pm each day. Special diets for partners/spouses are unable to be catered. Visitors, including older children or extended family are requested to leave for meal times, group times and baby sleep times. All Karitane facilities and grounds are **smoke free, illicit drug and alcohol free**. Staff will direct you to a safe smoking location.

Karitane is a NSW Health facility and has a zero tolerance policy towards violence.

COMMUNICATION WITH YOU

You will have regular daily opportunities to talk about things that are working for you or not working for you during your stay. Our whiteboard has the day's activities you may like to join and the whiteboard in your room allows you to write down anything you'd like us to know. We invite you to take part in the daily family handover each afternoon with nursing staff and use this time to plan the next steps of your stay. Towards the end of your stay you will be asked to provide us some feedback on your whole experience via an anonymous survey and may be asked your opinion on a particular improvement we are making.

IF YOU ARE SICK

It is important that you and your child/ren are well during your stay for the program to be effective. If you or your child/ren are unwell your residential stay will need to be postponed. Parents and children will only be admitted if they are free from coughs, colds, runny noses, temperatures, diarrhoea, vomiting and any possible contagious infection.

Acute illness or deterioration of an existing condition may also require a new admission time and date. Visitors that have been unwell e.g. upper respiratory tract infection, gastroenteritis are asked not to visit the unit for the safety of your child and others.

If you develop an illness during your stay, you will be asked to leave and another date booked for you. Please call Intake before your scheduled admission date between 8am & 4pm Monday – Friday on **1300 227 464** if your child is unwell.

FOOD

If you have any special dietary requirements please discuss these with our Intake team at least a week before your arrival.

For those with dietary requirements, please bring your admission day lunch with you as meal requests are not processed until that evening. Feel free to bring along extra food or snacks for you or your child. Perishable items can be labelled and stored in the fridge. We will provide breakfast, morning tea, lunch, afternoon tea, dinner and have biscuits and fruit available all day. We aim to make Karitane safe for all families so ask that you do not bring nuts into the communal dining area or if possible, refrain from bringing in nuts for your stay.

If your infant is formula fed you are required to bring formula tin and all bottles, teats, bottle brush and sterilising equipment. **Microwave sterilisers are not permitted due to the risk of scalds and burns.**

MEDICATIONS

All prescription medication must have an accompanying letter from your GP stating current dose and times of administration for both you and your baby.

All medications, including medicated creams or lotions (e.g. eczema cream) you use will be reviewed for their use during your stay by the GP/Paediatrician. You may be advised to cease non-prescription medications on admission to enable staff to adequately observe your child.

All medications (prescription and non-prescription) need to remain in their original labelled packaging for ease of identification and are stored in a lockable cabinet in your room. Parents are responsible for keeping the key on their person at all times.

FEES & INSURANCE

Australian residents who decide to be a public patient are entitled to free treatment under Medicare. NSW Health sets a boarder fee for non-admitted clients and/or partners of \$50 per night including 3 meals (\$26 per night and \$8 per meal).

You can elect to use your Private Health Insurance for the residential unit stay. Income we receive from your health funds support Karitane to improve the standard of care and delivery of quality service. As a private patient, all excess fees will be waived. We will lodge all your accounts with Medicare and your health funds on your behalf.

Our Intake Officers and Reception staff will assist you with any queries you have with regard to the above.

CONTACT DETAILS:

Phone: For enquiries about your stay at Carramar please call: (02) 9794 2300

For all cancellations, call Intake: 1300 227 464

Website: www.karitane.com.au

Facebook: www.facebook.com/karitaneNSW/

