

Welcome to **Greenwich Palliative Care Unit**

Here's what you need to know...





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Welcome to Greenwich Palliative Care Unit

**We want to make sure you feel at home,
so we've put together some information to
make your stay as comfortable as possible.**

You'll find details about how the hospital operates, how to access essential things (like coffee!), and a bit about what else is on offer, for you and any visitors you may have.

It's an honour to care for you here, and we'll do our best to look after you like family. Please don't hesitate to ask the team anything else you need to know.

**Because at Greenwich Hospital,
it's not just care, it's HammondCare.**



F. Burns.

Felicity Burns
Executive General Manager
Healthcare & Hospitals
HammondCare



For you

We hope your time in Greenwich Hospital will be one of calm and comfort, where you feel completely at home.

You'll be cared for by a team who are here to meet your physical, emotional and spiritual needs. We want to make your time with us special. It's really all about you.

Want a loved one to stay overnight, on occasion? Let us know – we'll make them comfortable. Need space for the whole family to pop by? We'll make it happen. Don't understand why your medication has changed? Just ask – we'll make sure you get the information you need.

If you need anything, just press the call-bell remote on your bed and let your care team know whatever is on your mind.

In this booklet, you'll find lots of answers to many common questions – we hope it's helpful as you settle in.

Wifi password

Greenwich Hospital offers unrestricted wifi access to patients and their visitors.

Network: hcguest

Password: sunshine99

Phone number

People can reach you at the hospital by calling reception on (02) 9903 8333. The call will be directed to your room.

Each room also has a landline you can use, with no charge for local calls. To dial outside the hospital, please press '0' before the telephone number.



Your room

Air conditioning

Your room has its own air conditioner. If you need to turn the air conditioner on or off, or change the temperature, please speak to your care team.

Bed controls

All beds have controls to move them up and down, or into a sitting position. The buttons to control the bed are accessible on a hand controller and on the side of your bedhead. Please ask a member of the care team to show you how to use these, so you can make yourself comfortable.

Television

Your room has a wall-mounted television for you to enjoy during your stay. There's no additional cost for using the television. It's controlled by the call-bell remote on your handset.

Valuables

Valuables are kept at the hospital at your own risk! We recommend you leave them at home or send them back with someone you trust. However, you may want to keep a small number of coins for sundries.

Laundry

The hospital doesn't provide a laundry service, so we ask that it's taken away to be done by family or friends. If there's no one who can help you with this, please chat with your care team.

Finding your way around

The Palliative Care Unit is located in the Banksia Unit on Level 2 of the Main Hospital Building.

Main Reception is also on Level 2, which is accessed from the main parking lot, and the team station is on the left hand side of the Banksia Unit as you enter.



The hospital is a **non-smoking site**. Patients may only smoke in the designated Ground Floor smoking area - speak to the team for guidance.

Your meals

All your meals are provided to your room by the hospital, three times a day, as well as morning tea and afternoon tea.

The approximate times of service are:

- **8:00am Breakfast**
- **10:00am Morning tea**
- **12:00pm Lunch**
- **2:00pm Afternoon tea**
- **5:00pm Dinner**

Supper is available on request.

Menus are provided in advance for your selections, and the kitchen is open between 8:00am–5:00pm every day.

Alternatively, your own food can be brought in or delivered to the palliative care unit. You can contact a delivery service like Uber Eats, order take away

or delivery from restaurants in St Leonards, or try our friendly, local cafés. Reception can help with recommendations and contacts. Please direct deliveries to Main Reception.

Tea and coffee are offered twice a day. If you feel like getting out of your room, there's a space on Level 1 known as 'the cafeteria' (although no food is sold there). It has tea and coffee making facilities available for free, around the clock, and places to eat.

There's also a coffee machine near the Main Reception for use during business hours, and vending machines on Level 1. The vending machines are refilled weekly by Sydney Vending Machines – for any issues, please call 1800 466 756.

Pastoral Care provide barista-style coffee on a Thursday morning from 9:30am–11am in the Banksia Unit family room for patients and their family. A small donation is appreciated.

For visitor's food options, see p17.

Your team

Palliative care clinicians

You'll be visited by a number of clinicians during your time here, including specialist doctors, nurses and allied health professionals.

Our multidisciplinary team will work to address your physical, emotional, psychosocial and spiritual needs, including supporting your family and friends.

There will be regular medical ward rounds to review your care – feel free to raise any questions or concerns with the doctors then. If you have further concerns at any other time, please let a team member know.

Your multidisciplinary team will assess what support you need, including from our allied health professionals.

Our allied health team:

Occupational therapists – can offer skills and advice to help you with daily living.

Physiotherapists – assess your physical capabilities and guide achievable goals.

Dietitians – can provide nutritional advice.

Speech pathologists – can assist with any swallowing, speech or language difficulty.

Clinical psychologists – can help you with your mental health and overall wellbeing.

Social workers – can provide support for patients, carers and family members in care planning, community services, adjustment issues and other concerns.

Artist practitioners – can help you explore your creativity and learn new skills.

Allied health assistants – offer support to the whole team.

Your care

Medication

When you arrive, let your care team know of any medication you've brought with you or usually take, and please give all medication to the nurse. All your medication as an inpatient will be provided by the hospital.

If you're discharged, our onsite pharmacist will organise all your medication to take home before you leave.

Around the clock care

Our nursing team is able to call a doctor for advice outside of normal business hours. Reception is staffed from 8:00am–4:30pm Monday to Friday (excluding public holidays).

Leaving the premises

If you would like to leave the Banksia Unit, please speak to a team member to gain clearance from your doctors.

Private health insurance

If you have private health insurance and choose to use it for your hospital stay, our friendly

team members can confirm the services covered by your health fund. It also helps us continue to provide exceptional care.

Pastoral care

Times of illness or incapacity can be challenging for all of us – both our inner resources and the strength of those close to us can be tried.

At Greenwich Hospital, we have a Pastoral Care team of compassionate professionals who provide emotional and spiritual support for patients, carers and families.

We offer a range of pastoral services to address the emotional and spiritual needs of people of all faiths, or of no faith. We are happy to explore the things that are important to you, in ways that you find meaningful.

Pastoral care coordinators can be contacted by speaking to any member of the team.

Volunteer services

We have a team of lovely volunteers who visit the hospital to brighten up our days. Some of their services are listed below. Speak to a team member if you'd like to find out more.

Social visitors – Days can be long when spending them in a hospital ward. We have volunteers who will connect with you and have a chat about your interests, or perhaps read to you. Some of the volunteers have four legs and fur – keep an eye out for them, too!

Life stories – Always wanted to put some memories down on paper? A volunteer can visit and record the story of your life in a single session. They'll then transcribe it and bring it back to you for review. Once you're happy with it, you can add any photos you wish, then we'll provide two bound copies and an electronic copy on a USB, at no cost.

Reverie harp – Enjoy some soothing music as a volunteer plays the Reverie Harp, a

calming musical instrument that brings a tranquil ambiance to the ward.

Happy Hour Trolley – Volunteers bring the Happy Hour Trolley through the ward seven days a week (sometimes twice a day!). They offer alcoholic and non-alcoholic drinks, along with snacks, to you and your visitors. Donations welcome.

Hand massage – Ask about having a volunteer give you a gentle hand massage.

Animal visitors – A volunteer will bring their (approved) pet into the ward to meet you. Cuddles with our furry friends can do wonders for our mood!

New volunteers are always welcome!

For more information, please call 1300 426 666

Go to hammondcare.com.au/volunteer



or scan the code



For your visitors

At Greenwich Hospital, your friends and family matter to us, because they matter to you.

Precious time together is a priority, and we want to make it as easy and pleasant as possible for them to make special memories with you.

Below, you'll find some information to help them get here, spend time with you, and even stay overnight. If there's anything they need, please ask your team on the palliative care unit.

Parking

Limited free parking is available for the family and visitors of patients.

The visitor car park is across from the Main Reception on Level 2. You can access it from St Vincents Rd from 7am–7pm on week days. After hours, please access it from the driveway at the lights on River Rd.

See the map on p.9

Getting here

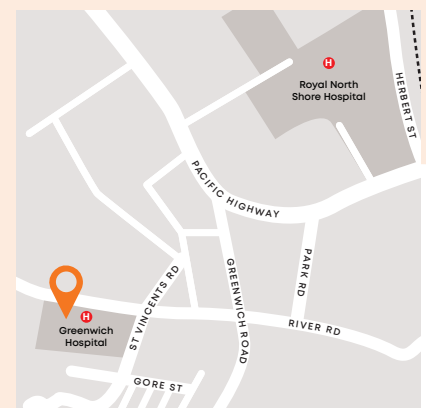
We are located at:

**97-115 River Road
Greenwich NSW 2065**

Visitors can call reception on:
(02) 9903 8333

**Our reception email is:
greenwichreception@hammond.com.au**

Palliative care patients are accommodated in the Banksia Unit on Level 2, and visitors should enter via the Main Reception on Level 2 **(including after hours)**.



While visiting

Public transport

By train:

Visitors can travel by train to St Leonards station (201-205 Pacific Hwy, St Leonards, 1.4km away) or Wollstonecraft station (31 Shirley Rd, Wollstonecraft, 1.3km away). From there you can travel by bus, taxi or foot to Greenwich Hospital.

By Metro:

The closest Metro station is at Crows Nest (511 Pacific Hwy, 1.8km away). From there you can travel by bus, taxi or foot to the hospital.

By bus:

The following bus routes pass near the hospital:

261 (Lane Cove to North Sydney via Longueville, and return, with stops on River Rd)

265 (Lane Cove to North Sydney via Crows Nest, return, with a stop on St Vincents Rd)

267 (Chatswood to Greenwich via Crows Nest, return, with stops on Greenwich Rd)

By ferry:

Greenwich Point Wharf is the closest ferry stop. The 267 bus runs up and down Greenwich Rd.

By taxi:

On the way – there is a taxi rank at Reserve Rd, St Leonards, a block north of the train station. Heading home – ask at reception if you need a taxi to pick you up at Greenwich Hospital.

Four-legged friends

Animal lovers will be pleased to know their pets are welcome here! Just ask for a form from the team station. All pets must be fully vaccinated and, of course, owners must keep pets on a lead and under control at all times.

Visiting hours

We love having your family and friends here and want them to feel at home. If they need anything, please just let us know!

We also ask that visitors are respectful of others in the unit, and don't make too much noise.

Regular visiting hours are 10:30am–6:30pm, and we also offer flexible visiting hours for close family members and friends.

A family member may wish to stay overnight with you. Just let a member of the team know, and they'll provide a fold-out bed. Furthermore, there are a range of hotels and serviced apartments available in the Greenwich area. Please speak with the Social Worker for further information.

Bathroom facilities

Visitors may use the Level 2 family room bathroom or those at the end of the West Wing, or the public toilets on the ground floor.

Food

Breakfast, lunch and dinner can be ordered for visitors. You'll need to buy a meal ticket from reception, and you can buy as many as you need. Make your meal choice by putting the visitors name on the list in the cafeteria and then presenting the meal ticket on pick-up.

Breakfast: order and pick up between 7:00am–8:30am

Lunch: order by 10am, pick up 12:00pm–1:30pm

Dinner: order by 1:30pm, pick up 5:00pm–6:30pm

Alternatively, food can be brought in or ordered to be delivered to the palliative care unit. You can contact a delivery service like Uber Eats, order take away or delivery from a number of restaurants in St Leonards, or try our friendly, local cafes. Reception can help with recommendations and contact numbers. Please ask drivers to deliver to Main Reception on Level 2.

Family spaces

A family room located in the Banksia Unit on Level 2 is available for patients and their families, so you can all gather in one place. There's also space to eat all together beside the cafeteria on Level 1. (Please note this is a dining space only – no food is sold here.)

There are labels to use for any food put into the fridge – please add the date and time it was cooked as it is only kept for 24 hours.

The garden area directly outside the Main Reception is also available for patients and their visitors to gather.

Local shops

Greenwich Village is a five minute drive or 10–15 minute walk from the hospital. There are a small number of cafés and takeaway shops, an IGA supermarket, a hairdresser and pharmacy. Flowers are available at the IGA supermarket.

Feedback

Is there anything we need to know? We'd love to know what you think of the care you've received at the Greenwich Palliative Care Unit. Reach out if you have:

- a concern or complaint you want to raise
- something we could improve
- a compliment!

**Please email
feedback@hammond.com.au**



or scan the QR code
and fill out the form

**Or tell the world what
you love about us with
a Google review**

The HammondCare Foundation at Greenwich Hospital

The HammondCare Foundation supports the important work of HammondCare by funding services and activities that help improve the quality of life for those in need, including patients in palliative care at Greenwich.

The Foundation funds programs such as Arts Engagement, Life Stories and the Dreams Project, as well as education and training scholarships for frontline staff. It also provides equipment and resources such as 'cuddle beds' which help bring comfort and connection to palliative care patients and their families.

By supporting The HammondCare Foundation, you can make a difference by helping us offer personalised care to help people live with dignity and comfort in their final days.

Your kind donation will help us continue to support palliative care patients at Greenwich Hospital, both now and into the future.

*All donations of \$2 or more are tax deductible



To find out more, or to donate to this vital work:



HammondCare Foundation



1300 426 666



**Scan
the QR
code**



It's not just care, it's HammondCare.

About HammondCare

HammondCare brings quality aged care, dementia care and palliative care to those who need it, regardless of circumstances, beliefs, backgrounds or financial situation.

As an independent, Christian charity, we've been caring for people for over 90 years, so even when things start to get difficult for you or your loved one, we know what to do.

Whether at home, in hospital or in residential care, in the most complex situation or just offering a little help, we bring the same skill, experience and compassion to it all.

Find out more about how we can help:

hammondcare.com.au

1300 426 666

Our other services

Allied Health

Whether through injury or illness, or just because you're getting older, you might find you need rehabilitation advice or help managing daily tasks. With physiotherapists, occupational therapists, speech pathologists, dietitians, and exercise physiologists standing by, our team of allied health professionals can support you to stay well and independent for longer, so you can continue to do the things you love.

Visit hammondcare.com.au/care/healthcare-services

Older People's Mental Health

Ageing can add a layer of complexity to our mental health – our Older People's Mental Health service (based in Greenwich and Braeside Hospitals) is designed to offer exactly the right expert support. Covering the assessment, treatment and management of individual needs, no matter how complex, we work to improve quality of life, so our patients enjoy a better future.

Visit hammondcare.com.au/healthcare-services/mental-health-support-older-people

Home Care

Whether you need a little support or a lot, HammondCare Home Care provides you with a personalised, passionate care team that can flex and adapt to your needs. From practical help to social opportunities, allied health to clinical expertise, our team delivers care in your own home, and into every aspect of your life.

Visit hammondcare.com.au/care/home-care-services

Residential Care

HammondCare's residential aged care is tailored to your circumstances, and our thoughtfully designed homes and skilled teams are well-equipped to cater to complex needs like dementia and palliative care. Find your place in a real community, supported by compassionate, expert care.

Visit hammondcare.com.au/residential-care

Specialised Dementia Services

Our dementia-enabling design and care is industry-leading, proven in practice and informed by the voices that matter most to us – people living with dementia, and those who care for them. Working with other aged and health care organisations, we seek to improve physical and social environments for people living with dementia, taking all of us a step closer to better.

Visit dementiacentre.com

Dementia Support Australia

Every person is different, and so are their needs. Dementia Support Australia (DSA), led by HammondCare, gives carers and care providers the tools to better understand the causes of behaviour in individuals living with dementia. Funded by the Australian Government, DSA brings together industry-wide expertise, builds sector capacity and creates partnerships for better dementia care around the country.

Visit dementia.com.au or call 1800 699 799.

Helpful information

At HammondCare, we're always willing to answer questions about your care. However, there are other sources of information you may also like to access:

My Aged Care

The My Aged Care website and phone service is run by the Australian Government and will help you learn about different types of care, getting assessed or re-assessed for services and managing your services.

Visit myagedcare.gov.au or call 1800 200 422

Older Persons Advocacy Network

Older Persons Advocacy Network (OPAN) can help you understand and exercise your rights, access aged care services and solve problems that may arise with your aged care services. OPAN is made up of nine state and territory organisations that support older people across Australia.

Call the free and confidential aged care advocacy support line on 1800 700 600 or visit opan.org.au

For further information



Greenwich Hospital

HammondCare 

Visitors can call reception on:



(02) 9903 8333



97-115 River Road, Greenwich NSW 2065

hammondcare.com.au