

# Residential

Tresillian Willoughby

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## Your Stay At Tresillian Willoughby **Residential**

### Introduction

Tresillian Willoughby Residential offers a Monday to Friday 5 day/ 4 night live in service which can really help families with children up to 24 months who are experiencing more complex and long standing parenting issues. Parents need to have accessed other health services such as a Family Care Cottage or Day Stay service prior to referral to the Residential service.

### How to Access Tresillian Residential

To attend Tresillian, you need a referral from a health professional such as your Child and Family Health Nurse or local doctor.

### What Happens Next

The health professional who referred you to Tresillian will advise you when your referral has been made. Then, you will need to contact Tresillian to arrange a telephone interview.

During your telephone interview with our Tresillian nurse, your admission date will be arranged and your expectations, needs and what you hope to achieve from your stay, will be discussed.

### How the Residential Program works

The aim of the residential program is to provide you and your partner with education, guidance and reassurance so parenting issues identified at the

time of your admission, can be worked through during your stay.

The staff will not take over the care of your child, but they will guide you to gain new skills and confidence in the care of your child, providing you with strategies to continue these at home. Given this, the admission is not a rest time but an opportunity to have time away from normal household tasks, for example cooking and cleaning, and an opportunity to spend quality time with your child. During your stay we will also endeavour to offer you one overnight time out and one evening. Staff will discuss this with you during your stay.

Partners are actively encouraged to attend the Centre for all or part of the admission as it provides

an opportunity for both parents to increase their skills and confidence prior to going home.

Many fathers take leave to participate in the program, while others go to work from the Centre each day. Letters of attendance for work purposes can be arranged.

## Child and Family Health Nursing Team

The Child and Family Health nursing team is the primary care provider during your stay and coordinates the management of your care within a multidisciplinary team.

A comprehensive admission interview is conducted whereby goals for admission are identified.

Working in partnership with you, an individual management plan will be developed, implemented and reviewed throughout your stay.

Prior to discharge, the Child and Family Health team discusses the outcomes of your stay and will arrange referral to health professionals in the community for ongoing support.

## Social Work/Psychology Services

As a tertiary service, it is expected as part of the management plan for families who are admitted to the Residential Unit, that they are seen by the Social Work/Psychology staff.

Social Workers and Psychologists are an integral part of our health professional teams within Tresillian Willoughby.

The role of the Social Work/Psychology team within the Residential Unit is to work supportively with families faced with the challenges of parenting, taking individual, family and social context into consideration.

The goal of counselling intervention is to support families in achieving their individual goals by using a range of approaches and strategies.

## Residential Group Programs

The Residential group programs at Tresillian Willoughby, facilitated by members of the Nursing staff and Social Work and Psychology team, are an important part of our overall service.

During your stay, several education groups will be held which you and your partner are encouraged to participate in. They include:

- Adjustment to Parenting
- Parent-Infant Group (open for children aged up to 24 months)
- Wednesday Parent Group (Couple Adjustment/ Relating as Parents)

## Paediatric Information

Tresillian is a "well-baby facility". This means that your child must be well at the time of admission.

Usually, a child who has an ongoing medical problem which is being managed by a General Practitioner/Paediatrician and who is unlikely to require acute medical intervention during admission, will be admitted.

All children will be examined by a Paediatrician during their stay. The purpose of this consultation is to assess if your child is well and able to manage the program.

The consultation does not include the management of pre-existing conditions which have not been reviewed by a medical practitioner or stabilised prior to admission.

These may include:

- An infant/ child who has frequent vomiting with feeds and gastro-esophageal reflux is suspected.
- An infant/ child with significant eczema which is disrupting sleep.
- Acute illness or a deterioration of an existing condition, for example, asthmatic attacks.
- Assessment of suspected food allergies.

## Accommodation

At Tresillian Willoughby, you and your partner are provided with your own room and a shared bathroom. Babies are accommodated in cots.

Unfortunately we are unable to accommodate siblings but they are most welcome to visit accompanied by another adult.

We like think that your stay at Tresillian will feel like a home away from home and communal dining and lounge areas are available for the use of families.

## I have two children admitted to Residential

If two of your children are being admitted to Tresillian during the same period, you may encounter some difficulties with the layout of the building and the fact that you are the primary care giver for both children. A suggested strategy would be to have your partner or support person accompany you for the duration of your stay to assist with both children.

## Play Areas

The Centre has an indoor and outdoor play area suitable for children aged up to two years.

## Smoking Policy

To promote and protect the health of our community, all Tresillian buildings and grounds are smoke free. Drugs, non prescribed medication and alcohol are not permitted on the premises.

## What You Need to Bring

- Casual clothes and shoes for yourself and clothes for your child.
- Washing detergent. Washing machines and dryers are available at a charge of \$2 per load. Please note, machines only accept \$2 coin. Please bring your own change.
- Cheesecloth/muslin wraps - optional.
- Feeders/bibs, face cloths, dummies, feeding cups and spoon for your child.
- Teats and a small container with a lid for sterilizing them.
- A container for sterilizing bottles, if you choose to use your own bottles. The container needs to be large enough to hold approximately 3 bottles.
- Disposable nappies and baby wipes if used.
- You are encouraged to bring a few of your child's favourite toys, and any personal items, eg books and/or craft for yourself.



- Any toiletries, creams, shampoo or soaps used by yourself or your child.
- Medications (nebulizer or vaporiser if required) for both yourself and/or your child.
- Personal Health Record Book (Blue Book).
- Hat and sunscreen (for yourself and your child).
- Pram/stroller.
- Writing paper and pen. Tissues. Pillows for parents – optional.
- Medicare Card.
- Your health fund contribution book/card (if privately insured).
- Your referral letter from your doctor (if required for private health fund purposes and if not previously sent).

## Breastfeeding

Tresillian staff fully support any mother who wishes to breastfeed their baby.

As the NSW Health Department has classified breastmilk as a body substance you are asked to provide your own individual breastfeeding equipment during your stay at Tresillian. This might include nipple shields, expression of breast milk items, bottles, bottle cleaning brushes, and a container with a lid for disinfecting equipment. The policy has been designed to minimise the risk of cross infection to you and your baby,

If you are giving your baby solids and mixing breastmilk with some of these, you will need to bring a small plastic bowl and plastic spoon.

Should you wish to discuss any matters relating to breastfeeding your baby or breastfeeding equipment, speak to the Centre Manager.

## Tresillian will supply:

- ✦ Bed linen and towels for both yourself and your child
- ✦ High chairs and portable rocker chairs
- ✦ Feeding bottles are supplied
- ✦ A number of formula brands (please check to ensure we keep the brand you use)
- ✦ If you need to supply the formula, please where possible bring an unopened tin for infection control purposes
- ✦ Sterilising solution (microwaves, boiling and electric sterilizers are not permitted)
- ✦ A hairdryer
- ✦ Tresillian has a public phone on the premises.

## Portable Electric Appliances

- Appliances such as TVs, aromatherapy burners and hair straighteners are not to be brought to Tresillian for safety reasons.
- Any appliance you bring to Tresillian must be in good working order. Appliances approved for use at Tresillian include electric toothbrushes, breast pump, radio, razor, mobile phone chargers, personal computer, baby monitor.
- If you require a portable electric appliance not included in the above list during your stay, please contact the Centre Manager on 02 89628320 so an assessment can be completed BEFORE use at Tresillian.

## What to Expect During Your Stay

It is important that you are **punctual and adhere to your time of admission** due to nursing staff rostered to do your admission. If you need to change your admission time, please contact Reception on (02) 8962 8300 during business hours as soon as possible.

All children **must be seen** by a paediatrician

during their admission, for Medicare/private health insurance reasons.

Your admission has been arranged for four nights. Discharge time is between 8.30am and midday on Friday morning. However, on the fourth day your stay will be reviewed and at times an extended stay may be offered.

Massage therapy is available at an additional cost.

## Must-know information.

### Illness

If you or your child become ill, or if any family member is suffering an infectious disease, for example measles, vomiting, diarrhoea, your admission will need to be re-arranged. If you or your child develop an illness during your stay, it is Tresillian's policy to discharge you as soon as possible to decrease the risk of cross-infection. Re-admission will be discussed with you if required.

### Baby Apnoea monitors

Baby Apnoea monitors are allowed for use in the Residential Unit:

- Only where a doctor's letter outlining the reason why the Apnoea monitor is required (ie investigations undertaken, planned management and any medication ordered);
- Parents need to have attended CPR training prior to their admission.
- The Apnoea monitor needs to be battery operated.

### Peanut Allergy

Any foods containing any type of NUTS are excluded from Tresillian, due to the risk of allergic reaction eg. Peanut Butter.

### Immunisation

Immunisation may cause your child's behaviour to be unsettled. It would be preferable if your child does not attend the Residential Unit within 72 hours of an immunisation.

### Security

Tresillian is unable to provide security for valuables so please leave your valuables at home.

### People with a disability

Tresillian Willoughby caters for people with a disability. Contact Tresillian Willoughby in relation to your requirements. Access to the centre includes disabled parking at the front of the centre and a ramp at the entrance.

### Visiting Hours

Visiting Hours are unrestricted. However, please advise visitors who have been unwell (either with gastroenteritis or upper respiratory tract infection), not to visit the Unit for the safety of your baby and others.

### Medication

The following medication list outlines common medications which the child may have been prescribed by a GP/paediatrician.

#### Gastroesophageal reflux medication:-

– Mylanta, Gaviscon, Cisapride, Zantac Suspension only, Losec.

### Renal reflux medication:-

- Daily antibiotic, usually Bactrim/Septim.
- Other treatments.

### Antibiotics for recent infection:-

- Amoxil, Ceclor, Rulide, EES.

### Asthma therapy:-

- **Reliever medications** - Ventolin, Respolin, Bricanyl, Asmol.
- **Preventer medications** - Intal, Intal Forte, Flixotide, Pulmicort, Becotide, Seretide.
- **Oral medications** - Theophylline Agents, Nuelin.
- Others - Singulair.

### Eczema treatment:-

- Creams and ointments, especially those containing steroids.
- Antibiotics to treat infection, including Flucloxacillin/Erythromycin.

### Others:-

- Complementary therapies.
- Adrenaline via injection.

If your child is on any of the above medications, or **any other prescribed medication**, it is necessary for you to bring a letter from your local doctor, dated within two weeks prior to your admission date, stating the name of the medication frequency and the dosage required. Please present this letter at the time of your admission.

Also, if your child is on any non-prescribed medication on admission, it will need to be ceased until your child is reviewed by the paediatrician during your residential stay.

## Cost

**Child** - Your child's fees are covered by Medicare or private health insurance.

**Mother** - \$42 per day which includes accommodation and meals.

**Father/partner** - Accommodation fees at \$21 per night.

Meal charges are \$7 per meal for partners

**All others (ie. support person)** -

Accommodation fees at \$21 per night.

Some health funds cover the parent/s boarding fees. Fees are payable on **admission** at Reception - Monday-Friday 8am to 3pm.

**Accounts can be paid by EFTPOS, cash, cheque, Mastercard or Visa (no other credit cards are accepted).**

Please be aware that if a parent continues to occupy a room after 12 midday on the day of discharge, that is, the room is not vacant and cannot be cleaned for new clients, then that parent will be charged an additional day's accommodation. If a parent continues to have meals after 12 midday on the day of discharge (that is, lunch and/or dinner) they will be charged for these meals.

## Private Health Insurance

If your child is admitted to Tresillian as a private patient:-

1. The account for your child's hospital accommodation will be sent directly to the fund for payment and you will not need to make any arrangements to organise this payment.

2. The entire cost of your child's hospital accommodation will be paid by your fund. If you have an excess on your health insurance let us know and we will make arrangements to wave the amount of your excess.
3. **There are no hospital charges for your child which are not fully covered by your health insurance fund.**
4. You will have your choice of available paediatricians from a list provided to you and the paediatrician in charge of your case will be immediately notified when you are admitted. He/she will be available to discuss problems with you and your family.
5. The account for your child's consultation by the paediatric specialist will be sent to you. Your paediatrician will only charge the scheduled fee, ie. **Medicare will refund 75% of the fee and your health insurance fund will refund the remaining 25% of the fee.**
6. Any accounts for pathology will also be sent to you. The combined rebate for any tests from Medicare and your health fund will be accepted as full payment. **You will not be out of pocket for any diagnostic tests performed while your child is a private inpatient of Tresillian.**

## Helping Tresillian

In addition to the above benefits to yourself, Tresillian will also benefit from you utilising your private health insurance as some of the fees raised (and paid by your fund and/or Medicare) will be used towards the costs of education, research and the purchase of equipment required by this growing service.

If you decide to have your child admitted to Tresillian as a private patient, you will need to bring the following with you on admission:-

- **Your health fund contribution book/card.**
- **A referral letter from your doctor (if not previously sent to intake).**

Our receptionist can speak with you Monday to Friday between 8.00am and 4.30pm about any enquiries or additional information you may require.

### Please note

This information refers to your child's medical and accommodation costs. Parents' accommodation is charged separately (according to NSW Department of Health guidelines) and you will need to check with your fund as to their policy regarding reimbursement of these charges.

### Tresillian Willoughby - Hours of Business:

Reception: Monday to Friday 8.00am to 5.00pm  
Residential Unit: Opens Monday to Friday, 24 hours per day (02) 8962 8300

### Directions:

Tresillian Willoughby is located between first and second avenue. The centre is accessed through second avenue with parking available in the grounds of the centre and in surrounding streets.



For on the spot advice

Call the Tresillian Parent's Help Line on  
**(02) 9787 0855**  
or **1800 637 357**

or visit  
**Tresillian Live Advice**  
at  
**www.tresillian.net**

### Your Booking:

My Residential booking is:

\_\_\_ / \_\_\_ / \_\_\_ at \_\_\_ am/pm  
until approximately \_\_\_ am/pm.

My Residential Follow up booking is on:

\_\_\_ / \_\_\_ / \_\_\_ at \_\_\_ am/pm  
until approximately \_\_\_ am/pm.

Your Residential booking will be confirmed on the preceding working day. Please be advised that due to unforeseen circumstances, at times you may be asked to change your booking date.

