

# Visitors Guide to the Residential Unit Studdy MS Centre, Lidcombe



*Seeking the Cure.  
Providing the Care.*

The Residential Unit is owned and operated by  
The Multiple Sclerosis Society of New South Wales.

## **Our Mission**

The Society's mission is to give hope to people with MS and their families by:

- Promoting independent living and health for People with MS
- Informing, educating and fostering rights for People with MS
- Promoting research into the management of MS and
- Contributing to research into a cure for MS

## **Our Vision**

Our vision is a society in which people with MS are not unfairly disadvantaged by their condition and are able to fully participate.

Our vision is that a treatment and cure will be found for MS.

*The Studdy MS Centre is a smoke free environment.  
Designated outside smoking areas are provided.*

# Welcome

The management and staff at the MS Society of NSW would like to warmly welcome and introduce you to the Residential Unit, Studdy MS Centre, Lidcombe.

At the Residential Unit, we offer a location to rest, relax and enjoy a break as well as the option of 24-hour professional care for people with MS.

20 minutes from the heart of Sydney, the Residential Unit is situated in lovely peaceful surroundings, offering you the best in respite care. The Residential Unit provides accommodation, recreation and expert care for the period of rest that you require.

This booklet will assist you and your family to know and understand what services we can offer you whilst a resident at the Unit.

We invite you to rest, relax and enjoy!

Jan Anderson  
Manager Residential Services  
Ph: 02 9646 0632

*The Residential Unit at the MS Society of NSW offers quality respite care and accommodation in accordance with the standards set by the NSW Government. The many facilities of this unit are outlined in this booklet. To get the most out of these facilities, we ask you to please tell us what you need, so that we can tailor a service for you.*

*If you are feeling apprehensive or if you have any questions or concerns, we are here to help - just call the Residential Unit on 9646 0632.*

## Facilities & Services

The Residential Unit is currently a 14 single bedroom facility with ten available ensuites. There are two types of accommodation services.

**1. Respite with Rehabilitation Services and**

**2. Respite Services only**

### **Respite with Rehabilitation**

*If required, any of the following services must be nominated upon application and are dependant on suitability and availability.*

- Services available include:
- MS Clinic (Neurologist)
  - Urology Clinic (Urologist)
  - Immunotherapy Team
  - Continence Team
  - Recreation Service
  - Physiotherapy
  - Occupational Therapy
  - Hydrotherapy
  - Clinical Psychology
  - Neuropsychology
  - Nurse Consultants

### **Respite only**

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- Services available include:
- MS Clinic (Neurologist)
  - Urology Clinic (Urologist)
  - Immunotherapy Team
  - Continence Team
  - Recreation Service

## Taking the first step

### *How do I apply?*

Phone or write to our MS Connect Team to discuss your requirements and to talk about the facilities we offer.

Following this initial contact, an application form for short-term admission will be mailed to you. This application form must be fully completed and returned to the Manager Residential Services before your booking is processed.



People with MS who are registered with the MS Society may stay at the Residential Unit for up to six weeks at a time, within a 12 month period. This can be used in blocks of two or three weeks.

If you have requested a rehabilitation service, when your accommodation is confirmed, therapy staff will contact you to discuss your therapy needs.

## A Warm Welcome

### *What will happen when I arrive?*

On arrival a registered nurse and other members of our staff will greet you. You will be shown to your single-bedded room. After settling in you will be taken on a tour of the unit to familiarise you with the location of the dining room, TV room, bathrooms, rehabilitation and hydrotherapy areas. You will also be introduced to other residents and staff who will make every effort to make you feel at home.

### *What personal items do I need to bring?*

We ask you to bring your medicare and pension cards with you. If you are attending the MS Clinic at Royal Prince Alfred Hospital to see a neurologist or to be assessed by Professor Millard at the Urology Clinic (located at Lidcombe), you will be required to have referral letters from your local doctor.

It is also necessary for you to bring a signed medication form from your local doctor listing all of your current medications and advising us of any known allergies. You need to bring sufficient medication for the length of your stay as well as any continence and mobility aids you might use.

## During Your Stay

### *What care is provided?*

The Residential Unit provides 24-hour care by qualified staff. These staff members are available to provide assistance with your personal care requirements, routine catheter changes and bowel care if required.

When you complete the application form please indicate the type of personal care assistance that you require. We respect your privacy and independence and we will provide assistance, only when needed.

If you require assistance with showering, staff will help you either before breakfast or after dinner. If you have a preference for a shower at either of these times, please inform us on the application form prior to your arrival. If assistance is not required, you may shower whenever you like.

If you wish, we will continue with your personal care routine at your usual times. If you have definite days for your bowel regime, please also include this information on your application form. Sufficient staff is available to cater for all of your requirements.

### *What equipment do I need to bring?*

We will provide all equipment required for your personal care and transferring needs, i.e. hoist, shower bath and shower chairs. You are required to bring any mobility aids e.g. manual or electric wheel chairs, crutches or walking sticks.

You will also be asked to bring any continence aids (catheters, catheter bags, uridomes, pads, bags and enemas) required by you during your stay.

### *What toiletries do I need to bring?*

Please bring enough toiletries to last during your stay. Items may be purchased from the local chemist, which delivers goods every day. If you use catheters or enemas please bring enough of these items.



### *Nurse Call System*

Each room, bedroom and bathroom/toilet has a nurse call system in place. This procedure is used to alert the staff when you require assistance. The system works by the press of a button. If you require special assistance to activate the nurse call system notify the staff on arrival.

### *How will I remember my appointments?*

Each room has a whiteboard with your personal appointments listed on it. Arrangements for physiotherapy, occupational therapy, neuropsychology, hydrotherapy, clinical psychology, Urology Clinic and/or MS Clinic will be written on the board. These appointments will be arranged before your stay. Recreational activities and times will also be included.

*Where and when will my meals be served?*

Meals are served in the dining room. Special diets as advised by your doctor or dietician can be catered for. If a special diet is required please inform us on your application form.



Meal times are:

Breakfast	8.30am
Morning Tea	10.30am
Lunch	12.30pm
Afternoon Tea	3.00pm.
Dinner	5.45pm.
Supper	8.15pm.

Afternoon tea and supper are usually served in your room. Arrangements can be made for meals to be kept if you have appointments during these meal times.

The menu for the week and menu of the day are both displayed in the dining room. Attire for the dining room is day clothes and appropriate footwear.

## *Recreational Activities*

A letter will be sent to you one month prior to your admission detailing all outings organised during your stay and all recreational activities available to you whilst at the unit. If you would like to attend any of the outings please complete the form and return it prior to your stay.

Alcohol may be brought in for your consumption during your stay.

Happy hour is on Tuesday and Friday nights from 4.30pm - 5.30pm in the dining room. Tuesday night alcohol is available for a small fee. On Friday night the alcohol and orange juice is available free of charge.

The Recreation Officer organises shopping trips and encourages you to take the opportunity to leave the premises with the assistance of a staff member for any personal shopping you might require.



*What if I need transport?*

Transport will be arranged for community appointments. When taxi transport is arranged, you will cover fees. We suggest you to bring your Taxi Transport Subsidy vouchers if you have them.

*When are my friends and relatives allowed to visit?*

Visiting hours are from 10am to 8.30pm. Visitors may stay overnight provided the registered nurse is informed, so bedding arrangements can be made. In the interests of all resident's comfort, it is appreciated if noise levels are lowered after 8pm.

*Is there somewhere safe to keep my money and valuables?*

Your valuables and money are your own responsibility. We do not accept responsibility for lost property. We advise that you do not keep large amounts of money in your room. Money can be placed in the safe at the front desk and withdrawn as required. Money from the safe may only be accessed during office hours Monday to Friday.

*How will I make phone calls?*

All rooms include a telephone for each resident's use. The telephones can be used to make outgoing local calls and for receiving long distance calls. You will not be charged for local calls. Long distance phone calls cannot be made from these telephones. Calls to mobile phones and STD calls can only be made on the public telephones.

There are four hands-free phones located throughout the unit for residents' use. Incoming calls can be transferred to the resident's phone or to a hands-free phone. To enable your family/friends to contact you directly, a phone number will be given to you on the day of your arrival.

*Will my room have a television and radio?*

You may bring a television and radio in from home for use during your stay. Alternately, you can hire a television from the unit for a cost of \$10.00 per week.

There is a large screen television with Foxtel connection available for residents' use in the TV room.

*Is a laundry service provided?*

You are welcome to attend to your own washing any day after 12midday or if you prefer we can wash your clothes for you. There is no charge for this service, but the MS Society takes no responsibility for lost articles.

***All personal belongings should be marked with your name.*** Nametag order forms are found in the back of this booklet. These name tags will need to be sewn or ironed onto your personal belongings. It is also advised that a family member assists you to unpack and pack your belongings on arrival and departure.

*Do you provide language interpretation services?*

We use The Ethnic Affairs Commission if required. Please inform us prior to your arrival if you would like an interpreter to be present to complete the paper work. Alternatively, if you would like a family member (who is fluent in English) to be present, they are more than welcome.

*Preferred contact person*

Please nominate your preferred contact on the application form. If for any reason you require hospital admission your nominated contact will be notified. If your nominated contact will be away at all during your stay please provide us with details of another contact person.

*Illness or Injury*

Should you be admitted to hospital due to illness during your stay at the Residential Unit, your bed will be reassigned. You will not be discharged from hospital back to the Residential Unit

If you become ill or require any medications during your stay it may be necessary, with your permission, to contact your local doctor for advice and/ or a prescription.

## *Fees*

Accommodation fees are presently \$\_\_\_\_.\_\_\_\_ a day. The account for your stay will be forwarded to you 2 weeks after your departure. If you wish, you may settle your account at the end of your stay. If you elect to do this please inform the Residential Unit Receptionist at the beginning of your stay to enable your account to be prepared.

## *Feedback*

The Residential Unit aims to provide a professional, caring service to you during your stay. You will be consulted on all matters relating to your care. You are urged to discuss any concerns you may have with a registered nurse or the Manager Residential Services . Appointments can be made with the residential unit receptionist. To help us to continue to improve our service, we request that at the end of your stay you complete the Satisfaction Survey, which will be given to you when you arrive. We welcome your feedback.

## *Special Requirements*

We make every effort to cater for your needs. Please do not hesitate to contact the Manager Residential Services on 02 9646 0632 to discuss any special requirements or requests you might have during your stay.

*On behalf of the Multiple Sclerosis Society of New South Wales,  
we hope that you enjoy your stay at the Residential Unit.*





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**MS Connect 1800 042 138**



