

# Geriatric Evaluation & Management Service (GEMS)

Specialist geriatric service focusing on the complex needs of older people, providing restorative care to optimise function.

**Location: Ebbtide House, Brighton Health Campus,  
Brighton**

**Phone: (07) 3631 7640**

**Metro North  
Health**



**Queensland  
Government**

## What you can expect

Within the first few days on the unit, the healthcare team will conduct various assessments and will work with you and your family to understand your needs and goals. The service provides specialised care for older people with complex and/or long term conditions related to ageing, disability and cognition (thinking).

The aim is to optimise your level of function to enable you to live as independently as possible and the team will give you and your family regular updates.

Sometimes it may be helpful for the team to meet with you and your family to discuss your progress and plans for discharge.

The service includes:

- Cognitive and functional assessment
- Comprehensive geriatric assessment
- Geriatric rehabilitation
- Dementia diagnosis and management
- Home visits to plan for discharge

## What is expected from you?

Rehabilitation is tailored to each person and aimed at maximising your ability to function. The team will work in partnership with you and your family and will support you to work toward your goals.

## The Team

Working with you and your family/friends are:

- Doctors
- Nurses
- Physiotherapists
- Occupational Therapists
- Social Workers
- Speech Pathologists
- Dietitians
- Psychologists
- Podiatrists
- Clinical Assistants



## What to bring

- Safe, appropriate, and comfortable clothing that can be worn during activities. Family members are asked to launder your clothing.
- Safe, comfortable, appropriate, and well-fitting footwear
- Night attire and toiletries (soap, shampoo, conditioner, deodorant, tissues, shaving kits, creams/lotions).
- It does get cold sometimes in the unit, it is recommended that you also bring some warm clothes.
- Any other items you usually use at home – walking aids, wheelchairs, pressure relieving cushions, splints, pressure garments, glasses, hearing aids, dentures.
- Free WiFi is available. NB. You/your family are responsible for any valuable items you choose to bring.
- Please bring all your current medications, including vitamin supplements and herbal medicines so your doctor and pharmacist can review them.

## Smoking

The Brighton Health Campus supports a “No-Smoking” policy. GEM staff will not assist patients to access smoking areas offsite. The team are happy to assist with smoking cessation if you require support. Patches can be provided at no cost while admitted to the unit.

## Meals and tea/coffee rounds

You will have three main meals per day with morning and afternoon teas, as well as late supper. Beverages and snacks are available throughout the day as required. You will be encouraged to enjoy main meals in the central dining area. Menu choices are available and food services staff can assist you with selection and pre-ordering to ensure your nutritional needs are met.

## How much does it cost?

If the treating team assesses that the main reason for your stay has changed from rehabilitation to waiting for support services, home modifications, or accommodation, we are required to charge a daily “maintenance” fee.

Maintenance fees are not applicable until you have been in hospital longer than 35 days. The 35 days is calculated from the start of your inpatient admission which may be before you moved to Brighton.

## Visiting Hours

Visiting hours are flexible, and vary from ward to ward. Some wards/areas have restricted visiting hours due to the nature of care being provided in that particular clinical area and most wards have rest periods. Visitors can ask ward staff about the particular visiting arrangements for the ward where their relative or friend is staying.



## Other Services

- There is a communal dining and lounge area with a TV. Bedside TV's are available for use and are free of charge.
- The Brighton Café is located on site and is open Monday to Friday, from 8:00 am – 1:00 pm. These hours may be subject to change. There is also a small complex of shops nearby.



The Moora View Healing Garden is located next to Ebbtide House. There is a rotunda with shade and a concrete footpath to the rotunda. There is seating in the shade in the rotunda and natural sandstone seating next to the path.



## Spiritual and Cultural Needs

We respect everyone's cultural background, customs and spiritual beliefs. On admission, you will be asked how we can assist you to meet your cultural and spiritual needs. Pastoral care services are available to all patients.

The Brighton Health Campus multi faith room is available to individuals and small groups of staff, families, patients and residents to use for quiet reflection and worship. The multi faith room is open 24/7, seven days a week.

Visiting is encouraged to support you in your recovery.

Aboriginal and / or Torres Strait Islander patients can access the Indigenous Health Services within Community and Oral Health. The staff in this service provide cultural support, including advocacy, for Aboriginal and / or Torres Strait Islander patients, while implementing and supporting activities and actions that are aimed towards closing the gap in health status and life expectancy of Aboriginal and or Torres Strait Islander People. The Indigenous Health Services within Community and Oral Health consist of:

- Aboriginal and Torres Strait Islander Health Team
- Social Worker
- Nurse Navigator

The service also provides cultural support to the workforce ensuring culturally appropriate services are being delivered to Indigenous patients.

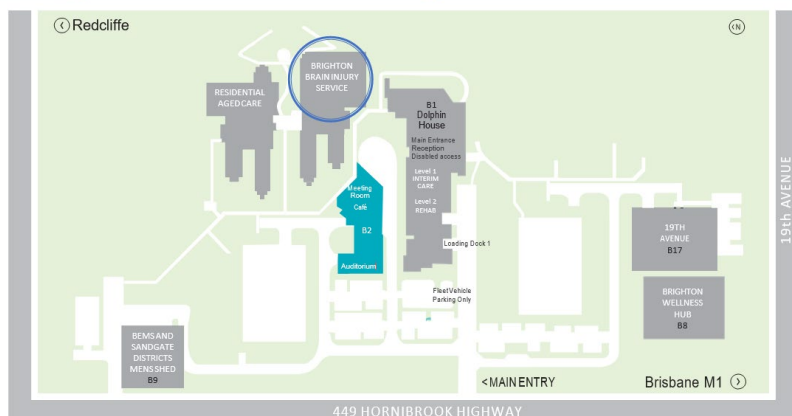


## Interpreter Services

Interpreter services are **available at all Queensland Health hospitals and health centres 24 hours a day, at no charge to the patient**. They help by relaying spoken information between the patient/ family and the health practitioner, either: on-site—physically present at the time or through video conference.

## Location

### Brighton Health Campus



## Parking

Parking is available on-site at the Brighton Health Campus.

## Public Transport

Public transport access to Brighton Health Campus is very convenient. There are several bus stops along Beaconsfield Terrace. Visit [www.translink.com.au](http://www.translink.com.au) or call 13 12 30 for timetable and service information.

## Way to Go

Way to Go is a new Patient and Visitor portal making your care journey easier. This portal is a one stop shop for important information relevant to you during your stay within our facility.

Keep up to date with:

- Australian Charter of Healthcare Rights: What to expect when receiving health care.
- Ryan's Rule: 3 Step process to raise concerns if a health concern is getting worse or not improving.

To access this portal:

1. Scan the QR Code or go to [www.metronorth.health.qld.gov.au/waytogo](http://www.metronorth.health.qld.gov.au/waytogo)
2. Start your health journey
3. Add to your home screen for future use



## Have your say – your feedback is important

The quickest way to raise a concern or provide a compliment is to speak to a member of staff involved in your care. Or scan the QR code below or go to [www.metronorth.health.qld.gov.au/community/contact-us](http://www.metronorth.health.qld.gov.au/community/contact-us) to provide written feedback. This feedback form is for any services received in Community and Oral Health, Metro North Health.



- Do you have any suggestions for improving what we do?
- Tell us about your main concern?
- Tell us what we did well?

Consumer Liaison Officer contact details: Email: [COH-CLO@health.qld.gov.au](mailto:COH-CLO@health.qld.gov.au) or Mobile: 0436 841 603.

