

Patient Information Booklet

For Older Peoples Mental Health Wards

This information can be made available in other formats or
languages on request

Tel: 01249 468 261 or

Freephone: 0800 073 1778

Email: awp.pals@nhs.net



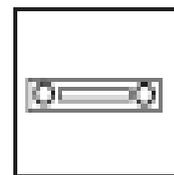
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Your name:

Ward Name:

Address:

.....

.....

Other contacts:

Ward phone number:

Welcome to the Ward

The purpose of this booklet is to provide you with information about your stay in hospital. We hope it will answer some of the questions you may have and reassure you about some of the things that might concern you.

While you are in hospital you can expect to be treated as an individual. We recognise the importance of privacy and dignity and will do all we can to meet your needs in this respect. If you have any concerns or issues regarding this please speak to a member of staff.

We will listen to your views and concerns when making decisions about your care and treatment. We aim to enable you to be responsible for your own affairs as far as possible while you are in hospital. If any actions or decisions need to be taken on your behalf we will involve you as fully as we can.

Every effort will be made for a member of staff to be available for you if you are in distress.

We will talk to you about your diagnosis when it is known and about the different treatment options available. You will be allocated a named qualified nurse to coordinate your nursing care. A Consultant Psychiatrist will be responsible for your treatment.

Any questions you may have about your care and treatment will be discussed with you. If you wish to, you can ask for a second medical opinion about your diagnosis and treatment.

If English is not your first language

Ward staff will make every effort to communicate effectively with all patients. They have access to interpreters and translators 24 hours a day. Please ask if you need written information to be made available in a different format, such as Braille.

Admissions procedure

When you arrive on the ward the admission procedure will be explained to you by a nurse and, with your permission, to anyone with you. Both a doctor and a nurse usually need to see you on admission. If you have to wait for a doctor the ward staff will let you know approximately how long your wait will be. You will be welcomed to the ward and introduced to staff who will be involved in your care. When you see a doctor your meeting will be held in private. You and anyone with you should be offered a drink.

Immediate personal needs

If you do not have basic items with you, for example a toothbrush, toiletries or nightwear, they can be provided. Please ask any member of the ward staff. If you need to contact family, friends, a social worker or solicitor to let them know where you are, or to make urgent arrangements, you can do so, please talk to ward staff.

Who's who on the ward

Admitting nurse to complete all sections

Some of the core staff who will be caring for you are listed below.

Named nurse:

Other allocated staff:

Consultant psychiatrist:

Ward doctor:

Ward manager:

Ward clerk:

Community mental health team contact(s) / care coordinator

Name:.....

Phone number:.....

Multidisciplinary team meetings take place on:

.....

You will be informed at the beginning of each shift which nurse is looking after you.

Ward staff will be wearing an identity badge but there is also a photo board featuring all staff to help you to identify them.

Your named nurse will be allocated to you within the first 24 hours of your admission. The named nurse will be responsible for coordinating your care and taking a special interest in you throughout your stay in hospital. Please tell us if you would prefer a male or female named nurse We will try to respect your needs. The named nurse might also be called your 'named nurse' or 'key worker'. Your named nurse will be assisted by other nurses and health care assistants.

While you are on the ward you will also be allocated a nurse on every shift who will aim to meet your needs during that shift. Your allocated nurse will introduce her/himself to you each shift, and offer you some individual time during the shift.

If you have any difficulties relating to an allocated nurse or other ward staff please talk to your named nurse. Should you wish to change your named nurse you should contact the ward manager. There is further information on what to do about any problems you have on the ward on page 16 under PALS and Complaints.

Your consultant psychiatrist is the doctor responsible for your treatment while you are in hospital. The consultant psychiatrist will be present at the weekly multidisciplinary team meeting where your care and treatment will be discussed (see page 9 for more information about the meeting).

You are likely to have more regular contact with the ward doctor who will review your treatment with you and can prescribe medication under the supervision of your consultant psychiatrist. This means the ward doctor can make adjustments to your medication but will not usually make significant changes to your treatment without discussion with your consultant psychiatrist.

Both the consultant psychiatrist and doctors you will see regularly on the ward will be specialists in mental health problems. You can expect regular consultation with doctors. If you wish to see a doctor you should speak to one of the nursing staff. We offer a physical health check on admission and routine follow up checks on any physical health concerns.

The ward manager is a senior nurse who is responsible for running the ward. The ward has a ward clerk who is responsible for administration.

Each hospital has a modern matron. Their role is to oversee the nursing care provided in the hospital and ensure that the environment is clean and welcoming. If you have any concerns about your care which have not been addressed by the ward staff, you may wish to raise them with the modern matron.

There is also a mental health act administrator in the Trust whose role is to manage the administration of the Mental Health Act, ensuring that good practice and legal requirements are followed. Where appropriate, they are able to assist you with an appeal and help you to get access to legal advice.

Ward facilities

You can bring personal items on to the ward to make you more comfortable, for example, an MP3 or CD player with headphones. All electrical items need to be checked before you can use them. Please ask a member of staff. These items are your responsibility during your stay.

Food and Drink

On admission you will be asked about your dietary needs. Please tell the ward staff if you are vegetarian, vegan, or coeliac (needing gluten-free food) or have other special dietary needs for example, diabetes so that you can have food that meets your needs.

There will be information on the ward about the meals being provided each day and about how you can get a snack. Hot and cold drinks are available on the ward day and night.

You are welcome to store your own food in the ward fridge, it must be dated and labelled with your name. This is to comply with food hygiene regulations. Staff will have to dispose of any item that does not comply.

Telephone calls

If a friend or relative wants to speak to a staff member they should call the ward telephone number. The nursing office telephone numbers are listed on page four of this booklet. You can usually take telephone calls that come through to the nursing office. If someone calls to speak to you when you are not available the ward staff will leave you a message. If you need to make a private phone call staff will try to accommodate you.

If you have brought a mobile phone into hospital with you, please check with the staff about whether its use is restricted in the ward/hospital.

Post and messages

Post will be given out through the ward office. If your mail is correctly stamped then it can be sent through the ward office.

Keeping valuables

When you are admitted to the ward nursing staff will complete a property form with you that records any valuables you have brought into hospital. You are responsible for your possessions. Ward staff recommend that any valuables such as money or benefit books are deposited with the ward staff to avoid things being lost or stolen. If items are held within AWP you will need to fill in a withdrawal form when you want to use them or get them back. You have a right to access your money.

Privacy

We know that privacy, dignity and being treated with respect is very important to patients/service users and carers. We aim to treat everyone with dignity and respect. Often, however, the space available in the ward and its layout can make it difficult to meet everyone's needs. If the ward does not have single private rooms it is difficult to provide private space. Nonetheless, we aim to provide quiet space within the ward. Please talk to ward staff and/or your named nurse if you feel you have needs that are not being met.

Visitors

All visitors should let nursing staff know they are on the ward and when they leave. If visitors would like to bring children onto the ward please inform nursing staff as it is usual to assess whether it's appropriate for children to be there. If possible please avoid having visitors at meal times. Your ward may limit visiting times so that you can attend activities that are part of your Care Plan (see page 12 for more information about your Care Plan). Ward staff will discuss appropriate visiting times with you.

Information about public transport and car parking will be available on the ward.

Hospital facilities

The ward will provide information about what facilities are available on the hospital site.

Protected time

All service users on wards will receive regular one to one time with their named nurse or assigned worker. The protected time may be used for working on care plans, individual time, meetings or therapeutic groups.

Your care and treatment

CPA (Care Programme Approach)

While in hospital you will be cared for under CPA: the Care Programme Approach. This means that you will be involved, to the best of your capacity, in discussing and agreeing your own health and social care needs on a frequent basis. Your named nurse will coordinate and monitor your care while you are in hospital, taking into account these needs. This will help your recovery and get you ready for discharge.

Reviews will generally take place on a weekly basis, especially if you are in hospital for a short period of time. For patients who need to be in hospital for a longer period of time, these reviews may be less frequent. Prior to each review you will be offered the opportunity to state how you think things are going and what you would like to see happen next in your own words. Others involved will also do this prior to a multi-disciplinary review meeting (see below) where your care will be discussed.

A Care Plan will be agreed with you (wherever possible) and you will be given your own copy. If appropriate active participation in your Care Plan will be encouraged. Your named nurse will coordinate and monitor your care while you are in hospital.

You have a number of rights under CPA. You have a right to:

- A named nurse and care co-ordinator and to know how to contact them
- Full involvement in care planning and a copy of an agreed Care Plan
- Someone to support you throughout the process, participating in all meetings and reviews
- Ask for a review at any time
- Access all your CPA documentation
- Know who has access to your personal information
- Request another opinion on any aspect of your care
- Complain if you are dissatisfied with any aspect of your care
- Withdraw from some or all of the process at any time without your care being affected
- Have the Care Plan implemented.

On admission you will be allocated a Care Co-ordinator if you don't already have one. Prior to discharge your Care Co-ordinator will help you to negotiate a Discharge Care Plan with you at a CPA meeting. Following discharge your Care Co-ordinator, yourself and anyone else concerned in your care, will take a fresh look at your needs on a regular basis (at least every six months). This is called a review.

On discharge, if you do not require follow up from specialist mental health services, you will be discharged into the care of your GP.

There is more information about discharge on page 17 of this booklet.

Multi-disciplinary reviews/ ward rounds

The staff team meets weekly to review your care – the team will include the consultant psychiatrist, ward doctor, nurses and other team members (see page 9); trainee doctors or student nurses may also be present. At these meetings the treatment and progress of all patients on the ward is considered.

As part of your review you will be able to identify the issues you wish to raise in this meeting and decide if you want to attend yourself. However, it may not always be possible for every patient to be seen at each ward round.

If you would like some support at the ward round you can ask someone to accompany you and/or to raise issues on your behalf for example a friend or relative, an advocate or a staff member. (See page 14 of this leaflet for further information on advocacy). If you feel that there are too many people at the ward round, and/or people that you don't know, you can indicate that you only want to be seen by relevant team members. If you wish for a more private consultation with your doctor you can also raise this on your review form or ask a member of staff to do so for you.

Other hospital team members

In addition to the nursing team the ward is staffed by a variety of different professionals. As well as the staff already mentioned the team may include:

- Health care assistants – who work alongside doctors and nurses on the ward to provide support to patients.
- Occupational therapists – who provide a wide range of activities which might include crafts and other creative activities, relaxation groups, and groups to explore particular issues relating to mental health problems.
- Physiotherapists – who can offer physical activities, either individually or in a group, to help you improve your mood and your general health.
- Psychologists – who can offer psychological help and therapy.
- Pharmacists – who can provide information about medication, its effectiveness and any potential side effects. The pharmacist may come to visit the ward at particular times or you may need to make an appointment. Ask ward staff if you would like to see a pharmacist. Leaflets about medication are available on the ward.
- Arts Psychotherapists – who are specialists, and have been trained, in both their own art forms and as psychological therapists. They will listen to you and help you to understand yourself better by exploration of the relationship between current difficulties and past experiences.

You will also meet housekeeper(s) who will clean and maintain the ward. If you have any concerns about the cleanliness of the ward then please speak to a member of staff.

Your named nurse can give you further information about these team members, their roles and what they provide.

If you already have existing links with staff in community mental health teams (CMHTs) they should be keeping in touch with you while you are in hospital.

Medication

Part of your treatment may involve taking medication. It is important that you are informed about the medication you are on and what it is for. Your consultant psychiatrist is the main person responsible for your treatment and prescribing your medication. However, a junior doctor may be able to make some adjustments or prescribe certain medication. You can obtain written information about your medication, what it does and possible side effects from nursing staff or the pharmacist. You may find talking to the pharmacist about your medicines especially helpful as they are less involved in your day to day care.

On admission to hospital all medication needs to be handed to ward staff (including medication for physical health problems, for example, inhalers). The Doctor will discuss this with you on admission and the nursing staff will administer any medication you require.

Some of the medication you may be given may have some side effects. You should be told about any possible side effects of your medication. Nursing staff will monitor you for any symptoms. If you have any concerns about your medication then you can discuss this with your doctor or named nurse. Other

medications may be available that may suit you better. There are some other medications available that can reduce common side effects.

Some medication may be prescribed 'as required'. There may be occasions when the nursing staff decide that you need to take some medication, as required. The reasons for this will be explained to you. There may also be occasions when you feel that you would benefit from taking some medication. Please approach nursing staff in order to discuss this.

Under exceptional circumstances patients may be given medication against their will. This would be because a doctor thinks that you, or other people, would be at risk if you do not take the medication. This would usually only happen if you are detained on a section of the Mental Health Act, but in an emergency this could happen under the Mental Capacity Act. You should be given as much information about this process as possible and have time to discuss what has happened with staff afterwards.

If you have ongoing concerns about your medication which are not being resolved you may wish to get the support of an advocate to help you clarify the situation and discuss your options (see page 14 for information about advocacy).

Nursing care and activities

The ward aims to provide therapeutic time for you to discuss your mental health issues and any other problems with staff. On each shift your allocated nurse will arrange a time to talk with you and you should also expect to see your named nurse and doctor regularly. We will make every effort to ensure that a staff member will be available to you when you are in distress.

Various other therapeutic activities are available and these activities will be considered as part of your treatment and Care/Recovery Plan.

The multi disciplinary team's therapists can offer group and/or individual sessions to help you to structure your time in hospital and plan for your discharge. Therapy can help you to improve concentration, memory, motivation and confidence so that you can make best use of your skills and abilities whilst in hospital and after you leave.

You are likely to benefit from exercise while you are in hospital. A physiotherapist or occupational therapist can offer exercise sessions according to ability as well as specialised help and advice for specific physical problems.

Alongside this booklet you should get information about activities available on and off the ward.

How to find out more about your treatment

There should be written information available on: your medication and other treatments; your therapeutic contact and activities and some clinical conditions, for example, depression. Ward staff can provide information leaflets on most mental health medicines.

The Mental Health Act / being 'Sectioned'

If you have been admitted under the Mental Health Act (also known as being on a section) your consultant psychiatrist is also your Responsible Medical Officer (RMO) and has to agree any arrangements for home leave (see pages 16-17 for more information about home leave). If you are on a section you should be given information about the Mental Health Act, what it means to be sectioned and your rights. If you wish to appeal against your section the ward staff will help you to contact the Mental Health Act Administrator. See page 14 for more information about the Mental Health Act Administrator and advocacy.

Leaving the ward

While you are in hospital nursing staff need to know where you are. They are responsible for your care and need to know who is on the ward at any time in case there is a fire or other emergency. You need to tell staff if you are leaving the ward even if you are just going to the hospital shop or taking a short walk.

Sometimes it is agreed that patients can leave the ward accompanied by a staff member. If you would like to leave the ward and need to be accompanied please discuss this with staff, who will try to accommodate your request whenever possible.

You may also be able to go home for periods of leave while you are in hospital, if you wish to do this you should talk to your doctor. Once a period of home leave has been agreed nursing staff will discuss the details with you and, with your agreement, with your main carer, particularly if you are spending time in their home. Staff will order any medication you need to take home.

If you are a voluntary patient you can leave the ward (and the hospital) if you wish. However, staff may advise you not to leave the ward if they feel you are too ill or will be unsafe. In these circumstances if you decide to leave the ward you might be assessed for detention under the Mental Health Act. The ward door is usually controlled using a key pad. If you need to leave the ward please discuss it with ward staff.

If you are being detained under a section of the Mental Health Act, periods of leave outside the hospital need to be discussed with staff and agreed by your consultant psychiatrist (this is called Section 17 leave). Decisions about home leave, when you are sectioned, will be based on your individual circumstances and will be reviewed regularly.

If you disagree with a decision made about home leave, or feel your movements are being restricted unnecessarily, you can discuss the problem with your named nurse and/or your consultant psychiatrist. If this seems difficult you might find an advocate helpful. There is more information on advocacy on page 14 of this booklet.

Observation

Being observed means that someone checks to see that you are all right and that the ward is safe. While you are on the ward you may be observed by staff at regular intervals; this will include during the night. How often you will be observed will vary according to your individual needs and risk. If your care team feel that you are at risk a member of staff may be assigned to observe you frequently, referred to as close or constant observation. This can sometimes feel intrusive, but nursing staff have a duty to make sure that observations are done.

Nursing staff are also present to help you with any activities associated with looking after yourself. You will be encouraged to do what you can for yourself but where you are unable then staff will be happy to assist you.

Safety

Everyone has the right to a safe and secure environment while they are in hospital. If you feel unsafe on the ward, or you are distressed by anything you see, the staff will support you. Please share any concerns with them.

Harassment and abuse

Any form of harassment or abuse (including sexual or racial harassment or abuse) will not be tolerated on the ward. It is not acceptable for anyone to harass or abuse patients, visitors or staff. If you experience or witness any form of harassment or abuse please talk to your named nurse, ward manager, or any other staff member. If you knowingly harass or abuse someone your care and treatment will be reviewed. All concerns will be taken seriously and will be addressed in a way that considers your safety.

Violence and aggression

Violence and aggression will not be tolerated on the ward. Unfortunately a small number of people will respond to fear by being aggressive towards others. If you experience or witness any form of violence or aggression please talk to your named nurse, ward manager, or any other staff member. Violent or aggressive behaviour will result in the review of your care and treatment. It may possibly be reported to the police. All concerns will be taken seriously and will be addressed in a way that considers your safety.

Other information

Relatives, friends or carers

Subject to your wishes (the wishes of the patient), staff will ensure that relatives, friends or carers are kept fully informed about the progress of treatment and care. Relatives, friends or carers should know the name of your named nurse, and will be encouraged to be involved in discussions about care, medication and any other treatment. Staff will be available to explain things to relatives, friends, or carers and offer support as required, especially around home leave and discharge planning. If you have a carer they are entitled to their own assessment of need relating to their caring role and should ask staff if they wish to discuss this further. Please see the information board or ask your named nurse about the carers lead on the ward.

Information about benefits and housing

While you are in hospital you may need information on sick pay, state benefits, housing, home care, further support, or legal advice. Your care co-ordinator will help you to access the information and help that you need.

Advocacy

An advocacy service is independent of all the hospital and mental health services and will offer you individual help. An advocate can offer you support to clarify and communicate your needs, wishes and concerns to doctors or other professionals. They can also give you information about your rights under the Mental Health Act. It is the job of an advocate to represent **your** wishes and concerns. They can also signpost you to other local sources of information and services. Your ward should have information about advocacy services

There is a Mental Health Act Administrator for each area. This person can give you a list of solicitors who are authorised to represent patients who have been detained under the Mental Health Act at Mental Health Act Review Tribunals and at Managers Appeals. Ward staff will help you get in touch if you wish to.

Groups and organisations outside the hospital

In addition to the help of the ward staff and other health professionals there are a number of groups and organisations that exist to help people with mental health problems. You can contact these groups while you are in hospital or after you have been discharged. Your care coordinator should be able to give you more information about them. A list is also available at the end of this booklet.

Other organisations and services

There are many other organisations, both local and national, that offer help and support that you might find useful. Some organisations offer specific information on mental health issues or they may provide a service, for example, there are a number of different help lines where you can speak to someone on the telephone about your problems. There is 24 hour access to the NHS direct service which offers advice and information on 08454647. There are drop-ins where you can go to talk without making an appointment. There are many voluntary organisations some of which specialise in a particular diagnosis. Other organisations might offer more general help on housing or money matters.

Health and social care records

The law allows you access to your health and social care records, with some exceptions, ask your doctor or other ward staff about this. Your own views can be added to your file if you disagree with what has been written about you. There is also an 'Access to health and social care records' leaflet which will be available on the ward.

Confidentiality

Your health and social care records, and any discussions about your treatment and care, are confidential. This means that they will be private and other people cannot find out about your mental health problems, your diagnosis or your treatment. Information will only be passed to family members, friends or carers with your consent. However, there are some circumstances where staff have to pass on information about you, for example, to prevent risk to you or others. These circumstances are detailed in the leaflet called 'Your Health Record - Protecting your Information. A guide to how information is used in the NHS' under the heading 'Sharing your Information without Consent'. This leaflet also advises you how the NHS uses your information. This leaflet will be available on the ward.

While you are on the ward discussions about you are confidential to the team of people involved in your care. This means that if you tell one staff member something they will share significant information appropriately with other members of the team.

If you are concerned about who has access to personal information ask a member of staff to explain who knows what and when information needs to be shared with other people involved in your care.

Confidentiality on the ward also means that ward staff cannot discuss personal information about other patients with you. Likewise, your situation will not be discussed with other patients.

Patient Advice and Liaison Service (PALS)

You may sometimes have concerns, suggestions, need advice, information, support or guidance with a particular issue. PALS is a free and impartial service which can help by providing the opportunity to discuss, in confidence, any problems, comments or suggestions you may have about the care you are receiving. PALS can guide you through the different services available in the mental health trust. It can also tell you about other mental health services, the NHS and other independent agencies.

PALS aim to help you to resolve concerns quickly without having to go through the formal complaints system. PALS can also support you and give you information if you wish to make a formal complaint. You can call them freephone on 0800 073 1778 or 01249 468261, fill in a comment card or email them on pals@awp.nhs.uk.

Suggestions and praise

The ward welcomes any comments or suggestions from patients about how anything on the ward or in the hospital that can be improved. The ward would be pleased to have any positive comments about your stay in hospital. You can also contact PALS if you wish to pass on any suggestions or praise about the care you have received. Please ask ward staff for a praise form, or they can complete it on your behalf and forward it to PALS.

Complaints

If you feel unhappy about any aspects of your care and treatment on the ward a complaint can be made. Relatives, friends or carers may also complain should they wish to.

If you want to make a complaint we would encourage you to discuss the problem with ward staff first. Staff will try to resolve your complaint informally there and then. Staff will write down the details of your complaint and how it was resolved.

If you are not happy with the outcome or would prefer to make a formal complaint you can do this by writing a letter or completing a comment card and sending it to:

The Chief Executive,
Avon and Wiltshire Partnership NHS Trust,
Jenner House,
Langley Park Estate,
Chippenham,
Wiltshire SN15 1GG.

There is more information about making a complaint in the 4 C's leaflet which is available on the ward. If you need help to make a formal complaint, you can speak privately to any member of staff or to the PALS team for advice.

You have the right to have any complaint investigated thoroughly, speedily and impartially and to be kept informed about the progress of the complaint. Your care will not be adversely affected and you will not suffer any discrimination as a result of making a complaint. There may be independent assistance available, through Advocacy or a similar service, to help you make a complaint. Ward staff or PALS can provide further information.

Spiritual needs

Spiritual or religious beliefs and guidance may be important to you. The ward is a place where all religious and spiritual beliefs will be respected and accommodated wherever possible. Please talk to staff about your needs for space to pray or to observe other spiritual practices – they will do their best to meet your needs.

Hospital discharge

Your discharge from hospital will be discussed with you and your relatives or carers. Staff will ensure that suitable arrangements are made for your care after discharge and will tell you who is responsible for meeting your needs.

There will be a community mental health team that covers the area in which you live. The staff from this service will have been involved in the decision making

process for your admission (they may even have been supporting you at home before your admission to hospital). There is an Intensive support team locally who may help you return to your home or care setting.

Prior to discharge your care co-ordinator will negotiate a new discharge Care Plan with you at a CPA (Care Plan Approach) meeting. There is more information about CPA in this booklet on page 8.

You will be introduced to community based staff, and given information about community based support services, before you are discharged. You should receive a copy of your Discharge Care Plan before you leave. At least every six months your care co-ordinator, yourself and anyone else concerned in your care will take a fresh look at your needs. This is called a review.

If you do not require follow up from specialist mental health services you will be discharged into the care of your GP.

When you are discharged the ward will make contact with your GP and you will leave with adequate supplies of any medication you need.

Additional information available on your ward

In addition to this booklet you will be given:

- A copy of your Care Plan
- The name of your doctor, named nurse and other allocated staff
- Information about your medication and treatments

Please ask a member of staff if you would like more information on the following:

- 'Access to health and social care records'
- Patient Advice and Liaison Service (PALS)
- Praise and complaints
- 'Your Health Record - Protecting your Information. A guide to how information is used in the NHS'
- The Mental Health Act

Where you have one your main carer is entitled to an assessment of their own needs.

In addition to this booklet you should have access to the following:

- Ward telephone number(s), contact names and details
- Daily timetable for the ward, including meal times and bed times
- Activities available on the ward, including when and how to get access to them
- Medication dispensing times
- Visiting times
- Map of hospital site
- Public transport facilities
- Car parking and payment
- Menus and access to food and drink—both on and off the ward
- Relatives or friends bringing food into the ward
- Hospital facilities e.g. hairdresser, cafe

- Benefits/sick pay/housing/home care/legal advice/ other support
- Advocacy Service
- Independent Complaints Advisory Service
- Groups and Organisations Outside the Hospital
- Access to places of worship
- Mental Health Act Administrator

Please ask ward staff for further information.

Useful Contacts

Alzheimer's Society

Telephone 020 7423 3500

<http://www.alzheimers.org.uk/>

Care Network

Carers Support Organisation

The Care Network provides a range of information and support services to carers in the local area.

Helpline: 01761 431389

Website: www.thecarenetwork.co.uk

Carer's U.K.

Telephone 020 7378 4999

CarersLine 0808 808 7777

www.carersuk.org

CITA (Council for Information on Tranquilliser Addiction)

An information and help line.

Office line 0151 474 9626 (Monday to Thursday 10am-4pm)

Helpline 0151 932 0102 (Monday to Friday 10am-1pm, Weekends and Bank Holidays)

www.citawithdrawal.org.uk

Depression Alliance

Provides information, support and understanding for people who suffer with depression and for relatives who want to help.

www.depressionalliance.org

Telephone 0845 123 23 20 for information pack

Hearing Voices Network

Enquiries & Info 0845 122 8641

Help Line (Tues 1- 4pm) 0845 122 8642

www.hearing-voices.org

Mind, National Association for Mental Health

A national organisation that aims to work for a better life for people diagnosed, labeled or treated as mentally ill.

Telephone 0845 766 0163 (information line).

Telephone 020 8519 2122 (head office)

www.mind.org.uk

National Phobic Society

A national membership organisation providing help and advice for sufferers, their carers and their families.

www.nomorepanic.co.uk

NHS Direct

Provides health advice and information from qualified nurses 24 hours a day.

Telephone 08454647.

www.nhsdirect.nhs.uk

No Panic

Provides a help line, information and support group to people with anxiety

disorders.

Telephone 0195 259 0005

(Help Line Telephone 0808 808 0545)

www.nopanic.org.uk

Obsessive Action

Support and Information

Telephone: 0845 390 6232 / 020 7253 2664

www.ocdaction.org.uk

Sane

Provides a national out-of-hours telephone help line for anyone coping with mental illness - individuals, carers, concerned relatives or friends.

Telephone 0845 678000, (6pm to 11pm, 365 days a year)

www.sane.org.uk

Practical Support and Transport Focus

Princess Royal Trust Care Network

Provides help, support and advice to carers across the city.

Telephone Carers Line 01761 431389

Admin 01761 431388

<http://www.carers.org>

Contact us

For information on Trust services
visit www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01249 468261
Freephone: 0800 073 1778
Email: awp.pals@nhs.net

Other formats and languages

If you need this information in other formats (such as large print, audio, Braille) or in another language, please call the PALS number.

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