

Welcome to the ward



Information for you during your stay

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1. When you arrive

This welcome pack has been put together by service users and staff to make sure you are aware of what will happen while you are here.

We know that being admitted can be a distressing time for you, your family and friends. We also know that you may want to have some control over your care and we would like to help you do this.

Why am I here?

You have been admitted to the ward so that your mental health needs can be fully assessed in a safe place by a specialist team.

The aim is to help you return to your everyday life as soon as possible and to help you manage better.

Being detained

Some people will be kept or 'detained' in hospital under the Mental Health Act (1983). This is often referred to as being 'sectioned' or 'on a section' and you will need written permission from your psychiatrist before you leave the ward.

Your named nurse will talk to you about what this means and will give you written information. This will tell you how you can appeal against your section, if you wish to. Your wishes will be carefully listened to and considered.

What will happen?

When you arrive a nurse will explain the admission procedure to you and with your permission, to anyone with you. They will discuss your needs and priorities for recovery. A doctor will also need to see you on admission. If you have to wait for a doctor, the ward staff will let you know about how long your wait will be.

You will be welcomed to the ward and introduced to the staff involved in your care.



Personal belongings

If you do not have basic items with you, such as toothbrush, toiletries, night wear, they can be provided.

The admissions leaflet will tell you which personal items you will need and which items should not be brought into hospital. Please let staff know if you or a visitor brings in money or items of value. AWP does not accept responsibility for the loss or damage to personal property.

Staff

You will meet a range of professionals during your admission including: nurses, a consultant psychiatrist, doctors, clinical psychologists occupational therapists, and physiotherapists.

They are known as the Multidisciplinary Team and will work with you, your family or friend. We may call this person your carer.

All staff wear identity badges.

Within 24 hours of your admission, you will be allocated a named nurse. They will give you regular time to talk and are responsible for organising your care while you are in hospital and linking with your care coordinator in the community.

Please tell us if you would prefer a male or female named nurse. We will try to respect your needs.

You will also be allocated a nurse on each shift to talk to and help you with your care. At night, the nurse in charge is responsible for all care.

Our promise

We will tell you the name of your doctor and named nurse and who you can speak to if they are not on duty.

Support with practical issues

We realise that your life does not stop when you come into hospital and there may be practical things you need to deal with. For example, you may need to:

- arrange for the care of your children or others that you provide care for
- have benefit books, credit cards and cheque books made secure
- get someone to take care of your pets
- be able to pay urgent or outstanding bills
- cancel or rearrange appointments
- contact people such as relatives, your employer or where you volunteer, social worker.

Your named nurse and other staff as well as advocacy workers are there to work with you to sort these things out.



2. Your contacts

Your name

Please ask your named nurse to help you fill in this section.

Ward name

Ward address

.....

.....

Ward phone number

Who's who on the ward

Named nurse

Other allocated staff

Consultant psychiatrist

Ward doctor

Ward manager

Ward clerk

Community mental health team contact/care co-ordinator

Name **Phone**

number

Multidisciplinary team meetings take place on

.....

3. Ward facilities and routine

Mealtimes

All meals are served in the dining area of the ward.

Breakfast Self-service. Cereals, bread, porridge and hot drinks.

Lunch 12.30pm – 1.30pm

Dinner 5pm – 6pm

Choice of hot cooked meals, salads or sandwiches.

If you have any special dietary requirements, please let the nursing staff know.

Additional hot drinks and snacks are available throughout the day.

Each ward has a fridge which you can use to store cold food. Please store all food in washable containers and label your food with the date it is opened. Nursing staff will dispose of any out of date food. AWP cannot accept any responsibility for personal food items left in the fridge.

Laundry

Laundry facilities are available. We encourage you to manage these tasks independently. Help is also available. When you have finished your washing, please make sure that all items of clothing and belongings are removed from the laundry room. AWP is unable to accept responsibility for any loss or damage to clothing left unattended in the laundry room.

Post and messages

Post and messages, including sickness notes are given out from the ward office. Outgoing mail can be sent through the office if the postage is paid. Stamps are available from local shops.

Mobile phones

Mobile phones may be used in the building. However, we ask you not to use your mobile phone in any group activities, as this may be disruptive.

Any built in cameras must not be used at any time during your admission.

AWP will not accept any responsibility for any loss, damage to, or theft of mobile telephones which are not handed to staff for safe keeping.



Smoking

For everyone's comfort and safety, smoking is not allowed anywhere within the building, including all bedroom and bathroom areas. Smoking is allowed in designated outside areas which are for service users only. Visitors are not permitted to smoke on site. If you would like support to stop smoking, your named nurse can give you information.

Arrangements for leave and time off the ward

Leave off the ward is an essential part of recovery.

It may be escorted or unescorted. Leave off the ward will be discussed and agreed with you.

When you leave the ward, please sign in and out using the book by the main doors. This is so the team knows who is and isn't on the ward at all times. This could be important, for example in a fire.

We will give you a card with contact information to take with you when you leave the ward.

It is important to tell staff how you feel your leave has been and if you have had any difficulties. Staff may wish to speak to your family or carers and ask them for their opinion. This helps the team get an overall picture of any improvements.

If you are unable to return at the agreed time, you need to contact the ward to let them know about any delays or difficulties in returning. If staff do not hear from you, they may need to contact the police.

If you are on the ward voluntarily, you have the right to leave the ward and the hospital if you wish. If you wish to leave, please discuss this with the ward team. Please do not leave the hospital grounds without discussing this first.

Community meetings

These meetings are for everyone on the ward to discuss how the ward is run and resolve any issues. They are a good opportunity for you to have more of a say in what happens on the ward.

Your views

We want to provide the highest standard of care. We welcome praise and suggestions from service users, relatives and carers about the care received.

If you, your relative or carer has a concern or complaint, please tell a member of staff as soon as you can.



4. Your care and treatment

Care plans

Once you have been admitted, a care plan meeting, sometimes called a CPA (Care Programme Approach) meeting will be arranged within 7 days. Your named nurse can give you a leaflet telling you more about this.

Your care plan will focus on what is needed to help you recover from your mental health difficulties and will be agreed with you and if you wish, with your carers.

Our promise

We will listen to your views on the help you need, talk to you about your rights, agree your care plan with you and give you a copy.

The plan will be regularly updated with you as your care needs change. We will talk with you about your next care review, ask if you want to have someone with you at the meeting and agree who will come with you.

Thinking about your care plan

You can discuss any issues that are important to you and have them included in your care plan. It may be useful to think of things you would like help with, so you can make these part of the plan, such as:

- ways of coping with upsetting thoughts and difficult feelings
- having someone to talk to about your present difficulties
- help and support with feeling stressed
- support to look at your social circumstances
- help with building your confidence or self esteem
- practical help.

What is meant by treatment?

Treatment might include:

- group activities
- individual sessions with staff
- medication
- occupational therapy
- psychological treatment
- training in daily living skills
- physical activity
- activities to improve your concentration
- treatments to manage your condition.



Treatment may be given alone or as well as with medication.

Medication

Medication is often an important part of your treatment in hospital.

Your ward doctor and named nurse will discuss your medication with you and any problems or concerns about side effects.

They will agree with you the times of day you will need to take your medication and will remind you of these times.

Your named nurse will give you written information about your medication. Pharmacy staff may also be available for advice. You can also get information online: <http://choiceandmedication.org/awp/>
Ask one of our staff to help you to access this useful website on the ward computer.



Our promise

We will talk with you about your treatment, including any medications making sure you understand why you are taking them and any side effects.

Engagement and observation

While you are here, we will fully involve you in decisions about your treatment and plans for your discharge, whether you return home or to other accommodation.

To support your recovery and make sure you are safe, staff will regularly check on you and how you are feeling, as part of your care plan. **Please note:** nursing staff are responsible for checking your safety and wellbeing at night, which may require entering your bedroom during the night.

Confidentiality

Our staff are required to follow a strict code of conduct on confidentiality. To make sure you receive the best care, we may share some information with other people such as your GP and social services staff. We will only share:

- information with those who need to know
- the minimum amount of information to make sure you get the care you need.

To make sure we meet your needs, we may also need to involve your family in some decisions. We will ask you to identify one person who may give and receive information. This may be a relative or friend who supports you.

There may be times when we need to speak to you confidentially and we ask relatives, carers and friends to respect this request.

We also ask you to respect the confidentiality of others on the ward.

Privacy and dignity

We will always try to respect your dignity and privacy and to make you feel as comfortable as possible while you are here.

We also ask you to respect the privacy of others on the ward.

Relatives and carers

With your consent, we encourage relatives and carers to attend your ward reviews and care plan meetings.

Our promise

We will listen to your relatives and carers and if you wish involve them in your care.

We understand this can be a difficult time for your family and friends and we aim to support them as well as you.

Many of our units have family and carer support groups. These groups provide practical information and support in a relaxed and friendly atmosphere.

Meeting and talking with other people in similar situations can be a helpful means of support. If your family or friends would like to attend, please speak to the ward staff.

When you are well enough to leave hospital

The main function of an acute ward is to provide supportive and individualised care for people who require assessment and treatment of an acute episode of mental illness in a hospital setting.

When the care team think you no longer need hospital treatment and that the care you need can be provided in the community, you will be discharged.

We will:

- explain the ongoing support available to you, taking your views into consideration.
- discuss all discharge arrangements with you before you leave hospital.



5. Therapeutic activities

A meaningful day

To help you maintain your wellbeing and give some structure to your day, staff will discuss an activity programme with you, as part of your treatment.

Joining groups and activities can help in your recovery by:

- improving your concentration
- helping to build your confidence
- helping you in planning goals for the future
- promoting new ways of managing your health
- encouraging new interests.

There is a timetable of groups on the ward notice board.

Please try to attend some groups and activities.

These are seen as part of your ongoing care and treatment while you are on the ward.



If there is a particular activity or group you would like to see being run on the ward, please discuss this with staff and we will consider your request.

Protected Time

As part of your treatment, we will expect you to take part in Protected Time. This is a time when there are no visitors and staff can spend time with you or you can take part in therapeutic activities.

This is usually between 4pm and 5pm each day and may involve:

- one-to-one time with your nurse
- getting involved in groups and activities on and off the ward
- discussing your care plans or preparing for ward reviews
- planning for discharge
- making good use of time off the ward.

Access to your records

All professionals record their involvement with you in an electronic health and social care records system. The system we use is called RiO.

If you wish to see or have a copy of these records, please discuss this with your named nurse, who will be able to help.

6. Health & safety

You can help by:

- keeping your room clean and tidy.
- tidying up after making drinks.
- leaving the toilet and bathrooms in a state you would like to find them.
- keeping the laundry room clean and tidy after use.
- doing your part to prevent the spread of infections by washing your hands regularly, especially before meal times.
- using the hand sanitiser gels on the ward to keep your hands clean.
- being considerate to others on the ward.
- returning any borrowed items when you have finished with them.



If you find any ward facilities in need of cleaning or repair, please report this to the nursing staff straight away, before you use them.

Fire safety

The fire alarm is tested weekly, sounding for a few seconds only. This alarm is very loud. When the fire alarm is activated in a real incident, the sound will be continuous. In this case, a member of staff will guide you to safety.

Other alarms

All staff carry an alarm which lets them know about various situations within the ward and surrounding area. These alarms produce different tones depending on the nature of any incident

Alcohol and drugs

The Trust has a 'no alcohol or drugs policy'. You are therefore asked not to consume alcohol or take any illicit or non-prescribed drugs while an inpatient.

Harassment, abuse and discrimination

These will not be tolerated on the ward for any reason. If you experience or witness any form of harassment or abuse about someone's race, colour, ethnicity, religion, disability, mental health needs, age, sexuality, values or beliefs, please talk to a staff member straight away. All concerns will be taken seriously and treated in a way that makes sure you are safe.

Aggression and violence on the ward

Verbal or physical aggression or violence will not be tolerated This ward supports the NHS policy of zero tolerance to aggressive and violent acts, and police will be called if required. Please tell a member of staff if you experience or witness any form of violence or aggression.

7. Independent advice and support

Spiritual and cultural support

If you would like to discuss any spiritual needs or see someone from your own faith, please ask to speak to the hospital chaplain. They will speak with you or find someone of your own faith for you to talk to.

You don't have to be religious or to belong to any particular faith to talk to the chaplain.

There are regular services at the hospital (which your named nurse can give you details of) and there is a multi-faith room for anyone to use.

The ward keeps copies of various religious items including holy texts. Please ask if you need any of these during your stay.

Advocacy

Advocacy services are independent of all hospital and mental health services. An advocate can help you plan what you want to say to staff, come with you to any ward or CPA meetings, represent your wishes and concerns and make sure your views are listened to. Information about the advocacy services available in your area is on the ward notice board.

Independent Mental Health Advocate (IMHA)

The role of an IMHA is to support you in understanding and making use of your legal rights if you are detained under the Mental Health Act. They can:

- provide you with information
- help you understand what is happening to you
- help you explore options to make better informed decisions.
- help you make your views known and may sometimes speak on your behalf if you ask them to.

You can ask your care coordinator or named nurse to complete a referral form for you or you can contact an IMHA yourself. Posters are displayed on the ward with details of the IMHAs in your area.

PALS...here to help you

Patient Advice and Liaison Service (PALS)

PALS is a free, confidential and impartial service available to everyone who uses Trust services, their families, carers or anyone who needs advice, information, support or guidance.

The PALS team carry out regular 'drop in' sessions on the ward, to give an opportunity to discuss in confidence any concerns or comments you may have about the care you or someone you care for is receiving.

To find out when these sessions are:, please check the poster on the notice board or ask one of the staff.

Contact us

If you have any questions about being on the ward, please ask a member of staff.
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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