Welcome to the ward
Information for your stay in hospital
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About this booklet

This easy read booklet is from **Avon and Wiltshire Mental Health Partnership NHS Trust**.

We run mental health services in Bristol, B&NES, North Somerset, South Gloucestershire, Swindon and Wiltshire.

This booklet has information for people staying in hospital.

We hope it answers any questions or worries you have.

Some of the things in this booklet might be new ideas or hard words. These are **shown like this**.

You could ask someone to help you if there are things you don’t understand.

<table>
<thead>
<tr>
<th>Your name:</th>
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<tbody>
<tr>
<td>Ward name:</td>
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<td>Ward address:</td>
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<td>Ward phone number:</td>
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<td>Your pay phone number:</td>
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<td>Notes:</td>
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Welcome to the ward

You will get good care while you are here. We will treat you with respect and try to meet your needs.

Your privacy and dignity are important to us.

We will talk to you about your care and the different treatments - things like medicine or therapy.

We might have to make some decisions for you. But we will always give you as much choice and control as we can.

We will make sure there is always someone you can talk to if you are upset or distressed.

We will talk to you about your diagnosis - what we think is making you unwell, and any treatments to make you better.

You will have your own nurse in charge of your care,

And other nurses will help with your care.

A consultant psychiatrist will be in charge of your treatment.

If you are unhappy about your diagnosis or treatment, you can ask to see another doctor for a second opinion.
Talking with you

We will try to make sure we talk and give you information in a way that is easy for you.

If English is hard for you, we can get an interpreter to help explain things in your language.

We will also make sure you get written information in your language.

You can get information in easy read, large print, braille or audio. Just ask.

There are lots of other booklets and information on the ward.

Your first day on the ward

You might come by yourself or with a friend or family member.

When you first arrive, a nurse will talk to you. You will usually need to see a doctor as well.

The nurse and the doctor will talk to you in private and tell you what happens next.

Helping you settle in

We can give you some basic things if you need them, like a toothbrush, soap or pyjamas.

We can telephone someone for you, like friends or family, your social worker or a solicitor.

We can tell them where you are. And ask them to take care of things at your home.
**People you will meet**

All ward staff wear photo badges.

Your **named nurse** is like a key worker. They will make sure you are ok while you are here.

You can ask for a male or female named nurse. You will see them at least 4 times a week.

Lots of different nurses work on your ward. Each day you will get an **allocated nurse** to look after you.

The **consultant psychiatrist** is the doctor in charge of your treatment.

You will see a **junior doctor** more often. There may be different junior doctors while you are here.

If you do not feel well in your body you need to see a different doctor. You should tell a nurse.

The **ward manager** is the nurse in charge of your ward. The ward **clerk** looks after paperwork.

**Health care assistants** help the nurses and doctors care for you.

**Pharmacists** are experts in medicines. They can tell you what they do to your mind and body.

**Housekeepers** clean the ward. The **modern matron** makes sure the hospital is clean.

An **advocate** can help you to speak up. They don’t work for the hospital or the mental health services. They work to help you.

The **mental health act administrator** makes sure the hospital follows the law. They can help you get advice about the law.
Who’s who on your ward

Named Nurse:

Other named staff:

Consultant psychiatrist:

Junior doctor:

Ward manager:

Ward clerk:

Community Team contact

Team / Name:

Phone number:

Review meetings will take place on:

Your daily allocated nurse is listed at:
Food and drink

Please tell us if you eat a special diet or if you have diabetes.

We serve food at breakfast, lunch and evening dinner. You can also get drinks and snacks.

You can keep your own food in the main fridge. Use labels with your name and the date. If food goes bad we will throw it away.

Your things

A nurse will write a list of the things you bring from home. You will have a locker or wardrobe to put them in.

You can put expensive things or money in the finance office. You fill in a form when you put money in or take it out.

Privacy

We know you may want a private space to be by yourself. Or to see your friends or family.

Most wards have private rooms. We will knock on the door before we come in.

We will try to make a quiet space on your ward that you can use.

Community meetings

These meetings are for everyone on your ward. You can talk about how we run the ward.

Leisure

The hospital may have a shop, a library or a gym. Ask us what there is and how you can use it.
Spiritual needs

We respect everyone’s beliefs.

We know your religion and beliefs are important when you are not feeling well.

Most hospitals have a special room where you can pray. There will be a Chaplain who can give you spiritual advice.

If you need space to pray, please let us know.

Keeping in touch

Phone

You can call people from the pay phone on your ward. People can call you on the pay phone too.

We will write down a message if you miss a call.

Mobile phones

Please ask us if you can use your mobile in the ward or hospital.

Post

You get your post from the ward office.

You can write letters and give them to staff to post. Staff can help you to buy stamps.
Visitors

Your friends, family and carers are welcome to visit you here.

You can choose if you want to see them. Please tell us if there is someone you do not want to see.

Please ask your visitors not to come at meal times or when you have things to do.

Your care and treatment

Care means how we look after you.

Treatment means what we are doing to make you feel better.

Treatment can be medicine. Or doing things and talking to staff about your thoughts and feelings.

Your care plan

We will agree a care plan with you about your care and treatment. You will get your own copy.

The staff caring for you meet every week to check your care plan. You are invited to the meeting. You can ask someone to support you.

You can say if you only want staff you know in the meeting.

You can tell us if you want us to check or change the care plan.

You can also ask another doctor what they think about your care.

When you are well enough to go home, you will get a new care plan.
Medicines

Medicines can make you feel better. Your care plan will say what medicines you need to take.

You must not take your own medicines in hospital.

We will make sure you have all the medicines you need for other health problems too.

Sometimes you have to take medicine, even if you don’t want to.

This can happen if the doctor thinks you need medicine to keep safe.

The law says the doctor can do this if you are not safe.

This may make you feel scared or upset. We will tell you why it is happening. Afterwards you can talk to us about it.

Knowing about your medicines

We can tell you what medicine is for, and what it does.

If you want to know more you can ask the pharmacist.

Sometimes medicines can do things to your mind or body that you don’t want. We call these side effects - like headaches, feeling sleepy or feeling more sad.

We will check if your medicine is giving you side effects. We can try giving you a different medicine to stop any side effects.

If you do not want to take the medicine you can ask an advocate for help. They can find out if you have any other choices.
Other treatments

You can do other things to keep busy and help you feel better. We can put these in your care plan:

**Occupational Therapy** helps you to take part and keep busy. You can learn more skills and feel better about yourself.

**Physiotherapy** can help you stay active. This can help your mood and your health.

In **Art therapy** you can do art, painting or sculpture. This can help you to work out your feelings.

A **dietician** can help you to eat healthy food.

**Psychologists** help you think about your mental health. They can help you to cope with your feelings and how you act.

Going home

We want you to feel better so you can go back home.

The Consultant Psychiatrist decides when you are well enough to leave.

We will make sure you have the right care when you return home.

We will tell your GP you are going home.

We will give you medicine to take home with you.

You will meet other staff who will care for you in the future.

You will agree a new care plan with a **care-co-ordinator**. They will be in charge of your care plan at home.
The Mental Health Act

The Mental Health Act is a law. It says that if you are very ill, and you could hurt yourself or other people.

You may have to stay in hospital even if you do not want to. This is called being detained.

We will give you information about your rights.

If you are not happy with your section you can ask us to check it. We call this an appeal.

If you are detained under the Mental Health Act, you can ask to see an Independent Mental Health Act Advocate (IMHA). They will help and support you. This is not for service users on 4, 5(2). 135, 136.

Rules on the ward

We have rules to keep everyone safe and to respect each others needs.

On some wards you cannot have lighters, matches or razors. Ask a nurse on your ward.

You cannot have a camera or mobile phone with a camera.

You cannot keep your medicines from home.

Checking you are safe

We check that everyone is safe on the ward.

We will check on you in the day and during the night. We will check more if we are worried about you.
Drugs and alcohol

You cannot drink alcohol or take illegal drugs while you are here.

Staff or sometimes the police might check for illegal drugs.

Please tell us if you see someone drinking alcohol or taking drugs.

If you drink alcohol or take drugs a lot and find it hard to stop, please ask us for help.

Respecting each other

Staff, patients and visitors must all treat each other with respect.

We will not treat you differently because of who you are - man or woman, rich or poor, young or old.

We will not treat you differently because of your race, religion or if you are gay, lesbian or HIV positive.

If you are disabled, we will do what we can to make your stay easy and comfortable.

We will not put up with any harassment or abuse, like saying bad things, hurting you or touching you in a way you do not like.

Please tell us about any harassment or abuse. We will do something straight away.
Going outside

We need to know if you go out of the ward so we can keep you safe.

Make sure you always tell us, even when you stay nearby the ward.

You might not be allowed to go out on your own, or only with a member of staff.

In some wards the door will be locked. You will need to speak to us about going out.

Going home for a break

You may be able to go home for a short break and come back to hospital after.

We will agree this with your carers at home. We will give you the right medicine to take home with you.

If you are in hospital under section you may not be able to go home.
If you are in hospital because you chose to come in, you can leave.

If we think you are not well we may ask you not to go home.
We may need to use the Mental Health Act to make you stay.
Information about you

The doctors and nurses write about your health and your care in your health record on the computer.

We can add what you think.

We keep your personal information private. Other people won't find out about your mental health problems.

We can tell your family, friends or carers if you want us to.

Staff will talk together about your care and how you are.

We might tell other workers about you to help keep you safe.

We will not talk to other patients about you.

Help and support

Benefits and housing advice

We can help you find out about benefits, money and housing while you are here.

Support groups

There are lots of groups that can support you - now or back at home. You could meet with other patients at self help groups. Or there are drop-in groups you can just pop in.

There are hospital groups that speak up for patients.

There are helplines you can call for help and advice.

You can call NHS Direct: 0845 4647.
**PALS**

**PALS** is the advice service for patients. They are here to help you.

If you find it difficult to talk to doctors and nurses, PALS can help.

If you are worried, PALS can give you advice and support.

They can tell you about help you can get in other places.

PALS can help you if you are not happy about your care or want to make a complaint.

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**What do you think?**

We want to know what you think about your care and treatment while you are here.

**Happy?**
Tell us what we are doing well. You can write it on a praise form and give it to your ward staff.

**Not happy?**
If you are unhappy about your care, please tell us. This is called making a **complaint**.

There are different ways to complain:

You can tell the ward staff or modern matron if you have a problem. They will try to sort things out straight away.

You can ask PALS for help to make a complaint.
You can write your complaint to the person in charge of the hospital:

The Chief Executive
Avon & Wiltshire Mental Health Partnership NHS Trust
Jenner House
Langley Park Estate
Chippenham
Wiltshire
SN15 1GG

What we will do

We will check your complaint quickly and try to fix the problem.

If you make a complaint about us we will not treat you badly. We will still give you the care you need.

Help make this booklet better

We wrote this booklet with help from service users, carers and staff.

We hope it was helpful.

We would love to hear your ideas to make it better. You can write to:

Alison Griffin
Avon & Wiltshire Mental Health Partnership NHS Trust
Jenner House
Langley Park Estate
Chippenham
Wiltshire
SN15 1GG

Email: alison.griffin@awp.nhs.uk
Avon & Wiltshire Mental Health Partnership NHS Trust
Jenner House
Avon Way
Chippenham
Wiltshire
SN15 1GG

www.awp.nhs.uk

To make a comment or suggestion, 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 pals@awp.nhs.uk

This information can be made available in other formats (for example, Braille) or languages on request by calling the PALS number.

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