

What do you need to do?

If you want to have virtual visits, please talk to your team about it.

If a visit is agreed, the team will organise everything for you.

To use the AWP laptop equipment for virtual visits, you will need to agree to stick to the relevant policies and procedures. These will be discussed with you before your first visit.

What do family friends and carers need to do?

They will need access to a laptop and webcam. A leaflet is available on how to set up Skype if they need it.

What if I move units?

These services are being offered to all secure units in England.

Families, friends, carers and professionals will be able to use the facilities at Fromside and Wickham to take part 'virtually' in meetings taking place in other secure units.

Contact us

Fromside
01173 784012
Wickham Unit
0117 3784300

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: 01225 362900
Free phone: 0800 073 1778
Email: awp.pals@nhs.net

Other formats and languages

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

Lead: Service Manager Secure Services
Leaflet code:306
Approval date:Jan 2014
Review due: Jan 2017



Avon and Wiltshire
Mental Health Partnership
NHS Trust

Virtual visits and access to meetings



A guide for users of secure services

you matter, we care

It can be difficult to keep in contact with family, friends and carers when you are in a secure setting - especially if they live some distance away.

Video linking and video calling on PC's and laptops, can help with this, giving you the opportunity:

- to keep in touch with family friends and carers through 'virtual' visits.
- for family, friends and carers to take part in meetings 'virtually' which they may not otherwise be able to get to.
- for other professionals involved in your care to video link into meetings.

Attending meetings 'virtually'

If you want them to, family, friends and carers will be able to attend your care planning meetings (CPAs) through videolink, offering you more support.

There will be a video screen and camera in the room where the meeting is held.

This will allow carers, family members or professionals to be seen and heard on screen.

They can also see and hear the meeting through a video screen in the same way.

What do you need to do?

For CPAs, your team will be responsible for arranging video linking with those who need to attend.

You will need to let your team know if you would like a member of your family, friend or carer or a particular professional to attend.

Virtual visits

You will be able to make video calls using Skype to family, friends and carers using AWP laptops intended for this use.

You will be able to see and hear each other in 'real' time.

This means you can keep in touch without having leave.

This can help you to maintain your relationships and friendships outside the hospital.

This is not a 'secure' network, so will be subject to the same kinds of security threats, as any other use of Skype on the internet.

You may also make video calls using Skype for virtual meetings with or visits from other professionals, such as your care coordinator or community social worker.

At least one member of staff will be present when you have your virtual visit.