

What if the service user moves 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 Fromeside and Wickham to take part 'virtually' in meetings taking place at any other low or medium secure unit.

Contact us

Fromeside
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:AWP 307
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 family, friends and carers of people in secure services

you matter, we care

It can be difficult to keep in contact with family and friends who are in secure settings, especially if they are some distance away.

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

- to keep in touch through 'virtual' visits
- to take part in meetings 'virtually' which you may not otherwise be able to get to.

Attending meetings 'virtually'

If you are a family member, friend or carer or of someone who is in secure services, they may invite you to attend a care planning meeting (CPA).

You may find it more convenient to attend the meeting 'virtually' by using video equipment.

This type of communication has to be 'secure' so that unauthorised people cannot access the meeting.

This means you would need to go to another local secure unit in England and use their video equipment.

You would be able to see and hear the meeting and the people at the meeting would be able to see and hear you.

This will give you access to information about your family member/friend's care and progress and the chance to take part in these meetings.

Professionals can also attend these meetings using video links from other places.

What would I have to do?

If your family member or friend agrees for you to be invited to a meeting, we will write to you giving you the choice to attend using this technology.

If you choose this option, we will arrange this with you and your local secure unit.

You may want to talk about this first with the family member or friend who is in a secure service.

Virtual visits

You will be able to receive video calls using Skype from your family member or friend living in a secure setting.

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

What would I have to do?

For a 'virtual' visit, you will need to have access to a computer, laptop or other mobile device with a camera, either in your home or another suitable place.

We can give you instructions on how to prepare for the video call.

If your family member or friend asks for a virtual visit with you, we will contact you to arrange for them to video call you at a convenient time.

To use this service, you will need to agree to stick to the relevant policies and procedures. We will discuss these with you before the first visit.