

Contact us

Ashdown PICU
Fountain Way
Wilton Road
Salisbury
Wiltshire
SP2 7FD

Tel: 01722 820142

Fax: 01722 820180

For information about 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 another format (such as large print, audio or Braille) or another language, please call the PALS number.

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Avon and Wiltshire 
Mental Health Partnership NHS Trust

Welcome to Ashdown Psychiatric Intensive Care Unit



Information for service users

You matter, we care

This leaflet gives you some information to help you settle into Ashdown quickly and make your stay here a little easier.

What is Ashdown?

Ashdown is a nine bed, male Psychiatric Intensive Care Unit. We sometimes call it 'PICU'.

It is part of Fountain Way Mental Health Hospital in Salisbury.

Why am I here?

You are here because two doctors and a social worker have decided that you need to go into hospital for assessment and possibly treatment for symptoms of a mental illness, under a section of the Mental Health Act.

If you are unhappy about being here, you have the right to appeal. If you talk to staff, we can support you in doing this.

A solicitor or advocate can support you during your admission by giving advice and helping you share any concerns you have. If you would like help contacting one, ask any member of staff.

Visitors

Friends and family can visit at these times:

- Monday- Friday 6pm - 8pm
- Weekends 2pm - 4pm and 6pm - 8pm

Due to space restrictions, only two people can visit at a time. If you would like a visit at a different time, or want a visit from someone under 18, please talk to us so that a special visit can be arranged.

Meal times and snacks



We aim to provide balanced healthy meals and will do our best to cater for any dietary needs you may have.

A choice of dishes will be prepared for you to choose from for lunch and tea.

Meal times are:

Breakfast (cereal, toast, yoghurt): **7.30am - 10.30am**

Lunch (cooked meal): **12.30pm - 1pm**

Tea (cooked meal): **4.45pm - 5.30pm**

Supper (sandwich and snacks): **9.30pm - 11.30pm**

In the morning, you can fill in a menu to choose the sandwich you would like for supper that evening.

Hot and cold drinks and snacks are available 24 hours a day. Snacks usually include: fruit, cake, biscuits, crackers, yoghurt, toast, cereal, and soup.

Restricted items

To keep a safe environment for everyone, some items are restricted whilst you are here. These restrictions also apply to visitors.

- Items which are not permitted at any time include: personal lighters, carrier bags, sharp objects, alcohol or illicit substances.
- Items which will be kept in your locker and which you have restricted access to include: razors, mobile phones with cameras and aerosol cans.

Smoking

Service users can only smoke in the designated smoking areas in the quad or ward garden. Smoking is discouraged between midnight and 6am. This is to encourage a positive sleep pattern and promote recovery.

Money and shopping

On admission you will be encouraged to keep any money, bank cards or valuables in the ward safe.

Every morning, we do a shopping run to the local convenience store. We can buy any snacks, toiletries etc. for you with the money you have in the safe. Once you have Section 17 leave to the local shops, you will be able to buy these items yourself.

If you need help to access your money, please speak to staff. We do a 'Bank run' on Thursdays and can withdraw money for you, with your permission. We can also help you to transfer money into Patient Services (our cash office), which can then be withdrawn on Mondays and Fridays.

Meet the team

Our team will do their best to help and support you through your recovery and pathway back to the community.

Ashdown's team is made up of doctors, nurses, health care support workers and nurse therapy assistants. We also have support from the Therapies team including Psychology, Occupational Therapy, Art Therapy and Physiotherapy. (Please see the photo board.)

When you are admitted, you will be given a Named Nurse, who is a registered mental health nurse. They will make sure they meet frequently with you, so you can share your thoughts, feelings and experiences whilst on the ward. They will work out your care and treatment plans with you. If you decide to appeal against your section, your named nurse will make sure any nursing reports are completed.

Your Named Nurse is: _____

An Associate Nurse will also be involved in your care.

Your Associate Nurse is: _____

If your Named Nurse is not in, another member of staff will be chosen to help you with any questions or concerns you have.

See the notice board opposite the nursing office for information about your nursing team.

Activities and occupational therapy

Activities available here are:

- Planned group activities
- 1:1 activity sessions
- Art psychotherapy group
- Creative artwork
- Relaxation classes
- Playing music
- Using the Wii or PS4
- Watching DVDs
- Playing miniature pool
- Gardening



We also hold regular themed nights such as 'smoothie making' and 'create your own pizza'.

Once you have 'garden leave', you can sit and enjoy the fresh air or play table tennis outside. Once you have Section 17 leave, you might also be able to do cookery, join in with groups on Beechlydene (our neighbouring ward) and go to the gym.

Our nursing therapy assistant will be happy to do an occupational therapy assessment with you to help you work out what you would like to do while you are here.

Staff shift times

We work on a three shift system.

Early: 7am - 3pm

Late: 1.30pm - 9.30pm

Night: 9pm - 7.30am

The Nurse Therapy Assistant works 3 days a week which includes one day at the weekend.

When new staff start their shift, there will be a handover period of about 30 – 45 minutes. During handover periods, staff will always be staff available to assist you.

Ward rounds and reviewing your care

When you are first admitted, a care planning meeting will be set up to take place within the first two weeks. (This is often called a CPA - Care Planning Approach meeting.)

Apart from you, other people will be invited to attend this meeting including your care co-ordinator (if you have one). If you would like a family member or friend or advocate to be invited, please tell us.

Once a week, the consultant psychiatrist and one of the nurses will meet you to discuss your treatment, medication, Section 17 leave and steps towards returning to the community. We will ask you what time you would like to be seen and what you want to say at this meeting. There may be some occasions where you will be seen twice, we will let you know if this is required.