Here to help you....

Your introduction to

The Agnes Unit

September 2011

Some people may need someone to support them to go through this information so that they can understand it. We have used symbols from the Change Picture Bank, Somerset Symbols Project and PCS.
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Welcome to the Agnes Unit.

This booklet tells you lots about the Unit.

We hope that you find the information in this booklet helpful.

More information is available at the Unit.

If you have more questions please ask and we will do all we can to help you.

If you or a member of your family have had to come into the Unit suddenly, there may be things that you need to sort out or people that you want to contact. We will ask you or your carer about this so that we can help you if you would like us to.

**Unit Address:**
The Agnes Unit
400 Anstey Lane
Leicester
LE7 7GL

**Telephone:**
0116 295 4007
Introduction: Your Information

Your name:

People important to you:

Named Nurse:

Consultant (Doctor):

Other Key Staff:

Do you need help with understanding and speaking up? We provide information in lots of different ways and have interpreting services we can contact for you.
Introduction:
What does the Unit believe?

The Unit staff are here to support you to work towards getting better.

We help you to work towards getting better by:

• Listening to you. It is important to us that you have your say
• Helping you to make choices for example what to do in the day or whether you prefer to have a male or female named nurse
• Treating you with respect, dignity and compassion
• Recognising the role of your carers, family and friends
• Respecting your culture, spirituality, life experiences and values

Trusting each other and respect is really important
Introduction:

What does the Unit do?

We are an in-patient Unit (hospital).

We have some places for people who need to stay with us for a longer time usually 18 months to 2 years and some shorter stay places.

Some people come in on a “Section” under the Mental Health Act whereas some people come in voluntarily or “informally”

We offer assessment, treatment and support for adults with a learning disability.

The person coming to the Unit may be having problems with their mental health or behaving in a challenging way.

This may be because they are on the autistic spectrum and they are finding life in their community very difficult, or they may have dementia or they may have a forensic (criminal) history and want help to try and get back to their community.
Introduction:

What does the Unit do?

We are not a hospital that looks after people who are physically unwell or need an operation.

If someone becomes unwell while they are in the Unit we have General Practitioners who will visit the Unit.

We do not offer short breaks.

The Unit is part of Leicestershire Partnership NHS Trust.

We provide a service for people who live in Leicester, Leicestershire and Rutland.
Dear Patient & Carers,

We are writing to introduce ourselves as the GP service who will see you while you are at the Agnes Unit.

We are a full time general practice service called Inclusion Healthcare for people who are vulnerable and/or have complex needs.

Sometimes your GP medical records will come to us and this means that we will get to know you very well and will get to know quickly what your health needs are.

When you leave the Agnes Unit you can then register either with your previous GP or with a new one in the area where you will be going.

Any further questions about the Service please discuss with a member of staff from the Agnes Unit.

With kind regards.

Yours sincerely,

Jane Gray
Consultant Nurse

Dr Anna Hiley
Lead GP
How the Unit works:

Patients belongings:

You will need to bring your own clothes into the Unit (please label all clothing) and also toiletries, e.g. soap, shampoo, toothbrush and toothpaste, shaving foam, deodorant etc.

Magazines, puzzle books, photos and games can also be brought with you, but do not bring anything too valuable. If you have forgotten anything, please ask staff who have a small amount of items they can give you.

You may bring a small amount of money to be spent on items you may need. If you are well enough we may take you to the shops to buy things or you can ask staff to get things on your behalf. We have strict rules about how staff can use your money and they cannot take money out of your account on your behalf.
How the Unit works:

Telephones, laptops and televisions

Mobile phones and laptops are not generally allowed on the Unit but we will think about this with you and decide what is best in your case.

There is a patient computer if you want to use the internet and there is a phone you can use.

Please do not bring televisions and stereos with you. If you do bring in your own television you will also need to bring your own TV licence into the Unit. Our staff must check all electrical items before they are used.

Wherever possible we encourage all patients to look after their own things.

We cannot accept any responsibility for the loss of or damage to your things, including money, unless you have been given an official receipt from the Trust.
How the Unit works:
Patients meals snacks and refreshments

Meals are served at:
Breakfast 8.00am
Lunch 12.00pm
Evening meal 5.00pm

We aim to provide you with a mix of healthy meals that looks after your dietary and cultural needs.

We will offer you:

- A choice of meals e.g. Halal food, Vegetarian food including vegan, supplements, full fat milk etc.
- Snacks including fruit, bread, Jam, biscuits and cheese
- Theme nights e.g. Chinese, Thai, pizza, fish and chips

Mealtimes are protected which means family and friends cannot visit at these times. This is so people can enjoy their meals in peace and quiet.

If you miss a meal and would like fruit or a snack, please ask staff.

If you would like a hot or cold drink you can ask a member of staff at anytime – you may be able to make your own in the kitchen or therapy suite.
How the Unit works:

Patients Smoking

We aim to make sure that you are cared for in a clean, safe and pleasant place.

As an NHS service, we are concerned about the risks of smoking to general health both for those who smoke and for those who have to be near smokers. The law also says people should not smoke in public buildings so we do not allow smoking on the Unit.

There are areas outside where people are allowed to smoke. A member of staff will show you where you can smoke.

If you would like to think about giving up smoking, our staff will be very pleased to help you with this.

Staff and visitors are not allowed to smoke on the Unit, in the grounds or premises owned by LPT.

It might take you a bit of time to settle in, but in time you will. We will support and help you to settle.
How the Unit works:
Patients having visitors

Visiting Times
**Weekdays**: 1pm-3pm & 6pm-8pm
**Weekends and Bank Holidays**: 10am-11.30am, 1pm-3pm, 6pm-8pm

We ask visitor’s to report to reception where a member of staff will collect you from the visitors waiting area.

You may have visits in the therapy suite or in the private visitors room. A member of staff may have to stay with you throughout the visit.

Before coming all visitors should ring the shift leader to check it is OK.

Children are not able to access the in-patient areas, but, if a patient wants to see their children or family members a family room is available. This needs to be arranged with the shift leader well in advance.
Meetings about your care – CPA

In the Unit we use the Care Programme Approach (CPA).

CPA is in place to make sure that you get the support you need and that everybody works together.

You might already be part of this programme.

You will have a CPA Care Co-ordinator who will be responsible for overseeing your care.

Your Co-ordinator and your named nurse will work closely together.

If you would like to know more about CPA, we have a more detailed leaflet. You can ask the nurses for this.
When you first come to the Unit there will be an admissions CPA meeting. At this meeting you, your family and the Agnes Unit Team meet to discuss how to support you and help you to get better.

It is important that we ask people who can help you to come to your meetings. This means that sometimes we will have to ask people that you do not choose to attend your meeting for example the doctor.

You may have more CPA meetings to talk about how you are. We will be talking about how to help you to go home as soon as you are well enough. You may need to be observed by nurses, how and when will be explained to you by the doctor in your admissions meeting.

You may need the doors locked because you are on “section”. If this is the case we will try to explain to you why you cannot go out on your own or around the unit without a member of staff.
How the Unit works:

Communication

If you are on a section this will be explained to you.

To help you understand what is happening to you we have lots of easy word and picture information that may help you including about the Mental Health Act, your tablets and lots more.

Sometimes you might need someone to speak up for you, this is called an advocate.

We can ask for an advocate to come and spend time with you so that your views can be heard.

We have a list of advocacy services that you can choose from.

Every week you will have a clinical review with the Doctor and named nurse to talk about your care.

If you wish you can ask your carer, family member or a friend to come to this review.
If you do not agree with being on a section you can appeal. You or you carers can ask for more details about this. It should all be explained to you when you are admitted if you are on a section.

If you do not agree with what the doctors say about your care you can ask for a second opinion.

At nurses ‘handover’ meetings they make sure they share information about your care and the needs of each patient on the Unit.

Once a month the nursing staff support patients to meet with the unit manager to talk about how the unit works and how to make it better.
As you get better or better to go home you may have short periods of home leave as part of your stay at the Agnes Unit.

‘Leave’ means you can spend time away from the Unit but not be discharged.

If you leave the Unit you may have to return to a different bed or Pod (ward) if the bed has been used for someone else who is unwell.

The CPA process will make sure that your health and social needs are met when you leave the Agnes Unit (discharged). You may stay at the Agnes Unit for some time but we will try and make sure you can go home as soon as you are well enough.
Discharge is when you are well enough to leave the unit and do not need any more help from the team on the unit.

You will stay on the CPA process and will have a follow up 7 days after your discharge.

If you are on a section you have to wait until you are taken off it before you can leave. If you are an informal patient you can choose to leave at any time but if we do not think it is best for you to go we will explain this to you and try to encourage you to stay with us.

When you leave we will make sure that our community team are there to support you if you need them.
How the Unit works:

About the building: getting in and out

The Agnes Unit has a main entrance at the front of the building. In the daytime during the week the doors are open and there are people to help you on reception.

At evenings and weekends these doors are locked.

To get into the building you have to ring the bell, use the intercom by the front door or ring the mobile number you can find on the door.

The grounds are secure so people cannot get in or out through any other doors. There is 1 side door that can be used if people find reception too busy.

Inside the unit has some locked doors. This is to help people keep safe.

If you do not need the locked doors we will ask the D.O.L.S (Deprivation of Liberty) team to assess how we can help you to get around the unit freely or out in the community.
How the Unit works:

About the building: How to get around the Unit

We know that coming into a hospital like the Agnes Unit can be very difficult and frightening, especially if this is your first time.

The staff are here to help you.

We will show you around the ward and introduce you to patients and other staff when you are ready.

There are 5 pods on the Agnes Unit, they are small and homely and only have 4 beds. Each pod has a colour and a number that will help you to find your pod. There are circles in the floor that you can follow to help you find your pod.

There are a lot of other rooms in the Agnes Unit, some are for patients and some are for staff. There are certain areas that patients are not allowed to go in for their safety, there is signs on the doors to indicate this.

There is a simple map at the back of this booklet to help you find your way around the building.
How the Unit works:

About the building; The therapy suite

The Therapy Suite is a special area where patients can go to relax, take part in groups or carry out day to day living activities such as cooking, exercise, washing clothes. It has:

- A quiet room
- A kitchen
- Activity rooms for craft activities such as drawing, painting and pottery
- A computer room with patient internet access.
- A gym
- A games room for the Wii
- A sensory room
- Large gardens with a gardening project, with raised beds and an area to grow vegetables
- A fenced basketball court and football area
- The therapy suite has a laundry where you can wash your own clothes, with help from our staff if necessary. You may prefer to ask relatives or friends to take your washing home for you.
The Unit is committed to providing a safe and pleasant place for patients, staff and visitors.

We aim to provide high standards of care and service, and in return, we expect everyone to be treated with respect.

Please help us to keep the Unit safe by not drinking alcohol or taking drugs whilst you are an inpatient. If you need any help or advice about alcohol or drug use, please talk to your named nurse as specialist help is available.

Please do not bring dangerous objects, such as knives into the Unit. Items such as razors, lighters and nail scissors should be given to staff for safe keeping until they are needed.

If you do not follow these rules it can be upsetting for other patients staying on the Unit and for the staff.
We may ask you or your visitors to leave your Bags and belongings locked in reception while you visit.

We may have to say certain visitors cannot come onto the Unit if we feel it is not safe for you, the patients or the staff.

We may need to search patients and patients belongings if we think there are risks.

If you see anything you think is dangerous please tell a member of staff.

Some of our patients are very unwell and from time to time may behave in ways that are frightening or even lead to people getting hurt. We try to make sure that this does not happen but we need everyone to understand how important it is to think of others and their safety.

Our staff are specially trained in supporting people physically if they become violent.
How the Unit works:

About the staff: Who works here?

At the Agnes Unit there are teams of staff to meet your needs, these are:

- Management team
- Medical team: Doctors, Consultant Psychiatrist, Junior Doctors, Trainee Dr’s
- Nursing Team: Matron, senior Nurses, Staff Nurses, Health Care support Workers.
- Core Therapy team: occupational therapist, psychologist, speech and language therapist, physiotherapist and nurses
- Administration team
- Hotel services team: laundry, food and cleaning
- Support team: maintenance and health and safety
- Outreach team: working with people in the community
You will have a named nurse who will work with you, your carers and the doctor to complete a full assessment of your needs.

We will work with you to develop a care plan.

A care plan tells you what the doctors and nurse will do.

Your care plan will be about you as an individual.

The care plan will be written down. You will be given a copy of your care plan so you can understand it.

Your carer can also have a copy of your care plan if you want them to.
How the Unit works:

About the staff: who is who

Nursing staff wear a uniform and can be identified on the photo board which is in the Reception.

Registered nurses/named nurses wear a dark blue t-shirt

The Therapy team play a really important part in helping you to get better.

On the Therapy Suite there is a programme of activities that will allow you to:

• Increase your activity levels and give you structure and routine to your day

• Help you feel happier around others

• Improve how you feel about yourself, your confidence and motivation

• Look at opportunities in the community for when you leave the Unit

• Express yourself creatively

• Maintain and develop your skills
An important part of our work is training the doctors, nurses and other professionals for the future. Students in training often spend time working on the Unit. All students are supervised by fully qualified staff members. On occasions, we may ask you or your family members if you are happy for a student to provide your treatment. You and your family member have the right to say no and then you will not be seen by the student. This will not affect the care you or your family member receives.

Research and work to look at how we make our services better are important if we are going to give a good service. We are always looking for ways to involve patients and carers in this – please let us know if you would like to take part.

Sometimes the Unit is involved in research projects, and it is possible that we may ask you or your family to help. This will only happen if you say so, and you have the right to say no. If you say no it will not effect the care you receive.
We want people to tell us what they think about the Unit.

If you are unhappy about something we would encourage you to speak to the senior nurse or unit manager. If you are not happy with their answer and you want to complain we have a leaflet that tells you how to do this.

If you hear or see something that you think makes a patient unsafe or that hurts them you can talk to any of the staff at the Unit that you feel comfortable with. We will take what you say very seriously and support you. We also have leaflets to help you.

We have a suggestions and comments box in the waiting area near reception which you can use to tell us ways we can do things better.

It is always good to hear about the things people like about the unit. If you think something is really good we would like to hear about it. You can tell a member of staff or there are forms in reception for you to write it down.
Key
1 – Reception
2 – Family room
3 – Visiting room
4 – Women’s lounge
5 – TV/games room
6 – Faith room
7 – Leaf chair room
8 – Nursing office
9 – Arts & craft
10 – Dining room
11 – Sensory room
12 – Gym
13 – Kitchen
14 – Laundry
15 – Computer /quiet room
16 – Meeting rooms
17 – Courtyards
Further Information

If you would like further information you can talk to Reception or phone the Shift Leader on 0116 295 4007.
We can provide the information in this document in other formats such as large print, Braille, an alternative language or audio version. Please contact:

Agnes Unit Reception: 0116 295 4007
Email: equality@or.oh.nhs.uk