

# Welcome to Heather Ward

## Patient information leaflet



Heather Ward  
Bradgate Unit  
Glenfield Hospital  
Groby Road  
Leicester LE3 9DZ

Ward office: 0116 225 2559

Patients' telephone: 0116 225 2636

Email: [feedback@leicspart.nhs.uk](mailto:feedback@leicspart.nhs.uk)

Website: [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)

Daily visiting times:

3pm - 6pm

6.30pm - 8.30pm

We have to make sure that each patient is in the right place to receive the support they need. This may mean that you could be moved to another bed within this ward or to another ward during your stay. We appreciate your patience and understanding with this to allow us to make sure everyone gets the support they need.

The artwork on the front of this leaflet was contributed by a service user.

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# Your information

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Name

Named nurse

Consultant

Junior doctor

Ward clerk

Nursing team members

Other key staff

Throughout this leaflet, there are quotes from people who have stayed on the ward to explain what it's like to be a patient. A special thanks to everyone who contributed their ideas.

**“It’s natural to feel scared or overwhelmed at first, but you will soon be on the path to recovery....”**

## Welcome to Heather Ward

A warm welcome to you from all the team on Heather Ward. We are an 18 bedded female ward providing care for women who have acute mental health problems. We aim to promote recovery and provide care sensitive to the needs of women.

We know that coming into hospital can be very difficult and frightening, especially if it is your first time on the ward. The staff are here to help you and as you feel ready, we will show you around the ward and introduce you to patients and other staff. If you have had to come into hospital suddenly, there may be things that you need to sort out or people that you want to contact. We will ask you about this so that we can help you if you would like us to. The ward staff are here to support you to work towards your recovery.

More information is available on the ward, but if you can't find what you're looking for please ask a member of staff and we will do all we can to help you.

### Transfer between wards

It is important that you are informed that sometimes we have to transfer patients between wards to accommodate new admissions. What this means is although you may have been admitted to one ward it may be necessary to move your care to a different ward. You will still receive the high standard of care and your care plan and information will follow you, this would only happen after we have looked at all options.

## Safety of patients and staff

We are aware that being in hospital can be very frightening, and staff will be keen to talk to you about how we can help you to feel safe. Please tell staff if you feel worried or unsafe at any time, or if you feel concerned about the safety of anyone else on the ward. If you would prefer to talk to someone outside of the ward, you can contact the ward Matron or any of the advocacy services provided on page 26. If you wish to make a complaint about safety on the ward, this will be carefully investigated and we will do all we can to maintain the safety of everyone while this happens (please see page 24 for further information).

Violence and abuse is not to be tolerated by anyone on the ward, and this includes staff, patients and visitors. We will press for the maximum possible penalty for anyone who behaves in a violent or abusive way.

We aim to provide high standards of care and service and, in return, we all expect to be treated with respect. The ward staff and the organisation are committed to providing a safe and pleasant environment for people who use the service and our staff.

Please do not bring dangerous objects, such as knives into our premises. On admission, staff will advise you what items (for example razors, nail scissors and lighters) need to be placed in safekeeping during your stay. You will be advised how to access such items if needed.

“ We need to know the rules from day one. ”

The ward is a busy place, but we hope you will soon feel settled with us. The nurses will tell you about groups and activities that are planned for each shift.

Failure to respect this code of behaviour can cause distress to others staying and working on the ward.

If you are suspected of carrying any dangerous items, alcohol or illegal drugs you may be asked to consent to be searched.

### You can expect us to:

- treat you with a professional standard of care, by appropriately qualified and experienced staff in a clean and safe environment
- tell you about your treatment and care and listen to your views about what you need
- ask you for your informed consent to any treatment
- enable you to make choices and regain control over your life
- treat you with respect, dignity and compassion at all times regardless of your gender, race, religion or belief, sexual orientation or disability
- let you see your own health records and keep your confidential information safe and secure
- respect your culture, spirituality, life experiences and values
- recognise the role of your carers, family and friends and keep them informed of your progress if you wish

### In return we ask that you:

- provide us with the necessary information about your condition, symptoms or medication in order to provide appropriate care
- treat our staff with the same respect you expect from them
- only smoke in the main garden area
- accept that you could be moved to another bed or ward during your stay
- are not violent or abusive towards anyone
- do not bring alcohol into the Bradgate Unit
- do not bring illegal drugs into the Bradgate Unit
- do not bring dangerous objects, such as knives into the Bradgate Unit. Items such as razors, nail scissors and lighters should be handed to staff for safe keeping until they are needed
- respect that this is a hospital environment and DO NOT take any photographs or video recordings

## How does the ward work?

Your care will be provided by a multi-disciplinary team including doctors, nurses and other professionals (please see page 9). We aim to provide inclusive services for everyone that respond to the needs of the individual. You will be given a named nurse who will work with you to complete a full assessment of your needs. We appreciate that everyone is different and will work with you to develop a treatment plan that aims to meet your needs. This plan will be written down and you will be offered a copy.

Our aim is to support you in your recovery so that you feel well enough to return home. Every week, you will have the opportunity to participate in reviewing your care with the team at a multi-disciplinary review. If you wish, you can invite your carer, family member or friend to attend with you. At all times your needs and views are central to the process of planning your discharge. Part of this process may include having short periods of home leave. Please note that if you have leave from the ward, you may return to a different bed or ward. The CPA process will ensure that follow-up arrangements will continue to meet your health and social care needs.

### **Daily review, Monday - Friday at 9am**

The care team review your needs on a daily basis (Mon - Fri). They discuss your current health and social needs, your risks and discharge. You will be fully involved if there are any changes to your care as a result of discussions at these meetings.

### **Care Programme Approach (CPA)**

There is a national system for delivery of care in mental health services called the Care Programme Approach (CPA). If this applies to you, you will have a CPA care co-ordinator who will be responsible for overseeing your care. If you would like to know more about CPA, we can give you a leaflet.

Nursing staff have a change of shift three times a day – early morning, lunchtime and late evening. At these times, nurses have a handover meeting to ensure that we share information about the care and needs of each patient on the ward.

### Who makes the decision?

If you have been detained under the Mental Health Act, your consultant will need to decide about your leave - this is called a section 17 leave and they may have to get permission from the Ministry of Justice. They will need to write down the duration, destination, frequency and type of leave before you will be allowed to go.

The multi-disciplinary care team will make the same decisions about all other patients.

## Taking leave from the ward

Leaving the ward for periods of time will be part of your recovery. Leave will help both you and your care team to see what progress you are making and to make plans for the future. You will be fully involved in planning any leave.

### What is the purpose of leave?

The reason for leave will vary. It can be for recreational and therapeutic purposes. For example you may be given leave to

- go for a walk in the grounds
- attend college or do voluntary work
- go shopping to see how you are able to budget and manage
- go home to see how you manage

### Different types of leave

Leave will either be escorted (with a member(s) of staff) or unescorted. Leave will be given for a period of time - anything from 30 minutes to a week or more and can be for a specific purpose.

When you return from leave we will ask you and your relative or carer how it went. This feedback is recorded in your clinical notes and will be used as part of the on-going risk assessment which provides information for the multi-disciplinary team to base clinical decisions about your care, e.g. can you have further leave, more extended leave, do you need to have leave to see how well you can use public transport, etc.



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## Who's who on the ward?

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All staff wear name badges, and can be identified on a photo board on the ward.

Many different members of staff will contribute to your care or be part of your multi-disciplinary team while you are on the ward. We have provided brief explanations of their roles below and hope this is helpful. Please note that nurses, psychiatrists, a ward clerk and an occupational therapist are the only staff based on Heather Ward.

### Mental health nurses

**Matron:** navy blue tunic with red trim

**Deputy Matron:** navy blue tunic with white trim

**Mental Health Nurse:** mid blue tunic with white trim

The qualified nurses on the ward have completed specialist training in mental health nursing. Your 'Named Nurse' is the nurse on the ward who will be your main link while you are in hospital.

The ward Matron is the senior nurse in charge of the ward.

**Healthcare support workers** (pale blue tunics with white trim) - Healthcare support workers are unqualified nursing staff who work on the ward under the supervision of a qualified nurse.

“Good care is about human kindness, dignity and freedom of expression.”

“ It might take a bit of time to feel settled, but in time you will. ”

**Psychiatrist** - A psychiatrist is a doctor who specialises in the diagnosis and treatment of people who have mental health problems. Psychiatrists have undergone specialist training and may diagnose illness, prescribe medication and other forms of appropriate treatment.

**Consultant psychiatrist** - A consultant psychiatrist is an experienced mental health doctor with additional specialist training in psychiatry. The consultant is medically responsible for the care of people receiving mental health services and also supervises junior doctors.

**Social workers** - Social workers have specialist training and experience in assessing mental health difficulties and are familiar with the problems experienced by users of mental health services and their families. They will organise social care support for people in contact with mental health services, such as helping with housing and getting welfare benefits. Some social workers are involved in assessing a person for possible admission to hospital under the Mental Health Act.

**Clinical psychologist** - A clinical psychologist has a psychology degree together with clinical training in psychology. Clinical psychologists are trained in research, assessment and the application of different psychological therapies.

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**Ward clerk** - The ward clerk works to ensure the smooth running of the ward by supporting clinical staff and undertaking administrative and secretarial tasks.

**Occupational therapist (OT)** - Occupational therapists are qualified healthcare professionals who use purposeful activities to treat people with physical and mental health problems. They work as part of a team to identify problems caused by people's conditions and find ways of coping with these to encourage independence and a better quality of life.

**Pharmacist** - A pharmacist is a healthcare professional who ensures that the medications that service users receive are safe, effective and appropriate.

**Psychotherapist** - Psychotherapists help people to be in more control of their own lives by helping them understand themselves and their relationships with others. They provide therapy on a one to one basis and in groups. There are many different types of psychotherapy (also known as talking therapies).

**Named nurse/Care coordinator** - Your named nurse/care coordinator will work with you to ensure that your personalised care plan is implemented. The named nurse/care coordinator has overall responsibility for your care, and he or she will monitor the services you receive. This will include

“ **Having time on the ward helps to bring things into balance.** ”

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ensuring that all the professionals involved in your care are working together and that regular reviews of your care are undertaken.

**Therapeutic Liaison Worker (TLW)** - the TWL will design a timetable of activities and groups each week. This timetable and further information is displayed on the notice board.

**Community Mental Health Team (CMHT)** - A multidisciplinary team offering specialist assessment, treatment and care to people in their own homes and the community.

**Community Psychiatric Nurse (CPN)** - CPNs are qualified nurses who work with people in the community. They work as part of a CMHT and may see people in a variety of settings such as at a health centre or in a patient's own home. They work with patients to develop care plans, provide ongoing support with problems, supervise medication, give injections and help with counselling.

**Single Point of Access (SPA) Acute Assessment and Home Treatment Team** - a team of mental health professionals who can support people at home who would otherwise need to be admitted to hospital. The team can also enable earlier discharge from hospital.

**Inreach Service** - The aim of the Inreach Service is to provide help and advice with housing, benefits, debt and financial issues.

“ The staff are all here to help you during your stay. ”

## What do I need to bring to the ward?

Each patient has limited personal space for storage. Whilst we encourage you to bring some personal possessions to make your stay more comfortable, we ask that you do not bring more than you need. Unfortunately we cannot provide storage for any excess belongings so will ask that you send them home with your family.

Wherever possible we encourage all patients to be responsible for their own possessions. We do provide lockers to keep small sums of money and belongings safe. We advise you not to bring valuable items, such as jewellery on to the ward. We cannot accept any responsibility for loss of or damage to personal property, including money, unless you have been given an official receipt from the Trust.

Generally we ask that you do not bring items such as televisions, stereos or laptop/tablet computers with you. Our staff must check and authorise any electrical items before they are used.

- casual clothes
- shoes/slippers
- dressing gown
- glasses
- hearing aid
- dentures
- toiletries
- a small amount of money for buying day to day items
- books, magazines, puzzle books, games
- items such as photos which may help you to feel at home

If you have forgotten anything, please ask a member of staff who may be able to help with emergency items.

### Mobile phones, cameras and recording devices

All patients and visitors are reminded that this is a hospital environment, and although we allow the use of mobile phones to make and receive calls, they must not be used for photographic or videoing purposes. This is to protect and respect the privacy and dignity of everyone. Failure to comply with this request may result in legal action being taken.

**“ Don’t be afraid to ask about your medication if you don’t understand or would like more information. ”**

## **Telephone and Internet access**

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There is a payphone on the ward where your carers, family and friends can call you. The number is 0116 225 2636.

If you need to make a private phone call, for example to your care team, solicitor, benefits or housing agency, please ask a member of the nursing team who will be happy to give you access to a telephone.

We hope to be able to offer computer and Internet access, please ask staff for details.

## **Your medication**

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If we have prescribed you any medication, you can ask for the pharmacy department to give you a leaflet on it. This leaflet will explain the purpose of your medication, and any common side effects. You can also ask to talk to a member of the ward staff or a pharmacist about your medication, and we will explain things to you in a way you prefer.

## **Vehicles and driving**

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As an inpatient, we ask you not to bring vehicles onto our premises or car parks unless you have agreed this with your consultant psychiatrist and named nurse.

As both mental health difficulties and medication can affect concentration, please ask your consultant psychiatrist for advice before you drive a vehicle.

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## Laundry

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All wards have a laundry where we would encourage you to wash your own clothes, with help from our staff if necessary. Please bring washing products with you. Or, you may prefer to ask relatives or friends to take your washing home for you.

## Meals, snacks and refreshments

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Meals are self service and we encourage everyone to eat in the dining room. Meals are served at:

Breakfast 8.30am - 9am

Lunch 12.00 midday - 12.30pm

Evening meal 6pm - 6.30pm

We can cater for a range of dietary requirements, including diabetic, gluten free, vegetarian, vegan, halal and multicultural food. Please inform a member of staff if you have any special requirements so that we can order this for you.

If you miss a meal or require fruit or a snack, please tell a member of staff. You will have access to hot and cold drinks and there is a locked fridge where you can store your own food. Snacks are available in the evenings.

We will offer you:

- a choice of dishes to suit your individual dietary needs
- a choice of portion size
- any help you need to use our catering services.

“ Ask for any help and information you want about what’s happening. ”

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## Getting money

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Money and giros can be deposited in the patients bank for safekeeping. You can organise with the cashier to have certain bills paid. Please speak with the ward clerk for more information on this. A cash machine is located in the main reception of Glenfield Hospital.

## Buying things

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A trolley comes to the ward each day selling sweets and newspapers and other items. There is a newsagents shop in the main hospital near to reception. There is also a charity shop outside the main hospital entrance near the car park.

## Smoking and the environment

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The Trust became smoke free in October 2016 and promotes nicotine replacement therapy products that are free from our pharmacy. The ward will allow the use of disposable e-cigarettes that can be purchased from a vending machine within the unit. E-cigarettes may only be used within the ward gardens and not within the wards. We cannot recharge e-cigarettes and will only allow the use of the e-cigarette from the vending machine. Please do not bring any other vaping devices to the unit. If brought in they will either be kept by ward staff for safe keeping or sent home with family or friends.

If you would like help to stop smoking please let the nursing staff know and they will contact the Smoking Cessation Team for you.

Alternatively for free confidential advice and support to quit call  
**0300 123 1044.**



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## Illegal drugs and alcohol

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Illegal drugs and alcohol are not allowed in the unit. Any alcohol will be taken from you.

Anyone suspected of, or found in possession of drugs will be reported to the police.

If you need any help or advice regarding alcohol or drug use, please talk to your named nurse as specialist help is available.

## Visiting times

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To avoid meal times, our daily visiting times are:

3pm - 6pm

6.30pm - 8.30pm

We ask visitors to report to the nurse in charge when they arrive and when they leave. If you ask, staff will make arrangements for you to talk privately with relatives and friends. We ask all visitors not to enter any bed areas to respect the privacy and dignity of others.

### Children

As children are not allowed on to the open ward, we do have facilities for family visits. Please speak to a member of the ward staff in advance who will be happy to arrange this for you.

Any visitors suspected of carrying any dangerous items, alcohol or illegal drugs may be denied access to the ward.

**“ We’re all different and staff need to understand this. ”**

## **Student training and research**

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An important part of our work is training the doctors, nurses and other professionals for the future. Students in training regularly spend time working on the ward. All students are supervised by fully-qualified staff members. On occasions, we may ask if you are happy for a student to provide your treatment. If you do not want a student to assist with your care, please tell your nurse.

You may be asked if you are willing to take part in research. If you say no, your care and treatment will not be affected.

## **Privacy and dignity/same-sex accommodation**

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We are committed to making sure that all patients receive high quality care that is safe, effective and focused on their needs. The nursing staff will ensure that your privacy and dignity will be maintained throughout your stay. If you have any concerns about this, please talk to a member of the ward staff. We will try to provide care in surroundings that take account of your personal and/or religious needs.

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## Spiritual, religious and cultural needs

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Your named nurse will ask you if you have any spiritual, religious and cultural needs, and together you can agree on how we can best meet these needs.

We can provide the following to meet your needs:

- an appropriate area for private prayer
- information on local religious support
- an acceptable diet
- a high-quality, confidential interpreting service, and
- books and written information in various languages.

Healthcare chaplains are available to anyone who uses our services. Whatever your particular faith, the chaplain can arrange for you to receive suitable help and support. You can ask any member of staff to contact the chaplains or you can call them on 0116 295 7569.

## Disability and individual needs

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As an NHS Trust, we are committed to valuing people's differences and treating everybody fairly and equally. We aim to provide services that are responsive to individual needs, taking into account race, religion, disability, age, gender and sexual orientation.

Your named nurse will work with you to assess your individual needs and together you can agree how they can best be met.

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## Confidentiality

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By law, all staff working within the trust must keep information confidential. We carefully store all healthcare notes. Other people involved in your care may need to see some information, for example members of the care team. You have a right to ask who we are giving this information to and what this information is. If we need to pass any information to people outside the care team, we will normally ask your permission. For example, your named nurse may need to talk to a housing officer about your needs.

There may be times when we need to pass on information to avoid a risk to yourself or others. We will normally discuss this with you beforehand. However, if staff are very concerned, they may pass on this information without your permission.

If you would like more information, you can ask staff for a copy of our leaflet 'How we use your information in the NHS'.

**“ This is one  
giant stepping  
stone to your  
next phase  
of life. ”**

## Access to your healthcare records

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You have the right to see the records written about you.

- If you would like to look at these records, you should contact either your named nurse, your advocate or your consultant psychiatrist. They can discuss your records with you on an informal basis or help you to make a formal application.
- When you see your records, a member of staff will be there to answer any questions you may have and to explain terms you may not understand.
- If you feel the information in the record is incorrect, you can ask your named nurse or consultant to discuss the possibility of amending them. You also have the right to challenge the contents of records, and we will give you the opportunity to add your own views.

### Language and communication

We can offer information and an interpreting service in a number of different languages for those people whose first language is not English.

**“You will meet some lovely people during your stay.”**

## Activities and other services

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### Acute Recovery Team

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Occupational therapy staff working in the Acute Recovery Team can offer you opportunities that allow you to take more control of your recovery whilst in hospital. They will also assess your skills for daily living through the activities offered. The programme of activities will allow you to:

- maintain and develop everyday skills such as cooking and shopping
- increase your activity levels and provide structure and routine to your day
- socialise and feel more comfortable around others
- increase your self-esteem and self-confidence and motivation
- explore opportunities in the community in preparation for discharge, and
- express yourself creatively.

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## Ward activities and groups

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There is a notice board on the ward giving information about daily groups and activities that you may wish to get involved in.

We have some supplies of books, DVDs, games and craft materials etc – please ask any member of staff if you would like to use these.

A selection of books are available.

## Ward Meetings

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Ward meetings are held weekly. You can find more information about the ward meetings on the ward notice board.

## Wellbeing Clinics

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Staff hold regular Wellbeing Clinics on the ward to give you an opportunity to talk about how you can take care of your physical health. We can offer a range of health checks and information about healthy living and how this can help you with your recovery.

We dedicate one day a week to activities on wellbeing, to give protected time to things like physical health checks, sharing information about wellbeing and time at the gym (you can also use the gym throughout the week).

**“Use the gym,  
do art,  
get together  
with others,  
take a walk.”**

**“Be healthy  
and active.”**

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## Patient Advice and Liaison Service (PALS)

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Our PALS Team is here to help you with any compliments, questions, comments or concerns you may have relating to our services. **We can help you by:**

- providing confidential advice and support to anyone who uses our services, their families and carers
- listening to any suggestions, queries or compliments
- liaising with our staff to resolve any issues you raise as quickly as possible
- providing information on services and local support groups
- helping to sort out health concerns on your behalf
- giving you information on how you can get involved in helping us to develop our services

## Concerns

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All our staff strive to provide the best possible care and service. However, occasionally things can go wrong and you might feel unhappy or concerned about the care or treatment you or someone you care for has received. The first thing you should do is talk to a member of staff at the place the care or service was provided to try to resolve things. If this does not resolve your concerns, you can contact a member of our PALS Team and they can help you to decide what steps to take next.

## How to get in touch with us:

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Tel: 0116 295 0830  
Mon to Fri 9am - 5pm

Email:  
PALS@leicspart.nhs.uk

PALS  
Leicestershire Partnership NHS Trust  
Room 170  
Penn Lloyd Building  
County Hall  
Leicester  
LE3 8TB



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## How to make a complaint

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We provide high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire County and Rutland.

All our staff strive to provide the best possible care. However, occasionally things can go wrong and you might feel unhappy about the care or treatment you or someone you care for has received.

If this is the case, the first thing you should do if you feel able, is talk to a member of staff at the place the care or service was provided to try to resolve things.

If you don't feel able to raise your complaint with the service, or are not satisfied with their response please contact our Complaints Team who will be happy to support you through this process. We will get in touch with you within three working days to let you know what we are doing to investigate and when you can expect to hear from us. We assure you that your future care and treatment will not be affected should you make a complaint.

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## How to get in touch with us:

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**Tel:** 0116 295 0831 Mon to Fri 9am - 5pm

**Email:** [Complaints@leicspart.nhs.uk](mailto:Complaints@leicspart.nhs.uk)

**Write:** Complaints Team  
Leicestershire Partnership NHS Trust  
Room 170  
Penn Lloyd Building  
County Hall  
Leicester  
LE3 8TB

**“ Getting in contact with others can be a good support network. ”**

## Advocacy

Advocacy is a way of representing people's interests. Advocacy can empower you to express your personal views and needs (for example, by accompanying you to meetings or helping you to write letters) so that you can get your rights and entitlements. Advocacy can also assist you to make informed choices by offering you the information you need.

Your named nurse can help you to choose an advocacy service if you want. You will find some useful contacts on the following pages. Your named nurse will also make sure that you receive details of any voluntary organisations that may also be able to help or support you. You can contact these services directly, or we can help if you would like us to.

## Useful contacts

### Adhar

79 St Peter's Road  
Leicester

0116 220 0070

A voluntary organisation offering support to Asian people experiencing mental health difficulties and distress.

### Age UK - Leicester

Clarence House  
46 Humberstone Gate  
Leicester LE1 3PJ

0116 222 0555

Information, counselling, support and legal advice for anyone over the age of 55 and their carers.

## Age UK - Leicestershire and Rutland

113 Princess Road East  
Leicester LE1 7LA

**0116 299 2233**

Services include day centres, carer respite service, lunch clubs, minority ethnic outreach service, information and advice, home help, homecare and home visiting service.

## CLASP The Carers Centre

Matrix House  
7 Constitution Hill  
Leicester

**0116 251 0999**

CLASP aims to raise the profile of informal carers in Leicester and Leicestershire.

## Al-anon and Fam-anon

**0207 403 0888**

Advice and support for families and friends of drug users.

## Autistic Society (Leicestershire)

**0116 291 6958**

Provides support and information and encourages better understanding of autism.

## Crossroads - Caring for carers

One Stop Shop  
Wycliffe House  
Gilmorton Road  
Lutterworth LE17 4DY

**0145 555 575**

Advice, information and practical and emotional support for anyone who is caring for someone with mental health difficulties.

## **CRUSE**

Community House  
133 Loughborough Road  
Leicester

**0116 288 4119**

This is the Leicester group of a national organisation which aims to help those who have suffered the loss of a loved one.

## **Focusline**

**0800 027 2127**

Offers confidential support, information and emotional support to any adult in Leicestershire and Rutland who has a mental health problem, as well as to carers and professional agencies.

## **DrinkLine**

**0800 917 8282**

Alcohol advice, support, information and self-help materials

## **Independent Complaints Advocacy Service**

POhWER

**0300 456 2370**

[www.pohwer.net](http://www.pohwer.net)  
Provides free independent advice on how to make a complaint about the NHS.

## **Drug and Alcohol Services**

[www.turning-point.co.uk](http://www.turning-point.co.uk)

**0330 303 6000**

## **Eating Disorders Association (beat)**

**08456 341414**

A national charity providing advice, information and helplines for help and understanding about eating disorders.

## LAMP

65 Regent Road  
Leicester

**0116 255 6286**

LAMP is a mental health charity working in Leicester, Leicestershire and Rutland. It promotes advocacy for people experiencing mental distress and their carers, provides mental health information, promotes mental health and develops services. It has an excellent website providing local information on mental health and a directory of services at [www.lampadvocacy.co.uk](http://www.lampadvocacy.co.uk)

## LEEAP Leicester Ethnic Elders Advocacy Project

33 Chandos Street  
Leicester

**0116 275 5515**

LEEAP serves the black and Asian elderly communities in Leicestershire, and provides an advocacy and information service to users and their families.

## Leicester Lesbian, Gay and Bisexual Centre

15 Wellington Street  
Leicester

**0116 254 7412**

The centre is staffed by lesbians, gay men and bisexuals and it provides a range of support and information.

## MDF – The Bipolar Organisation

**08456 340 540**

A national organisation for people diagnosed as bipolar or manic depressive, and their relatives and friends.

## Mencap

Kimberly House  
Vaughan Way  
Leicester

**0116 242 2740**

A voluntary organisation which supports people with learning disabilities and aims to help them to live full lives.

## CQC Mental Health Act

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
03000 616161  
(choose option 1)  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)  
The CQC deals with complaints from patients and ex-patients of mental health units who are, or have been, held under the Mental Health Act.

## Open Assembly @ Genesis

c/o LAMP  
65 Regent Road  
Leicester  
0116 255 6286  
An independent organisation which represents the voice of service users in the city of Leicester.

## People's Forum

Unit 26 Vulcan House  
Vulcan Road  
Leicester  
0116 262 7952  
An independent organisation which gives people who use mental-health services an equal say in how services are planned and delivered in the county.

## MIND

0300 123 3393  
MIND is a national organisation which provides information and services for those suffering from mental health difficulties, and their relatives, friends and carers.

## Quetzal Project

14-16 Talbot Lane  
Leicester  
0116 253 9103  
A project for women who have experienced the long-term effects of sexual abuse in childhood.

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## Rethink – Severe Mental Illness

**0121 522 7007**

A national organisation which provides information and services for those suffering from severe mental illness, and their relatives, friends and carers. Rethink has many local carers groups in Leicestershire.

## Talk to Frank

**0300 123 6600**

Free information on drugs

## Samaritans

**08457 90 90 90**

A 24-hour helpline listening service for people who need someone to talk to at desperate times.

## Sane

**0845 767 8000**

An out-of-hours phone helpline for anyone coping with mental illness.

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**If you need help to understand this leaflet or would like it in a different language or format (such as large print, Braille or audio) please ask a member of staff.**

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