



Leicestershire Partnership



NHS Trust



*Here to help you.....*

**Your introduction to**

**The Agnes Unit**

October 2016

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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# Introduction: Welcome to the Unit

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.

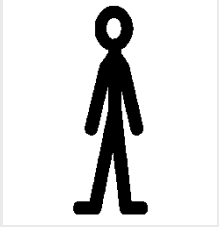
If you or a member of your family have had to come into the Unit suddenly, there may be things that you need to sort out or people that you want to contact. We will ask you or your carer about this so that we can help you if you would like us to.



**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:**

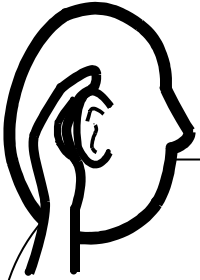
**Do you need  
help with understanding and  
speaking up?  
We provide information in lots  
of different ways and have  
interpreting services we can  
contact for you**



# 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:**

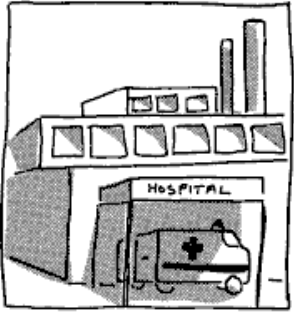
- Listening to you. It is important to us that you have your say
- Helping you to make choices for example what to do in the day or whether you prefer to have a male or female named nurse
- Treating you with respect, dignity and compassion
- Recognising the role of your carers, family and friends
- Respecting 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 14 beds.

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 require a period of assessment and treatment in a hospital environment.

We offer a wide range of assessment and treatment facilities and this will all be individually assessed to meet your needs.







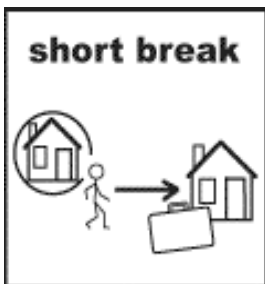
# Introduction:

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 the support of the medical team within office hours and on-call out of office hours



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. 6



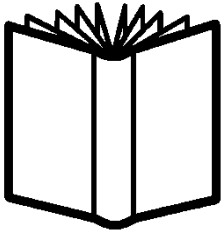
# How the Unit works:

## Patients belongings:



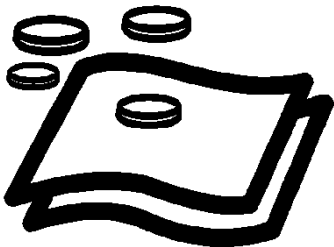
You will need to bring your own clothes into the Unit and also toiletries, e.g. soap, shampoo, toothbrush and toothpaste, shaving foam, deodorant etc.

We ask that you do not bring very expensive items.



You may bring a small selection of Magazines, puzzle books, photos(without frames) and games with you, but do not bring anything too valuable.

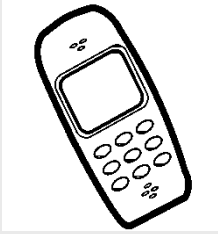
If you have forgotten anything, please ask staff who have a small amount of items they can let you use.



You may bring your own 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.

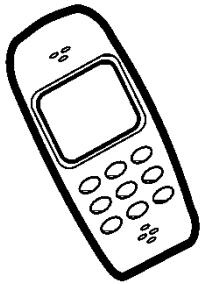
We have strict rules about how staff can use your money and they cannot take money out of your account on your behalf.





# How the Unit works:

Telephones, laptops and televisions

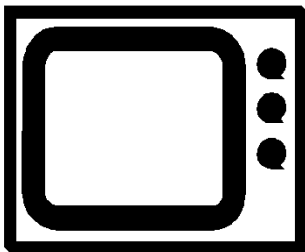


Mobile phones are not needed when you are in the Unit. We will write a care plan with you about telephone and mobile phone use.

If you do bring your mobile phone it **MUST NOT** have internet access or camera facilities. This is to safeguard you and other patients.

Your phone may only be used in your own room independently or whilst being monitored by staff and only at certain times of the day, the times will be agreed by you and the nursing team and it must not impact with your treatment/Activity sessions.

There is a patient computer to use (without internet access) and there is a phone you can use.



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

We discourage large items/furniture for example, HI-FI stereo system.

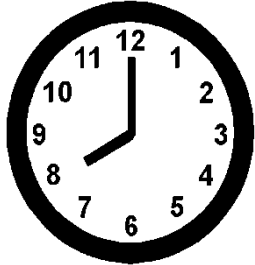


We cannot accept any responsibility for the loss of or damage to your things, including money, unless you have been given an official receipt from the Trust.



# How the Unit works:

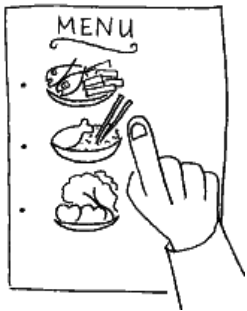
Patients meals snacks and refreshments



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

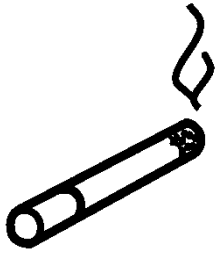
Mealtimes are protected which means family and friends cannot visit at these times. This is so people can enjoy their meals in peace and quiet.

We also have a set snack/drinks times throughout the day

If you would like a cold drink you can ask a member of staff at anytime – you may be able to make your own in the activity centre.

No patients are allowed in the kitchens on pods at any time.





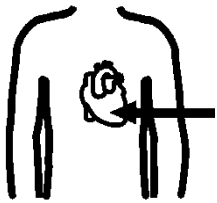
# How the Unit works:

## Patients Smoking



There is no smoking at the Agnes Unit.

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.

To allow you to engage in therapeutic activities we agree a care plan with you about smoking.

There are lots of things that can help you stop smoking like E-Cigarettes.

You can buy an E-Cigarette at the Agnes Unit.

Your named nurse will work out a plan for when you can smoke to ensure this can be safely supported within your treatment plan.

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.





# How the Unit works:

Patients having visitors

## Visiting Times

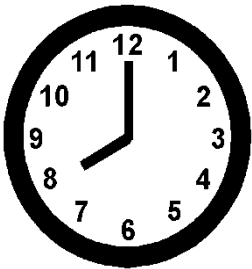
### Weekdays:

1pm-3pm & 6pm-8pm

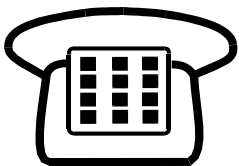
### Weekends and Bank Holidays:

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.

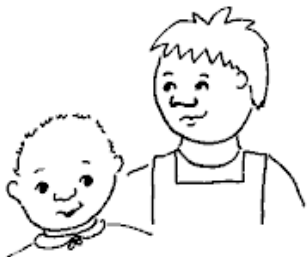


You may have visits in the private visitors rooms. A member of staff may have to stay with you throughout the visit. There is a limit of 3 visitors per patient at any one time, this is to prevent the patients anxieties being raised.

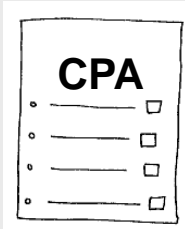


Visits on pods can be arranged if individually risk assessed and privacy and dignity can be maintained.

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



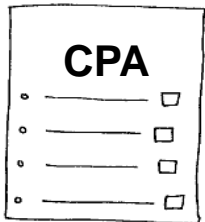
Anyone under 18 will not be able to access the in-patient areas, but, if a patient wants to see their children or family members a family room is available. This needs to be arranged with the shift leader well in advance.



# How the Unit works:

## Communication

### 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.

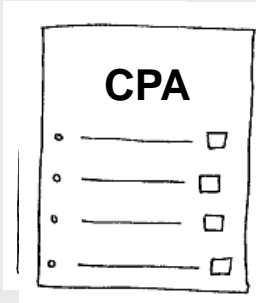
You might already be part of this programme. If so your CPA care co-ordinator will stay the same person whilst you are at the Unit.



If not you will have a CPA Care Co-ordinator who will be responsible for overseeing your care.

Your CPA care 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.



# How the Unit works:

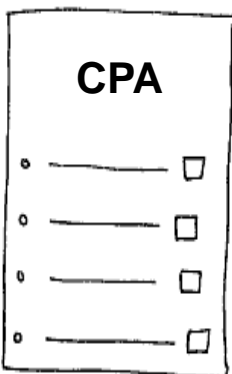
## Communication



When you first come to the Unit there will be a CPA meeting, you, your family and the Unit Team meet will discuss how to support you and help you to get better.

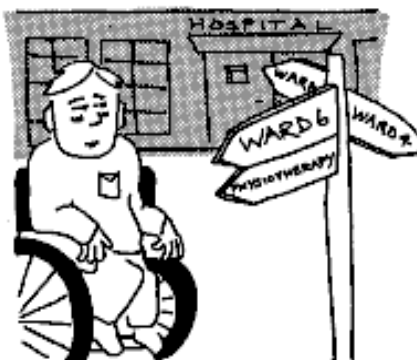


It is important that we ask people who can help you to come to your meetings. This means that sometimes we will have to ask people that you do not choose to attend your meeting for example the doctor.



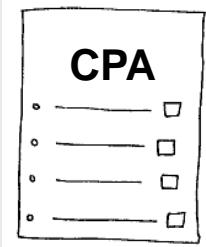
You may have more CPA meetings to talk about how you are. We will be talking about how to help you to go home as soon as you are well enough.

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. If you are on Section you have the right to be supported by an IMHA, this is an Independent Mental Health Advocate.

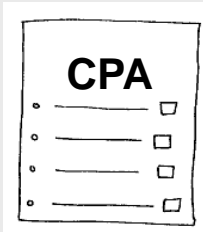
We can ask for an advocate to come and spend time with you so that your views can be heard.



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

- IMHA - LAMP
- MENCAP - City
- Adults Advocacy Service - County

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



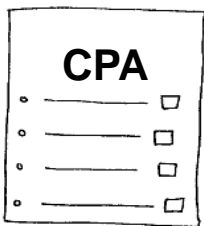
# How the Unit works:

## Communication



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. This happens 3 times a day.

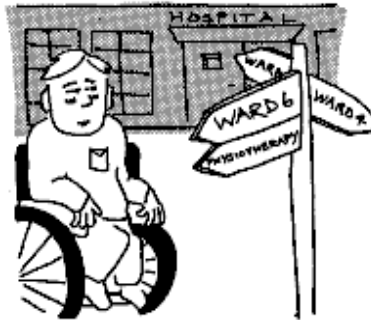


Once a month the nursing staff support patients to meet in the patients Forum "Come & Share", they can talk about how the unit works and how to make it better.



# How the Unit works:

## Leaving the Unit: Community visits

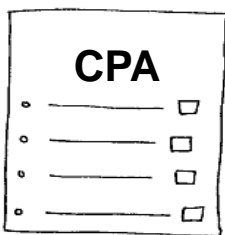


As you get nearer to your discharge date you may have short periods of 'leave' as part of your stay at the Agnes Unit.

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

If you are on a Section of the Mental Health Act then you may be granted 'Section 17 Leave' this may be with or without staff depending on your needs and the risks to others.

Section 17 leave must be agreed by the Consultant Psychiatrist in writing.



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 be discharged as soon as you are well enough.



# How the Unit works:

## Leaving the Unit: Being discharged

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 someone will visit you or phone you within 7 days of leaving the unit to see how you are.

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.

You will be seen by your doctor within 4 weeks of discharge

**CPA**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_





# 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, 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



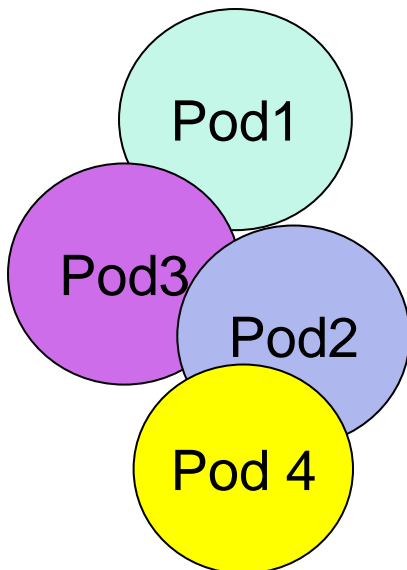
We know that coming into a hospital like the Agnes Unit can be very difficult and frightening, especially if this is your first time.

The staff are here to help you.

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



There are 4 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 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 are 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

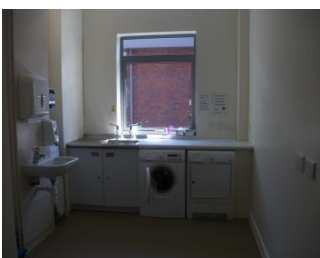
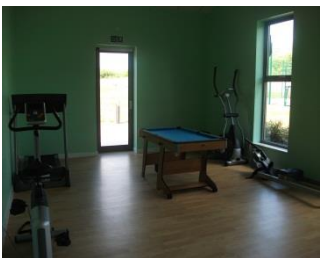


The Activity Centre is a special area where patients can go to relax, take part in groups or carry out day to day living activities such as cooking, exercise, washing clothes.



It has:

- A quiet room
- A kitchen
- Activity rooms for craft activities such as drawing, painting and pottery
- A computer room with patient 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 activity centre has a laundry where you can wash your own clothes, with help from our staff if necessary.





# How the Unit works:

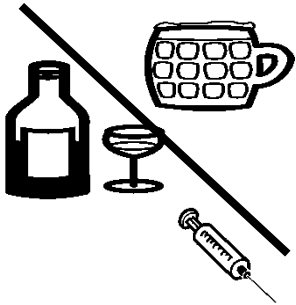
About the building: Safety of patients and staff

The Unit is committed to providing a safe and pleasant place for patients, staff and visitors.

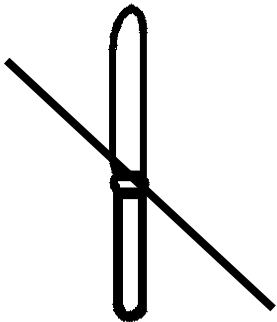
We aim to provide high standards of care and service, and in return, we expect everyone to be treated with respect.



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



# How the Unit works:

About the building: Safety of patients and staff

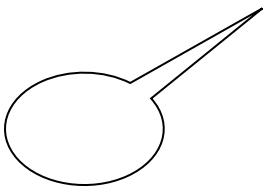


We may ask you or your visitors to leave your Bags and belongings locked in reception while you visit.

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.



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. This may involve staff physically holding patients to help them calm.



# 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, Deputy Matrons, Staff Nurses, Health Care support Workers.
- **Activity Team:** Occupational Therapists & Therapy Link Workers who provide daily activities and sessions for you to get involved with.
- **Core Therapy Team:** Occupational Therapist, Psychologist, Speech and Language Therapist.
- **Administration team**
- **Hotel services team:** laundry, food and cleaning
- **Support team:** maintenance and health and safety



# How the Unit works:

About the staff: Who works here



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, nurses and other people 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.

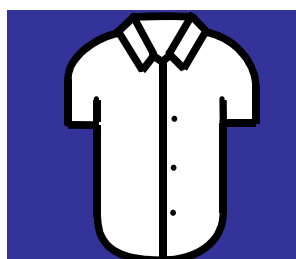


# How the Unit works:

About the staff: who is who



Nursing staff wear a uniform and can be identified on the photo board which is in the Reception. A photo of your named nurse will be on your bedroom door.



Matrons and Deputy Matrons wear **Navy Blue tunics**.

Staff Nurses/Named nurses wear **mid- blue tunics**

Health Care Support Workers wear **light blue tunics**.

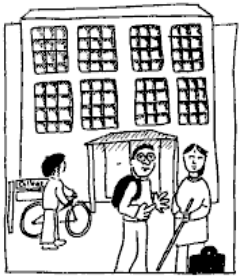
The Activity Team and Therapists play a really important part in helping you to get better.

In the Activity Centre 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







# How the Unit works:

About the staff: Students and research

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 effect the care you or your family member receives.**

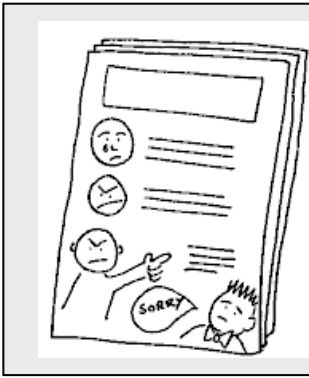
**Research and work to look at how we make our services better are important if we are going to give a good service.**

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.





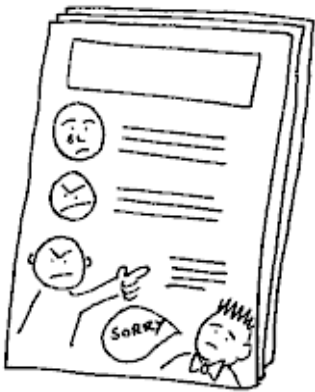
# How the Unit works:

## About the staff: Complaints and compliments

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 a member of registered nursing staff or the Ward Matron. 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.



## Pod 1

## Pod 2

## Pod 3

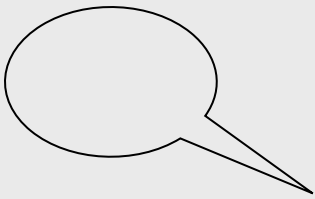
## Pod 4

## Pod 5

### Key

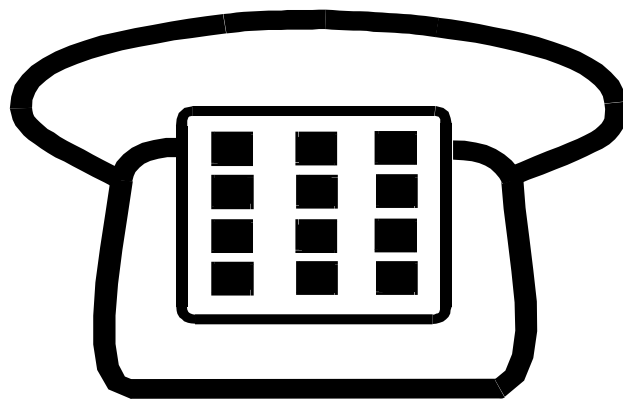
- 1 – Reception –  
**PIT**  
**CHARGER**
- 2 – Family room
- 3 – Visiting room
- 4 – Women's lounge
- 5 – TV/games room
- 6 – Faith room
- 7 – Nursing office
- 8 – Clinic Room  
– **Resus**  
**Trolley**
- 9 – Courtyards
- 10 – staff  
changing  
room – **PIT**  
**CHARGER**
- 11 – Nursing  
Office

# Activity Centre



## Further Information

If you would like further information you can talk to Reception or phone the Shift Leader on 0116 295 4007



# Do you need this document in another format or language?

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

## HINDI

इसी प्रलेख पर हम एक अन्य प्रारूप जैसे विस्तृत प्रिंट ब्राइली प्रत्याम्नाय भाषा या श्रवण माध्यम में समाचार दे सकते हैं। उपरोक्त किसी एक विकल्प को इस्तमाल करके समानता विभिन्नता और मानव हक मण्डली को कृपया सम्पर्क करें।

## ARABIC

نستطيع تقديم المعلومات المذكورة في هذه الوثيقة بنماذج و أشكال مختلفة فيمكن أن تقدم بطريقة بريل أو في شكل طباعي آخر بحجم أكبر أو بلغة أخرى بديلة و يمكن حتى تقديمها كنسخة ملف صوتي مسجل .  
في حالة وجود أى استفسارات يرجى الاتصال بجمعية المساواة بين الشعوب المختلفة والمحافظة على حقوق الانسان عن طريق وسائل الاتصال المذكورة أعلاه .

## URDU

ہم اس دستاویز میں معلومات کو دوسری شکل میں بھی جیسے بڑے پرنٹ 'بریل' کسی اور متبادل زبان یا آڈیو شکل میں بھی فراہم کر سکتے ہیں۔ براہ کرم 'ایکوالٹی' ڈائورسٹی اینڈ ہیومن رائٹس ٹیم (مساوات' تکثیریت اور انسانی حقوق ٹیم) سے ربط مندرجہ بالا طریقوں میں سے کسی بھی ذریعے سے پیدا کیجئے۔

## POLISH

Informacje w tym dokumencie możemy udostępnić w innym formacie takim jak duża czcionka, alfabet Braille'a, inny język czy wersja audio. Prosimy o kontakt z Zespołem ds. Równości, Różnorodności i Praw Człowieka przy pomocy jednej z powyższych możliwości.

## SOMALI

Waxaan ku siin karnaa faahfaahintan iyadoo far waaweyn ah, iyadoo qoraalka dadka indhoolaha ah, iyadoo luuqad kale ah ama iyadoo duuban oo aad dhageysan karto. Fadlan la soo xiriiir Equality, Diversity and Human Right Team adigoo isticmaalaya mid ka mid ah arinta aan kor ku soo qornay.

## CHINESE

我們可以在本檔中以另外格式如大號字體，盲文，某一替代語言文字或音頻版本提供此資訊。請選用上述任何選項，與平等，多樣性和人權小組聯繫。

## PUNJABI

ਅਸੀਂ ਕਿਸੇ ਹੋਰ ਰੂਪ, ਜਿਵੇਂ ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੇਲ, ਕਿਸੇ ਵਿਕਲਪਕ ਭਾਸ਼ਾ ਜਾਂ ਆਡੀਓ ਸੰਸਕਰਨ, 'ਚ ਇਸ ਦਸਤਾਵੇਜ਼ 'ਚ ਮੌਜੂਦ ਜਾਣਕਾਰੀ ਪੇਸ਼ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਗਏ ਕਿਸੇ ਵਿਕਲਪ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਸਮਾਨਤਾ, ਵਿਵਿਧਤਾ ਅਤੇ ਮਾਨਵ ਅਧਿਕਾਰ ਦਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

## GUJARATI

આ દસ્તાવેજ ની માહિતી ને અમે બીજી રચના-શૈલી માં ઉપલબ્ધ કરાવી શકીએ છીએ, જેમ કે મોટું મુદ્રણ, બ્રેઇલ, વૈકલ્પિક ભાષા અથવા શ્રાવ્ય (ધ્વનિ) સંસ્કરણ. કૃપયા ઉપર ના કોઈ પણ વિકલ્પો નો ઉપયોગ કરી સમાનતા, વિવિધતા અને માનવ અધિકાર દળ નો સંપર્ક કરો.

## BENGALI

এই ডকুমেন্টে আমরা তথ্যটি অন্য ফরম্যাটে দিতে পারি যেমন বড় প্রিন্ট, ব্রইল, একটি বিকল্প ভাষায় অথবা অডিও ভারশানে। অনুগ্রহ করে ইকোয়ালিটি (সমকক্ষ), ডাইভারসিটি (বৈচিত্র) এবং হিউম্যান রাইটস (মানবাধিকার) দলের সঙ্গে যোগাযোগ করুন **উপরোক্ত অপশনগুলির** যে কোনো একটি ব্যবহার করুন।