

Welcome to the Mental Health Services for Older Persons (MHSOP)



Information for patients
and their friends and families

The Evington Centre
Gwendolen Road
Leicester
LE5 4QG
Telephone: 0116 225 1001

The Bennion Centre
Glenfield Hospital
Groby Road
Leicester LE3 9EJ
Telephone: 0116 225 2750

Daily visiting times:

10am - Noon, 2pm - 4pm, 6pm - 7pm

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Welcome to MHSOP

A warm welcome to you from the teams within the MHSOP service. The MHSOP service operates across two sites; the Evington centre and the Bennion Centre (please see pages 4 - 6 for contact details of individual services). We work closely with community intensive teams, community mental health teams and outreach services for older people with functional (decreased mental function which is not due to a medical or physical condition) and organic (decreased mental function due to a medical or physical condition) mental health problems.

We know that coming into hospital can be difficult time for patients, relatives and friends. In order to keep patients safe that may otherwise wander from the safety of the ward environment, the wards are entered by means of electronic access. Details of how to gain access are provided at the entrance to each ward and we request that visitors sign in at the reception or the ward on arrival.

The staff aim to give you a warm welcome and are here to help you. We encourage social activities such as games, singing, and crafts and will try to get to know you. Additionally, assessments and treatments are often carried out in order to support your discharge home.

More information is available on the wards, but if you can't find what you're looking for please ask a member of staff for further information.

Ward details (including contact numbers)

The Evington Centre

The Evington Centre is a small, friendly unit in its own grounds situated next to the Leicester General Hospital. The centre has three mental health wards for older people - Gwendolen, Wakerley and Coleman and two physical health wards - Clarendon and Beechwood.

Outside courtyards flanked with shrubs, flowers and lawns are nestled between the wards. Seating can be provided if requested.

Gwendolen Ward

Telephone: 0116 225 7997 or 0116 295 2418
Matron: 0116 225 3698
Patients' phone: 0116 225 7997

Gwendolen ward is a mixed sex ward specialising in patients with dementia. There are 20 beds that consist of single or shared rooms. There is also a palliative care/intensive suite with facilities for relatives to stay if they want to help to provide care. There is a large sitting lounge with adjacent dining room, a smaller private room and a large activity room, where patients can join in therapeutic activities if they wish.

Wakerley Ward

Telephone: 0116 225 1442
Matron: 0116 225 1443
Patients' phone: 0116 225 1442 or 0116 225 1444

Wakerley ward is female ward specialising in patients with dementia. There are 20 beds that consist of single and shared rooms. There is a large lounge with an adjacent dining room. In addition, there is a small private room and an activity room where patients can participate in occupational therapy.

Coleman Ward

Telephone:	0116 225 1220
Matron:	0116 225 1223
Patients' phone:	0116 225 1220

Coleman ward is a male ward specialising in patients with dementia. There are 20 beds that consist of single and shared rooms. There is a large lounge with an adjacent dining room. In addition, there is a small private room and an activity room where patients can participate in occupational therapy.

The Bennion Centre

The Bennion Centre is a small, friendly unit situated at the back of the Glenfield Hospital. The centre has two mental health wards for older people - Kirby and Welford.

Kirby Ward

Telephone:	0116 295 4145 or 0116 295 4115
Matron:	0116 295 4106
Patients' phone:	0116 295 4170

Kirby Ward is a 24 bedded female ward specialising in patients with functional disorder. There are two main seating areas. The first is near the nurses office and comprises comfortable sofas which have been placed to promote conversation. The second is a room with comfortable sofas, a TV, reading materials and other activity items. This room provides access to the garden which consists of a large lawned area, patio and seating.

Welford Ward

Telephone: 0116 295 6360

Matron: 0116 295 6352

Patients' phone: 0116 295 6325 or 0116 295 6362

Welford ward is a 24 bedded mixed sex ward specialising in patients with functional disorder. There are two main seating areas. One is close to the nurses office and has a pool table together with comfortable sofas placed to promote conversation. The second is a room with comfortable sofas, a TV, reading materials and other activity items. This room provides access to the garden which consists of a large lawned area, patio and seating.

Visiting

Visiting hours to all MHSOP wards at both the Evington and Bennion Centres are:

10am - Noon, 2pm - 4pm, 6pm - 7pm

We ask first time visitors to report to the nurse in charge when they arrive so that we can make you familiar with the ward layout and give you an opportunity to ask any questions.

Families and carers are always welcome to support their loved ones with personal care during meal times outside these visiting times - please speak to a member of staff to agree a shared care plan. If you ask, staff will make arrangements for you to talk with your visitors in a private environment, providing it is safe to do so. We respectfully request that visitors do not enter the patients' bedrooms without permission from the nurse in charge.

Children

Young children are recognised as an important part of family life and where possible we welcome children onto the wards. In order to ensure the safety of all concerned we request you plan any visits with children in advance by talking to the ward matron or nurse in charge.

Smoking policy

The Trust became a smoke free environment in October 2016 and promotes nicotine replacement therapy products that are free from our pharmacy.

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.

Interpretation

If your first language is not English, an interpreter is available. Please ask a member of the ward staff. We may request the help of an interpreter should you require it in order to involve you in your planned care.

Our commitment to you

We are aware that being in hospital or visiting can be worrying and we are keen to discuss how we can help you to feel safe. Please tell a member of 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 MHSOP inpatient matron or any of the advocacy services provided on page 23.

We aim to provide high standards of care and service and in return we 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 or visit our service and our staff.

Our patients can expect us to:

- Treat you with a professional standard of care, provided by appropriately qualified and experienced staff in a clean and safe environment.
- Keep you informed about your treatment and care and have your views listened to about what you need.
- Ask 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.
- Share your care plans 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.
- Seek advice from a designated person or appoint an advocate to act on your behalf if you are unable to engage in your care planning or treatment options.

In return we ask that you and your relatives:

- Provide us with as much information about you and your condition in order to provide appropriate care.
- Treat our staff with the same respect you expect from them.
- Accept that you could be moved to another hospital, bed or ward during your stay.
- Do not consume or bring alcohol or drugs in to the unit
- Hand in any dangerous objects such as knives, scissors, and lighters to the nursing staff for safekeeping.

All in a days work

The ward multi-disciplinary team consists of doctors, nurses, physiotherapists, occupational therapists (a full description starts on page 10). This inpatient multi-disciplinary team will aim to complete a full assessment of mental and physical health needs which form the basis of a care plan. On admission, patients and relatives are asked to complete a 'this is me' document which enables us to provide a patient centred approach to care.

The nursing team work 24 hours a day over three shifts: the early shift 7am - 3pm, the late shift 1pm - 9pm and the night shift 8.30pm – 7.30am. At the beginning of each shift a 'handover of care' takes place during which time confidential sharing of information about care and the needs of each patient is discussed.

The consultant who is clinically responsible for your care conducts a ward round on a specified day which the nursing staff will share with you. Patients are seen, and where possible relatives are invited to attend in order to share information and plan care. He/She will visit the ward regularly and can be contacted at any time during normal working hours.

Care Programme Approach (CPA)

This is a national system for delivery of care in mental health services. 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, please look at the leaflet contained within your information pack.

Who's Who

All staff carry identification; please do not hesitate to ask a member of staff who they are.

Many different members of staff contribute to your care within MHSOP. The following information is intended as a guide and will provide brief explanations of their roles.

Nurses

Inpatient MHSOP matron

There are two inpatient matrons - one at the Evington Centre and one at the Bennion Centre. You may notice them from time to time, visiting the ward areas and speaking to staff, visitors and patients. If you want to speak to either of them, please ask a member of staff or refer to the posters on the wards.

Ward matron

The ward matrons are responsible for their own ward areas. Their contact details are available on pages 4 - 6 and can be identified by a navy blue tunic with red trim.

Deputy ward matrons

The deputy ward matrons assist the ward matrons in the day to day management of the ward. They are identifiable by a navy blue with white trim uniform.

Staff nurses

The staff nurses have completed specialist training in mental health and some are mental health and general health trained. You will be allocated a 'named nurse' that coordinates and oversees your care. They are identifiable by their royal blue uniform.

Health care support nurses

Health care support nurses are unqualified nurses that work under the supervision of staff nurses and are identifiable by light blue tunics.

Discharge coordinators

The discharge coordinators are a team of highly specialised nurses that seek to identify an appropriate and planned discharge. As part of your discharge plans, they may advise referral to community teams in order to create a seamless transfer between hospital and home.

Doctors

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 the supervision of junior doctors.

Junior doctors

The consultant psychiatrists have a team of doctors working with them supporting patients' mental and physical health needs. They are responsible for your day to day medical care. The doctors are around the wards on a daily basis and can be contacted for emergencies out of hours ensuring you always have access to a doctor.

Occupational therapists

Occupational therapists are qualified healthcare professionals who use purposeful activities to assess and treat people with physical and mental health problems. They work as part of the team to identify your strengths and limitations and find ways of assisting with these to encourage independence, maintain your skills and improve your quality of life.

Occupational therapy assistants

The occupational therapy assistants work alongside the qualified staff to deliver meaningful activities on the ward, in order to maintain your health and wellbeing and promote skills.

Physiotherapists

Physiotherapists are qualified healthcare professionals whose primary role is to promote safe mobility and movement to enable you to be as independent as possible. The physiotherapist can assess for mobility aids if required.

Social workers

Social workers have specialist training and experience in the assessment of mental health difficulties and liaise with your family members. They will work as part of the clinical team to organise social care support such as assisting with care packages on discharge and helping with benefits.

Other professionals are available to provide assessment and advice including speech and language therapists, dieticians and psychologists.

Student Training

An important part of our work is training the doctors, nurses and other professionals for the future. Students in training are supervised by fully qualified staff members and regularly spend time working in on the ward. On occasions, we may ask for your permission for a student to provide your care or talk to/meet with you and your family. You are not obliged to accept the presence of students but it can be helpful for their training. If you do not want this, please tell the nurse in charge. If you say no, your care and treatment will not be affected.

Your named nurse

On the first day of your admission, you will be allocated a named nurse, who will be responsible for your care. Other members of the team will help and support your nurse to meet your needs. Your personal care plan will be shared with you and stored on our electronic documentation system. You can read it at anytime. If you need help with this, have any issues or concerns or would like to discuss any part of your care or stay, please talk to your nurse.

What to bring with you

You will be given limited personal space for storage. Whilst we encourage personal items, we ask that you do not bring in any more than you need. You will be encouraged to get up and get dressed whenever possible so you will need day and night clothes, toiletries, shoes and slippers and any walking aids and medication. The following list is a guide:

Do bring: 

- Any medicines or tablets you are taking (including over the counter medicines). For safety reasons the nurse will need to take these into safekeeping until your discharge date
- District Nursing and Intermediate Care Team Notes
- Pyjamas or night-dresses
- Dressing gown and slippers
- Underwear
- Daywear – comfortable clothes
- Shoes
- Toothbrush and toothpaste
- Soap and deodorant
- Shaving equipment if appropriate
- Sanitary products if appropriate
- Continence supplies if appropriate
- A book or magazines
- Spectacles & hearing aids if you need them
- Small change for newspapers and telephone
- Mobile phone (your relatives will need to charge your phone for you). Please be sensitive to other patients when using your phone.
- Tissues
- Bottle of squash
- Walking aids and wheelchair – frame, stick, crutches – if you need them

We would rather you didn't bring...

- ✘ Large amounts of money
- ✘ Valuables such as jewellery
- ✘ Television or radio
- ✘ Electrical equipment
- ✘ Cut flowers

It will be your responsibility to keep your belongings safe whilst you are on the ward.

Patients' property

Leicestershire Partnership NHS Trust wishes to help prevent the loss of or damage to patients' property and discourages patients from bringing valuables or large amounts of cash into the ward. The only money you will need is small change for use on wards that have a payphone, newspapers and so on. If you have to bring money or valuables with you, please hand them into the nurse in charge of the ward who will give you a receipt. When you leave the ward, any money and valuables you handed in for safekeeping will be returned. If you handed in more than £50, you will be given £50 back in cash with the rest sent to you in the form of a cheque.

Personal Property Disclaimer Notice - All patients and visitors should be aware that Leicestershire Partnership NHS Trust cannot accept any responsibility in respect of theft, loss or damage to any items of property brought onto and/or left on the premises including items of clothing. Please be aware that any essential electrical equipment you have agreed with the ward nurse, will have to be checked over before you will be able to use it. This can take a little time to arrange.

Laundry

We encourage you to get dressed in your normal day wear during the day. It is advisable for you to have three sets of clothing including nightwear with you.

It is advisable to ensure all personal items, including clothing, are labelled clearly. We also ask that you make your own arrangements for laundry unless this is unavoidable as the unit can only process personal laundry in the event of an emergency. Any clothing washed by the unit will be washed at 90° - a temperature which will damage certain fabrics.

For infection control purposes we may ask your relatives to take home soiled clothing. If this is the case, nursing staff on the ward will inform both you and your relatives and will give you the clothing in a special red dissolvable bag.

Following the instructions below when washing soiled clothing, will reduce any risk of infection to you or any other members of your family. Once washed, the clothes present no risk of infection.

- Wash clothing as soon as possible.
- Wash clothing separately.
- Place the red bag containing the clothing directly into your washing machine without opening it.
- Wash the clothing at the highest temperature suitable for the fabric of the clothes inside the bag - (60° if possible) using your normal washing products. The red bag will dissolve completely.
- Dry as normal.

For this reason, please consider the type of fabrics you bring into hospital. You may want to avoid materials that can only be washed at low temperatures, for example delicates, woollens, silk etc.

If you would like, we can dispose of heavily soiled clothing on your behalf. Your consent will be gained first, if you are not able to give consent we will speak with your relatives.

Meal times

Three meals a day are served which offer:

- a choice of dishes to suit your individual dietary needs
- a choice of portion size
- any help you need to eat and drink

We can cater for a range of dietary requirements. Please inform a member of staff if you have any special dietary needs so that we can order this for you.

We also operate a protected meal time system on the wards which means the ward is closed to visitors and visiting professionals during this time. Please adhere to planned visiting times to avoid any delay in gaining access.

Your medication

On admission you will be asked about your medication. All medication that you bring in to the ward will need to be kept in a locked trolley with the nurses. This is to ensure yours and other patients safety. Your medication will be returned to you at discharge. If there have been changes from your usual prescription, the nurses will discuss this with you and can arrange for disposal of the medicines you have brought in with you that are no longer required. This will reduce the risk of you continuing to take medicines that you no longer require.

In order to ensure your safety when administering your medicines, the nurses wear a red tabard with 'Do Not Disturb – Administering Drugs' printed on it. This is to reduce the number of routine interruptions which can be distracting for the nurses and can lead to errors. We welcome your and your visitor's co-operation with this request. The nurses will of course be happy to deal with non-urgent requests after completing the medicines round. Please feel free to question any medications you are given.

Facilities

Ward Activities and groups

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, DVD's, games, crafts and memory boxes – please ask a member of staff if you would like any of these.

Using the Telephone

A mobile telephone is available for patient use on the ward, just ask a member of staff if you wish to make a telephone call.

Spiritual, religious and cultural needs

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, and
- a high-quality, confidential interpreting service

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 229 4055.

Disability and individual needs

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.

Confidentiality

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'.

Access to your healthcare records

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.

Privacy and dignity/same-sex accommodation

We are committed to making sure that all patients receive high quality care that is safe, effective and focused on their needs. Where wards are mixed, men and women are cared for separately in different rooms or bays. Bathrooms and toilets are designated male or female with appropriate signs. 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.

Pensions, benefits and medical certificates

Your state pension will be paid in full for the whole time you are on the ward, no matter how long you stay. If you are getting pension credits or benefits, you need to tell the Benefits Agency. If you are entitled to sickness benefit, the Benefits Agency will want a medical certificate to cover your period on the ward. Please tell your nurse if you need one.

In the event of fire

It is extremely unlikely that this will happen. If it does, don't panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, alert a member of staff immediately. There is a routine fire alarm test weekly - the bell usually sounds for a few seconds only and staff will let you know when to expect this.

Preparing to leave the ward (discharge)

Following your admission to the ward you will be given a discharge date and this will be reviewed daily. As the multidisciplinary team work with you towards this date it may be possible to bring the date forward, or if necessary, we may need to extend it.

You and your family are an essential part of the discharge planning process and as such we will involve you at key stages and keep you informed of your progress.

Discharge from the ward is planned in conjunction with you and your relatives and may involve other services which will provide additional support once you have left the ward. These services are called the Community Intensive Service and the Care Homes In-Reach Team. If a referral is appropriate, a clinician from these services will meet you before you leave the hospital.

If you are moving to a residential or nursing home and the one you want does not have any vacancies, you may have to move into another one on a temporary basis. If you or your family have any concerns or comments, please talk to one of your nurses.

We usually need 24 - 48 hours notice to arrange for your discharge medicines to be received from the pharmacy that supplies the ward.

When you are discharged, you will be given a patient's information letter which summarises the care you received, any outstanding appointments, equipment, etc. It also includes a list of your discharge medication and contact numbers for agencies you may need to get in touch with after you have gone home, e.g. your GP, community nurses etc. The nurses will discuss the contents of the summary with you a few days before you go home. Your GP will have a copy of your discharge summary forwarded within one working day.

Check list

Have you got all your belongings?

This sheet is a reminder for you to make sure you have all your belongings with you.

- Clothes
- Shoes/slippers
- Glasses
- Hearing aid
- Dentures
- Medication
- Keys
- Toilet bag/razors
- Handbag/wallet/suitcase
- Anything you've left with the ward staff for safekeeping
- Have you left us your contact details if any of your property is lost?

Gifts and donations

Staff are not allowed to accept gifts of money or other items from patients, except small 'thank you' gifts such as chocolates etc.

If you would like to make a donation to the ward, please send it directly to the Ward Manager. Donations can also be made to Charitable Funds. If you want us to use your gift for a particular purpose, please talk to the Ward Manager who will make sure your wishes are respected. Please make cheques payable to:
Leicestershire Partnership NHS Trust Charitable Fund.

Patient Advice and Liaison Service (PALS)

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

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:

Tel: 0116 295 0830

Mon to Fri 9.30am - 4pm

Email:

PALS@leicspart.nhs.uk

PALS

Leicestershire Partnership NHS Trust
Room 170

Penn Lloyd building

County Hall

Leicester

LE3 8TB

How to make a complaint

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.

How to get in touch with us:

Tel: 0116 295 0831 Mon to Fri 9am - 4.30pm

Email: Complaints@leicspart.nhs.uk

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

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.

Independent Mental Health Advocates (IMHAs) are available for patients of all ages who are treated under the Mental Health Act. IMHAS explain the Mental Health Act and support patient's rights. IMHAs are available from Lamp (details on page 27). They regularly visit wards or can be contacted on 0116 255 6286.

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.

Alzheimer's Association

National helpline -
0300 222 11 22

<http://alzheimers.org.uk/>
(Includes live online advice service.) Support and research charity for people with all types of dementia, their families and their carers.

Research

Leicester office:

4 Oak Spinney Park
Ratby Lane

Leicester Forest East
Leicester

Leicestershire
LE3 3AW

0116 2311 111

Services include advocacy (City only), support groups and befriending 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.

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.

Drug and Alcohol Services

www.turning-point.co.uk
0330 303 6000

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.

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.

DrinkLine

0800 917 8282

Alcohol advice, support, information and self-help materials

Independent Complaints Advocacy Service

POhWER

0300 456 2370

www.pohwer.net

Provides free independent advice on how to make a complaint about the NHS.

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

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 Bisexual and Transgender 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
Website: 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.

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.

The Stroke Association

Helpline: 0303 3033 100

(Mon - Fri 9am - 5pm)

Provides support, information and advice, research and campaigns.
www.stroke.org.uk

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.

Chaperone policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure if you would like one. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, such as a nurse or other trained member of staff. Sometimes, your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like someone to be with you, to see a copy of our chaperone policy or have any questions or comments regarding this, please ask a member of staff.

Voluntary services

Volunteers are an important part of NHS life. They help out in many ways including patient transport, raising money for special causes and visiting patients. If you would like to get involved, please ask your nurse to put you in touch with the Voluntary Services Administrator, or telephone them directly on: 0116 229 4055.

Further information

You will be able to find further information in the leaflet racks and notice boards. Alternatively, please ask a member of staff.

Hygiene

It sounds simple but the vast majority of people don't know how to wash their hands properly. For example, after going to the toilet most people just rinse their fingertips quickly under cold water and that does not get rid of the germs which can make people ill. Some germs can stay alive on our hands for up to three hours and in that time they can be spread to all the things we touch – including food and other people. It's particularly important that people wash their hands before eating, including taking medicines. Hand washing is the simplest, cheapest and most effective way of preventing germs being passed from one person to another. By following the steps on the next page you can help to prevent cross infection.

- Always use warm water.
- Alcohol hand sanitiser can be used on hands that are visibly

clean. However hand washing must be undertaken for patients who have a diarrhoeal disease as the sanitiser is not effective against certain diarrhoeal spores.

- ALL visitors must use the alcohol hand sanitiser on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.

If you need help washing your hands before and after a meal, please speak to a nurse.

Effective hand washing

Wet - It's better to wet hands before applying soap as this prevents irritation



Soap - Apply soap to wet hands



Wash - Rub hands together vigorously making sure both sides of the hands are washed thoroughly, around the thumbs, between each finger and around and under the nails



Rinse - Rinse with clean running water



Dry - Germs spread more easily if hands are wet so dry them thoroughly.



If you need this information in another language or format please telephone 0116 295 0903 or email: Patient.Information@leicspart.nhs.uk

Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0903 أو إرسال بريد إلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0903 নম্বরে ফোন করুন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0903 或發電子郵件至：Patient.Information@leicspart.nhs.uk

Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0903 પર ટેલિફોન કરો અથવા Patient.Information@leicspart.nhs.uk પર ઇમેઇલ કરો.

Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0903 पर हमें फोन करें या Patient.Information@leicspart.nhs.uk पर हमें ईमेल करें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formacie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0903 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0903 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: Patient.Information@leicspart.nhs.uk

Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0903 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0903 یا ای میل پر رابطہ کریں Patient.Information@leicspart.nhs.uk