

Welcome to Phoenix Ward

Patient information leaflet



Visiting times

Visits have to be pre-arranged. All visitors must bring photo identification on their first visit.

Please see page 21 for further visiting information.

Monday - Friday
6pm - 8pm

Weekends
2pm - 4pm
6pm - 8pm

Herschel Prins Centre
Glenfield Hospital Site
Groby Road
Leicester
LE3 9DZ

Reception: 0116 295 3000

Patients' telephone: 0116 295 3067

Email: feedback@leicspart.nhs.uk

Website: www.leicspart.nhs.uk

Our philosophy includes:

- positive risk taking
- building therapeutic relationships
- recognising and building on strengths
- identifying individual needs
- multi-disciplinary team (MDT) information sharing process

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Your information

Name

Named nurse

Consultant

Junior doctor

Ward clerk

Nursing team members

Other key staff

The Herschel Prins Centre (HPC)

The Centre is part of the Forensic Mental Health Service (FMHS), a specialist service with expertise in working with individuals suffering from mental health difficulties, posing a level of risk to self or others.

The Herschel Prins Centre is an 18 bed low secure unit with separate male and female wards and facilities.

Our focus is to identify the nature of your mental health difficulties and provide individualised treatment and support to manage your symptoms and reduce risks. We aim to provide transitional care to the community or more appropriate levels of security.

Welcome to Phoenix Ward

A warm welcome to you from all the team on Phoenix Ward, the next stage in your recovery. Your best interests are at the heart of everything we as Phoenix Team do.

We are a twelve bed male only inpatient ward providing specialist assessment, care and treatment to men aged 18 years and over who have a diagnosis related to mental health problems and pose a risk of harm to self or others.

The unit is locked at all times to make sure everyone is safe.

Accommodation

Phoenix ward provides a high standard of accommodation. Patients have their own bedroom and en-suite bathroom offering maximum privacy. This is further enhanced by spacious lounges, therapy rooms, occupational therapy kitchen, gym, IT suite, faith and reflection room and laundry facilities. There is a relaxing garden which you can enjoy under staff supervision.

We will work closely with you, your family and carers, doctors, nurses on the unit, social workers, courts, occupational therapists, community nurses, psychologists, probation and voluntary services to make sure all your physical health, wellbeing and social care needs are met. We also look to see if any other services are needed for you.

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. We will help you to take responsibility and control over your recovery by working with you to ensure goals are achieved using 'My Shared Pathway' (please see page 16).

This leaflet aims to give you information about the care and support we provide. 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.

We aim to:

- provide specialist assessment, care and treatment in a safe, therapeutic environment
- provide a positive and empowering approach where relational security is fundamental to the culture of the unit
- improve your quality of life through promoting your recovery and independence, developing your self confidence and building on your skills
- balance your care needs against your risk needs
- provide high standards of individualised programmes and packages of care

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 unit garden area
- are not violent or abusive towards anyone
- do not bring alcohol into the Herschel Prins Centre
- do not bring illegal drugs into the Herschel Prins Centre
- do not bring dangerous objects, such as knives into the Herschel Prins Centre. Items such as cigarette lighters and nail scissors should be handed to staff for safe keeping until they are needed. Please ask staff for more information on items not allowed into the unit
- only bring an electrical razor if you would like to shave. Razors are not allowed.
- respect that this is a hospital environment and DO NOT take any photographs or video recordings

We recognise the sensitivity around having your photograph taken but this process enables us to run a safe and effective service and to assist the Police in every possible way if vulnerable patients are missing.

Only one printed photograph will be in existence at any one time. The photograph will be taken with a digital camera and printed immediately. We appreciate your co-operation with this policy and reassure you that the photograph will only be used for the reasons above and not for any other purpose.

Pre-admission and admission process to Phoenix Ward

When your current team refers your case to us, we will be given some information about your past and your progress.

Two members of staff, usually a doctor and a nurse, will come and talk to you to gather more information. They will then discuss their findings with other team members to see if we at Phoenix, can help you move on. You will be told of the decision. If possible, we will arrange for you to come and visit the ward before you are admitted.

When you arrive on the unit you will be shown around, and introduced to the staff and the other patients. During this time you will find out the ward routine and how the unit works.

The first three to seven days of your stay will give us the chance to get to know you and for you to get to know us and find out more about how things work on the ward. You won't have any leave from the ward during this time.

During your admission, we will take your photograph. There are two reasons for this:

- To reduce the risk of medication errors caused by patients being wrongly identified.
- To assist in the early identification and return of missing vulnerable 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.

A pat-down search will be carried out by nursing staff following any period of unescorted leave and you will be asked to hand in any lighters or mobile phones before your return to the ward. 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.

Who makes the decision?

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.

MAPPA – Multi-Agency Public Protection Arrangements

We are part of MAPPA, which makes sure that multi-agency public protection arrangements are in place to ensure the successful management of violent and sexual offenders.

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

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 30. If you wish to make a complaint about safety on the ward, this will be investigated carefully and we will do all we can to maintain the safety of everyone while this happens (please see page 28 for further information).

Violence and abuse is not to be tolerated by anyone on the ward - this includes staff, patients and visitors. People will be encouraged to report such matters to the police. 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 alcohol, drugs or dangerous objects such as knives into our premises. Please ask staff for information on items not allowed into the unit.

How does the ward work?

Your care will be provided by a multi-disciplinary team (MDT) including doctors, nurses, social workers, occupational therapists and other professionals (please see page 12). You are also a part of the team.

We aim to provide inclusive services for everyone that respond to the needs of the individual. You will be given a care co-ordinator who will be a nurse. They will work with you to understand your needs and you will work together to develop a treatment plan to meet those needs. This plan will be written down and you and your carer (if you wish) will be offered a copy.

Every week, you will have the opportunity to participate in reviewing your care with the team at a multi-disciplinary review. You will meet with a nurse before every review so you can make specific requests and express your views on how the week has gone and have these written down. At all times your needs and views are central to the process of your recovery.

The unit can be busy and stressful at times, but we hope you will be able to settle in with us. The 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.

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 review meeting every three months to see how well we are meeting your needs. You can invite who you wish to support you during the meeting. In this meeting goals will be set by yourself and the care team regarding how we can help you move forward. If you would like to know more about CPA, we can give you a leaflet.

Who's who on the ward?

All staff wear name badges.

You will meet and hear about many different members of staff and teams while you are on the ward – we hope this brief explanation of some of our roles will be helpful.

Student training

An important part of our work is training future nurses, psychologists, doctors and other professionals. All students are supervised by a fully qualified professional. On occasion we may ask if you are happy for a student to assist in providing your treatment. You have the right to say no and we will fully respect this. **This will not affect the care you receive.**

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 (HSWs)

Senior: (pale blue tunics/navy trim)

HSWs:(pale blue tunics/white trim)

Healthcare support workers are unqualified nursing staff who work on the ward under the supervision of a qualified nurse.

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/forensic psychologist - A clinical or forensic psychologist has a psychology degree together with clinical training in psychology. They are trained in research, assessment and the application of different psychological therapies.

Research

Research and a range of improvement projects will help to develop the care and treatment that patients will receive now and in the future. We all always looking for ways to involve patients in this - please let us know if you would like to take part. This will only happen with your permission and you have the right to refuse. This will not affect the care you receive.

Research

Research and a range of improvement projects will help to develop the care and treatment that patients will receive now and in the future. We all always looking for ways to involve patients in this - please let us know if you would like to take part. This will only happen with your permission and you have the right to refuse. This will not affect the care you receive.

Administrative staff - 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.

Care coordinator - Your care coordinator will work with you to ensure that your personalised care plan is implemented. The care coordinator has overall responsibility for your care, and he or she will monitor the services you receive. This will include ensuring that all the professionals involved in your care are working together and that regular reviews of your care are undertaken.

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.

Crisis Resolution and Home Treatment

Team (CRHT) - CRHT is 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.

My Shared Pathway

My Shared Pathway is a way of planning, following and managing your stay in hospital by working with staff.

It aims to support you in leaving secure care and moving back into the community.

It helps you to take responsibility and control over your recovery.

How does it work?

My Shared Pathway uses five Resource Books and a way of monitoring your progress called My Outcomes, Plans and Progress.

The books are there to support your recovery. They will help you to understand the shared goals and outcomes that you want to work on to help you move out of secure care. Each book has four Pathway Steps;

- Where am I now?
- Where do I want to get to?
- How do I get there?
- How can I tell how I'm doing?

The Pathway Resource Books include; **A Shared Understanding** - This will be worked on over the first few months after admission giving staff an overall picture of yourself.

Me and My Recovery - This helps you explore and discover your personal goals and strengths as well as your hopes as part of your recovery.

My Relationships - This looks at your relationships with others.

My Health - This looks at your mental and physical health.

My Safety and Risk to Others - This looks at your management of risks.

My Outcomes, Plans and Progress - monitors your progress and will be used to help decide when you can move out of hospital altogether. There are eight outcome areas;

- My Mental Health Recovery
- Stopping My Problem Behaviours
- Getting Insight
- Recovery From Drug and Alcohol Problems
- Making Feasible Plans
- Staying Healthy
- My Life Skills
- My Relationships

What can I do?

Taking responsibility for your journey, engaging with staff and others, working together and ensuring goals are achieved are important steps in your recovery and getting out of secure care.

By working together with staff before admission, during your stay in secure care and when you leave, My Shared Pathway helps you through this part of your life which can be confusing and difficult to manage.

The shared pathway provides guidance and information to help keep you in control of your life as much as possible.

Day to day practical issues

Money and valuables

Money and giros can be deposited in the patient bank. Smaller amounts of money can be kept securely in the nursing office safe for you. You can visit the patient bank everyday between 9am and 1pm if you have leave from the ward, or the ward clerk can help you to obtain your money. A cash machine is located in the main reception of Glenfield Hospital.

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.

Personal clothing/belongings

You will be able to bring in some of your belongings. However, as we do not have much storage and your room may not be big enough, you may have to make arrangements with your family or social worker to store some of your possessions. We encourage all patients to be responsible for their own possessions.

Laundry facilities

The laundry room on the unit is open from 8am - 8pm and operates on a rota system. It has a washer, dryer and ironing facilities. We encourage you to wash your own

clothes, with help from staff if necessary. Bedding and towels are provided by the unit and these will be washed by the hospital laundry.

Meals, snacks and refreshments

As part of healthy lifestyles, Phoenix ward operates a protected mealtime's policy and all patients and staff are expected to eat in the dining room. Meals are served at:

Breakfast 8.30am - 9am

Lunch 12.15pm - 1pm

Evening meal 5.15pm - 6pm

We aim to provide you with varied and nutritious meals that take into account your dietary and cultural needs.

You will have the option of choosing your meals based on the available menu. We can however cater for a range of dietary requirements, including diabetic, gluten free, vegetarian, vegan and halal. Please inform a member of staff if you have any special requirements.

There is a small beverage kitchen where you can make hot or cold drinks. There is also a fridge where you can keep your own drinks and snacks.

Buying things

There is a hospital canteen and hospital shop where you can go and buy drinks and snacks when you are out on leave.

All food and drink brought onto the ward must be in a sealed container. We have separate rules for bringing hot food onto the ward. Please ask staff for more information.

Telephone, computers and post

There is a payphone on the ward where your carers, family and friends can call you, or you can call them.

The number is 0116 295 3067.

If you need to call your solicitor or any other professional involved in your care, please ask a member of staff who will arrange for you to use the phone in the nursing office.

Mobile phones

You are not allowed to use mobile phones on the unit. If you have a mobile phone, it will need to be kept in your personal locker in the clinic room. You can have your mobile when you go out on leave, it will be given to you when you are in the reception area.

Computers are available for you to access in the IT suite.

Post

Staff will collect any post for you from the reception area. You will be asked to sign the post book to acknowledge that you have received your mail. A member of staff will observe you opening your mail.

Visiting times

Our visiting times are:

Weekdays	6pm - 7pm and 7pm - 8pm
Weekends	2pm - 3pm and 3pm - 4pm 6pm - 7pm and 7pm - 8pm

We encourage you to have visits by friends and relatives. These visits have to be pre-arranged. All visitors must bring photo identification on their first visit.

Visits are held in the Phoenix dining room, **all visits on the unit are supervised by staff.**

Children

Children are not allowed on the ward, however if they are visiting you we have a play room where you can meet. All visits by children need to be agreed in the ward round before you plan them and will be supervised.

If you have difficulties with these visiting times, please talk to a member of staff as we may be able to help if these times are occasionally difficult.

Your medication

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.

Smoking and the environment

Herschel Prins became a smoke free environment in July 2016 and promotes nicotine replacement therapy products that are free from our pharmacy.

You are not allowed to have a lighter on the unit - this will be kept in your own personal locker in the clinic room. You can have your lighter when you go out on leave and this will be given to you when you are in the reception area.

Illegal drugs and alcohol

Illegal drugs and alcohol are not allowed in the unit. The ward will do random drug and alcohol tests on patients with unescorted leave.

Any alcohol will be taken from you.

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

If you would like to give up smoking then please inform a member of staff and our smoking cessation nurse will help and support you as well as the other nurses.

Vehicles and driving

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.

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

Privacy and dignity

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.

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

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 have a prayer room you can use and our healthcare chaplains are available to anyone who uses our services. Whatever your particular faith or if you have no faith, the chaplain can arrange for you to receive suitable help and support. You can ask any member of staff to arrange this for you. We can also arrange high quality, confidential interpreting if you need it.

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.

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.

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.

Unit activities and groups

Community Meetings

A community meeting is held every weekday morning between 9am - 9.30am, with every patient expected to attend.

The meeting is chaired by one of the patients and gives everyone (patients and staff) the opportunity to say what they feel or to raise any issues or concerns. Planned leaves and activities for the day are discussed.

Wellbeing Clinics

Once a week, nursing staff hold a wellbeing clinic to give you the opportunity to talk about how you can take care of your physical health. We offer a range of health checks and information about healthy living and how this can help you with your recovery.

We also have staff trained in fitness and exercise who can help you access the gym or the outside sports area. For those of you who wish, we have a Wii Fit and games so you can exercise in a fun way indoors.

Nurse led social and recreational opportunities

We run day trips that patients may attend if their leave permits, to places such as Bradgate Park, the Space Centre and the theatre. These provide a chance to visit new areas and enjoy different types of entertainment, with the company of fellow patients and staff.

Prospects - occupational therapy led community group

Occupational therapy run a group called Prospects. This group is for patients from Herschel Prins as well as patients who are in the community. The group provides a variety of activities including games, newspapers, quizzes, film afternoons and days out. Once a month a trained adviser visits to provide volunteer and careers advice.

The group is held at a café in the city centre and has free wi-fi access, free tea, coffee, fruit and biscuits as well as being in a comfortable and relaxed setting.

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 9am - 5pm

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 - 5pm

Email: 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.

Aspiro opportunities Ltd

Leicester Active Community Centre

9 Newarke Street
Leicester LE1 5SN

Freephone 0800 098 8708

Email: info@aspiro.org.uk

Provides employment support for adults with a lived experience of mental health problems or a learning disability.

Autistic Society (Leicestershire)

0116 291 6958

Provides support and information and encourages better understanding of autism.

Al-anon and Fam-anon

0207 403 0888

Advice and support for families and friends of drug users.

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.

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

Drug and Alcohol Services

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.

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.

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.

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.

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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