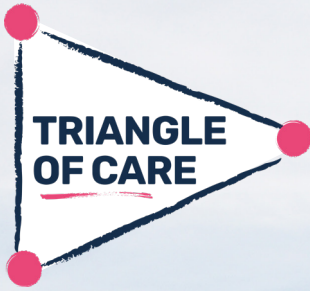




Leicestershire Partnership
NHS Trust



Family, carers and friends

Important information



The Willows
1 Cordelia Close
off Victoria Road East
Leicester
LE5 0LE

www.leicspart.nhs.uk

Email: lpt.feedback@nhs.net



Welcome to The Willows

The Willows is a rehabilitation unit/ step down acute service, providing 24 hour assessment and care for people in the acute stage of their illness. The aim of the ward teams is to provide recovery focused care which is individual to the person.

Important information

Named nurse:

Consultant:

Ward:

Telephone number:

Ward sister/charge nurse:

On arrival

On arrival to the ward, your loved one will be allocated a bed and be orientated to the ward. They will also receive a welcome pack which contains important information about their care.

A psychiatric consultant will be allocated to them to be in charge of their care, along with a named nurse. A full assessment will be undertaken of your loved one's mental, physical, and social needs and a care plan will be devised with them, where possible, to tackle all of these aspects.

These are the members of our multi-disciplinary team:

- Psychology
- Occupational therapy
- Nursing team
- Physiotherapy
- Physical health team
- Speech and language therapy



During the admission a doctor or nurse from the ward may want to call you to get personal history of your loved one. This information is often very important whilst planning their care. The amount of information ward staff will be able to share with you about your loved one will vary as your loved one will need to give staff their consent to do this.



What does my loved one need?

Your loved one will be given access to a personal space for storage. Whilst we encourage individuals to bring some personal possessions to make their stay more comfortable, they should not bring more than they need. Unfortunately we cannot provide storage for any excess belongings.

- Casual clothes
- Shoes and slippers
- Dressing gown and nightwear
- Toiletries
- Glasses/hearing aids/dentures
- Money
- Any mobility equipment
- Personal items which may help recovery, for example, photographs, headphones.

Items not permitted on the ward

We would ask that you do not bring items such as televisions, stereos, laptops/tablets with you. All electrical items must be handed over to staff and checked before they can be used.

- Valuable jewellery
- Weapons of any kind
- Non-prescribed or illicit drugs
- Glass objects
- Large amounts of cash
- Alcohol
- Any offensive materials

Wherever possible we encourage all patients to be responsible for their own possessions. We do provide lockers to keep small sums of money and belongings safe. We 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. Any medication that you have brought in with you will be securely stored away by the ward nurse.



Keeping in touch

Contact with friends and family is encouraged, and if your loved one wishes, you can be involved in their care planning. From the onset of admission we will be working towards recovery and subsequent discharge to make the process as short as possible.

Visiting

We ask visitors to report to the nurse in charge when they arrive and when they leave. If you ask, staff will make arrangements for you to talk privately with relatives/ carers and friends. We ask all visitors not to enter any bed areas to respect the privacy and dignity of others. Should you need to visit the ward outside of our visiting time, please contact the ward prior to your visit and we will support you to make the necessary arrangements.



Rights

Your loved one might have been detained under a section of The Mental Health Act (1983), in which they have rights under The Mental Health Act (1983). These will be explained to them by nursing staff.



CQC Mental Health Act

Supporting patients and ex-patients of mental health units who are, or have been detained under the Mental Health Act.

03000 616 161
www.cqc.org.uk



Mind

A national organisation which provides information and services for those suffering with mental health difficulties and their families, friends and carers.

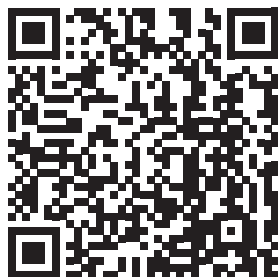
0300 123 3393
www.mind.org.uk



Support services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing

**[www.leicspart.nhs.uk/mental--health/
helpfuldocuments/](http://www.leicspart.nhs.uk/mental--health/helpfuldocuments/)**

Scan QR code



Carers Pack



**Mental Health and
Wellbeing Support**

Frequently asked questions

Will the patient be allowed out of the ward?

There may be restrictions in place as the staff get to know the patient and assess their risk. This is assessed on a daily basis and in time these may be lifted and the patient will have time off the ward.

Who to speak to if you have any concerns about the person you are visiting?

Please speak to the nurse in charge, if their named nurse is not available. However the charge nurse/ward sister are always available should you need to speak with them. They can help to facilitate discussions with the medical team.

Visiting with children?

Under 18's are not permitted on to the ward. There are facilities (family rooms) which can be accessed at visiting times. Please speak to a member of staff to organise one of these rooms for your visit if necessary.

Visiting times:

11:00am - 19:00pm

These times are subject to change so please call the ward beforehand to confirm.



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.