Leicestershire Partnership NHS Trust

Welcome to The Agnes Unit

Information for family, friends and carers

About the Unit

👋 Welcome to the Agnes Unit.

Here we provide 24-hour assessment and treatment for adults with learning disabilities who are going through a very difficult time with their mental health and/or may have behaviours that challenge.

The unit is divided into pods (small areas each with 4 beds, en-suite facilities, lounge, dining room and kitchen). This helps us to provide personalised care by staff. On arrival each patient will be allocated a bed in a pod and introduced to their doctor and nurse. They will then receive a full assessment (mental, physical, social) and a care plan will be created.

Our aim is to provide recovery-focused care and plan for each patient's safe discharge.

Our values

- Compassion
- Respect
- Integrity
- Trust



Our Team

Medical Team

Wears own clothes



Resident doctors and a consultant psychiatrist. Assess needs, prescribe medication, liaise with GPs, manage Mental Health Act and Section 17 leave (permission to spend some time away from the ward).

Nursing Team



Nurses and Healthcare Support Workers provide daily care and support.

Occupational Therapists



Supporting meaningful & purposeful activities & routines within the unit and community, including everyday living skills and sensory needs.

Speech & Language Therapists



Supports communication and eating/drinking needs.

Psychologists

Wears own clothes



Helps patients talk through feelings and challenges.

Supporting families and carers

- Families and friends are encouraged to be involved if the patient wishes.
- We use a whole-family approach because one person's health affects everyone around them.
- Practitioners may ask about family roles and support networks to ensure the right help is in place.
- Families are encouraged to complete the "All About Me" booklet to share information on the patient's likes, dislikes and history.
- Carers can request a Carer's Assessment for extra support. See https://www.nhs.uk/social-care-and-support/support-and-benefits-for-carers/carer-assessments/ or contact social services.
- Please share your views and any concerns. This helps us provide the best care and plan for discharge.

Meal times

- Lunch: 12pm – 1pm
- Dinner: 5pm – 5.45pm



We offer a variety of healthy meals to meet dietary and cultural needs, including:

- Halal, vegetarian and vegan options
- Supplements and full-fat milk
- Snacks such as fruit, bread, jam, cheese, and biscuits

Patients can ask staff for drinks at any time.
Where suitable, they may also use a kitchen to make their own drinks or join meal preparation sessions.

Visiting the unit

When you arrive

- Report to reception.
- At weekends, press the intercom outside or call reception to be connected to the shift leader's mobile.

Where you can visit

- Private visitor rooms (may need booking in advance).
- On the pods, if safe to do so and privacy can be maintained.
- A staff member may need to be present.

Children visiting

- Under 18s cannot enter inpatient areas.
- Visits with children can be arranged in the family room (book in advance).

Useful items to bring:

- A few magazines, puzzle books or unframed photos
- Clothing and toiletries (shampoo, toothbrush, deodorant etc.)
- Please avoid valuables

Visiting rules



Please **do not** bring items which could present a risk to your relative/friend or others, such as:

- Alcohol or illegal drugs
- Dangerous items (e.g. knives).
- Razors/nail scissors must be given to staff.
- Cameras or phones for photos/videos (no filming allowed)
- Plastic carrier bags (paper bags available at reception)

Please note: The Agnes Unit is a non-smoking site.

Money

- You may want to bring money for things your relative/friend needs.
- If well enough, they may go to the shops with staff.
- Staff can shop for patients if needed.
- Please tell us if your relative/friend has particular preferences.

Frequently asked questions



Can the patient leave the pod or ward?

- Yes, once settled.
- Patients may access communal areas.
- Community leave is agreed by the doctor and may require Section 17 leave (permission to spend some time away from the ward).

Will I be kept informed?

- Staff must follow data protection laws, so sometimes information cannot be shared with you.
- You can always share information with staff.
- Families may be invited to meetings if relevant.
- Care plan review meetings are on a Monday - ask a nurse if you'd like to attend.

Who can I speak to if I have concerns?

- Speak to the nurse in charge first.
- If unavailable, speak to any member of staff.
- Posters around the unit show staff roles and uniforms.

What should I bring in?

- See the visiting information above.
- Ask staff if unsure.

How can I share useful information?

- Fill in the "All About Me" booklet.
- Tell us how best to contact you during the stay.

Where can I get more information?

- Speak to Ella Bailey, Patient and Carer Facilitator on 07810 836260.
- If unavailable, please speak to the nursing team.