

Welcome to The Willows

Patient information leaflet



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

General enquiries: 0116 225 5820

Acacia: 0116 225 5846

Cedar: 0116 225 5842

Sycamore: 0116 225 5848

Maple: 0116 225 5849

Visiting

Flexible visiting times,
please avoid mealtimes.

Please see page 23 for
further details. Any visits
with children need to be
arranged in advance.

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Your information

Name

Named nurse/
Care co-ordinator

Consultant

Other doctors

Associate nurse

Nursing team members

Occupational therapists

Welcome to The Willows

A warm welcome to you from all the team at The Willows - a 38 bedded rehabilitation unit for people who have severe and enduring mental illness. The unit currently has two wards plus one eight bed high dependency (locked) rehabilitation unit and one ten bed (step-down from acute) ward. All wards are all on the ground floor and service users have their own rooms - some with en-suite facilities. The dependency unit provides a safe environment for some patients before they progress to one of the unlocked wards.

We know that coming into hospital can be very difficult and frightening, especially if it is your first time on the unit. 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.

The Willows is a homely and relaxed unit, with care provided in a friendly and supportive therapeutic

environment. We encourage you to be fully involved in your care, asking you to contribute to the development of a structured plan of care and to help us to understand what you need to recover.

Part of your plan of care will include structured activities which focus on your interests and strengths, allowing you to improve how you cope with day-to-day living.

The ward staff are here to support you to work towards your recovery.

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 will plan your discharge with you and work with community teams and your relatives and carers to discharge you into the community with the right support. Most service users will stay for between six and fifteen months.

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 sister or charge nurse or any of the advocacy services provided on page 27. If you wish to make a complaint about safety on the ward, this will be carefully investigated and we will do all we can to maintain the safety of everyone while this happens (please see page 25 for further information).

Violence and abuse is not to be tolerated by anyone on the ward and this includes staff, patients and visitors. 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 dangerous objects, such as knives into our premises. On admission, staff will advise you what items (for example razors, nail scissors and lighters) need to be placed in safekeeping during your stay. You will be advised how to access such items if needed.

Observation/engagement

We want to keep you safe during your stay, so you may hear staff and patients talking about observation/engagement levels. These levels apply both on and off the ward and on admission you will be placed on a level then reviewed within 24hrs. There are four levels which are individually care planned to ensure your safety. These levels range from a member of staff being with you at all times, to being regularly checked by a member of staff.

If you are unsure why you have been placed on an observation level, please ask a member of staff to explain.

Call bells are available to all patients to summon assistance from staff should you need it – the nurse will explain this to you on admission.

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, age, 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 designated area
- accept that you could be moved to another bed or ward during your stay
- **are not** violent or abusive towards anyone
- **do not** bring alcohol into the Unit
- **do not** bring illegal drugs into the Unit
- **do not** bring dangerous objects, such as knives into the Unit. Items such as razors, nail scissors and lighters should be handed to staff for safe keeping until they are needed
- respect that this is a hospital environment and **DO NOT** take any photographs or video recordings.

Unacceptable behaviour

The Trust encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviours by patients, visitors or staff. In extreme circumstances the Trust will pursue prosecution proceedings against any individual concerned.

These behaviours include:

- violence
- threats or threatening behaviour
- theft
- willful damage to Trust property
- drug dealing
- abusing alcohol or drugs in hospital. (However, all medically identified substance abuse problems will be treated separately)
- offensive sexual gestures or behaviours
- malicious allegations relating to employees, other patients/clients, or visitors
- derogatory racial or sexual remarks
- threatening or abusive language involving excessive swearing or offensive remarks

Our commitment to provide care for everyone

We are committed to providing care and support for everyone in ways which meet individualised needs that relate to their age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity status, race, religion or belief, sex or sexual orientation.

We have listed sources of support (page 31), but please speak with a member of staff to discuss any issues.

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 care co-ordinator who will be responsible for overseeing your care. If you would like to know more about CPA, we can give you a leaflet.

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.

Your care

Your care will be provided by a multi-disciplinary team including doctors, nurses and other professionals (please see page 9). We aim to provide inclusive services for everyone that respond to the needs of the individual. We want you to:

- be involved in decisions about your care and treatment
- have an assessment of what your needs are
- have a Care Co-ordinator to help pull everything together
- have a written care plan explaining what is happening
- be involved in regular reviews to check that everything is progressing
- have support for your carers / family if they need it
- be followed up if you go on leave and after you leave hospital, to make sure you're ok.

You will be given a named nurse who will work with you to complete a full assessment of your needs.

Your care plan

The Services and treatments you will have are all written down in a care plan, which explains what they are for, how they work and who is responsible for each part. You should always be involved in deciding what goes into your care plan and will always be able to have a copy of it.

Your consultant and/or care co-ordinator will talk through with you what the choices are, discuss them and agree your care.

Your care plan might include information on:-

- Medication
- Talking Therapy
- Activities and Recreation
- Interventions
- Occupational Therapy
- Planning towards discharge

We will always endeavour to work with you and your carer/family so you are as involved in your care process as possible.

Your consultant will take part in a PCM (Patient Centred Meeting) approximately every 14 days. Please see page 11 for further details.

You can request a second opinion by discussion with your own consultant, who can arrange for this to happen. Alternatively you can discuss with the ward matron who can take this forward.

CPA reviews (Care Programme Approach) are approximately 3 monthly. Your Care Co-ordinator, Consultant, Doctors, OT's, Social Workers and if you wish your carers / family, will be in attendance to review MDT (Multi Disciplinary Team) Care Plans.

Your family/carers

If you have family or friends who provide a lot of support for you there may be some things we can do to help them, like giving them information about services, or putting them in touch with other carers.

If they provide a lot of support regularly, they may be entitled to a carer's assessment. Your Care Co-ordinator can help with this. Let them know if you think family or friends need help.

Your assessment

To make sure we know what your needs are and to help us work out how we can meet them, we will begin by talking to you. Sometimes we might need to take tests to check out any physical problems, which may be making things worse. We will always talk to you about these first. When we have got a clear picture of what the problems are, we can provide treatment to help you start to recover.

The sort of things we will talk to you about will include:

- what has happened to bring you on to the ward
- your physical and mental health
- family and relationships including any parenting or caring responsibilities you have
- your housing and money needs
- what you do during the day and whether you need any help with day to day activities such as shopping or looking after yourself
- what your goals are for the future

We will also ask if you have any particular requirements because of your religion or spirituality, culture, sexuality, age, gender, disability etc. Any needs will be taken into account and planned into your care.

If you need the protection and support of the Mental Health Act or the Mental Capacity Act, we may need to do a special assessment, but we will explain this to you.

Your physical health contributes to your mental wellbeing, so as part of your admission to the Willows, a doctor or nurse will carry out a physical examination to assess your physical health. The doctor or nurse may check:

- your temperature
- your pulse
- your respiratory rate
- your blood pressure
- your height and weight
- the levels of oxygen in your blood (this is done by placing a device called a pulse oximeter on your finger)
- your reflexes
- your urine sample

Other checks may be necessary to monitor your physical health and these may include blood tests. Any tests will be discussed with you.

A GP visits the unit every week to review people's physical health. If you already have a GP and are able to get to your own surgery, we will support you to do so.

If you have any concerns at all regarding your physical health, please discuss this with the nurses or your doctor and let us know if you have any pre-existing medical problems.

If the nurses and doctors decide that a change in your medication is required, this will be discussed and explained to you. Sometimes the doctor will discuss different types of medications which are available to treat your condition.

A pharmacist is available to visit the Willows. They will be happy to sit down and discuss different medication options with you and can also advise on such things as side effects and dosages.

The doctor will discuss the medication you are taking, if you are having any side effects or if you have noticed any positive changes in your mental health.

We will check regularly with you to make sure the treatment and support you are getting is working, or if any changes need to be made.

Patient Centred Meetings (PCMs)

You will be invited to regular PCM's approximately every 14 days (every seven days on a high dependency ward), where you will have an opportunity to express and discuss issues surrounding your care. You will be invited to CPA reviews (Care Programme Approach) approximately three monthly. Your Key Worker, any other involved professionals and if you wish any family or carer's will be invited to discuss your progress and planning your progress toward discharge.

The Mental Capacity Act 2005

The Mental Capacity Act (MCA) is the law designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over.

Mental Health Act 1983

The Mental Health Act (1983) is the main law in England and Wales that covers the assessment, treatment and rights of people with a mental health disorder.

In most cases when people are treated in hospital or another mental health facility, they have agreed or volunteered to be there. If this is the case, you may be referred to as a voluntary patient.

There are cases when a person can be detained, also known as sectioned, under the Mental Health Act (1983) and treated without their agreement.

What is the SOAD service?

The second opinion appointed doctor (SOAD) service safeguards the rights of patients subject to the Mental Health Act.

SOADs are consulted in certain circumstances when a patient refuses treatment, or is too ill or otherwise incapable of giving consent.

They'll check whether the recommended treatment is clinically appropriate and that your views and rights have been taken into account.

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.

When you return from leave 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?

If you have been detained 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.

Who's who on the ward?

All staff wear name badges.

Many different members of staff will contribute to your care or be part of your multi-disciplinary team while you are on the ward. Please note that nurses and psychiatrists are the only staff based on the ward.

Ward sister/charge nurse

Deputy ward sister/charge nurse

Mental health nurse

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.

Occupational therapist (OT)

Therapeutic liaison worker (TLW)

Named nurse/care coordinator - Your named nurse/care coordinator will work with you to ensure that your personalised care plan is implemented. Your named nurse/care coordinator has overall responsibility for your care, and he or she will monitor the services you receive. This will include making sure that regular reviews of your care are undertaken.

Associate nurse - When your named nurse is off duty, he/she will make sure that an associate nurse is available to cover their duties. You will be told who the covering associate nurse is when your named nurse is absent from the ward.

Healthcare support workers - 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 psychologist - A clinical psychologist has a psychology degree together with clinical training in psychology. Clinical psychologists are trained in research, assessment and the application of different psychological therapies.

Psychotherapist - Psychotherapists help people to be in more control of their own lives by helping them understand themselves and their relationships with others. They provide therapy on a one to one basis and in groups. There are many different types of psychotherapy (also known as talking therapies).

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. They are assisted by **therapeutic liaison workers (TLWs)**.

Support, time and recovery (STR) worker - Support, time and recovery workers play a key part in the co-ordination of care. They undertake a range of tasks to support service users and promote independent living.

Pharmacist - A pharmacist is a healthcare professional who ensures that the medications that service users receive are safe, effective and appropriate.

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.

Inreach Service - The aim of the Inreach Service is to provide help and advice with housing, benefits, debt and financial issues.

Student training and research

An important part of our work is training the doctors, nurses and other professionals for the future. Students in training regularly spend time working on the wards. All students are supervised by fully-qualified staff members. On occasions, we may ask if you are happy for a student to provide your treatment. **If you do not want a student to assist with your care, please tell your nurse.** You may be asked if you are willing to take part in research. **If you say no, your care and treatment will not be affected.**

What do I need to bring to the ward?

Each patient has limited personal space for storage. Whilst we encourage you to bring some personal possessions to make your stay more comfortable, we ask that you do not bring more than you need. Unfortunately we cannot provide storage for any excess belongings so will ask that you send them home with your family.

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 advise you not to bring valuable items, such as jewellery on to the ward. 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.

Generally we ask that you do not bring items such as televisions, stereos or laptop/tablet computers with you. Our staff must check and authorise any electrical items before they are used.

- ☐ casual clothes
- ☐ shoes/slippers
- ☐ dressing gown
- ☐ glasses
- ☐ hearing aid
- ☐ hair brush/comb
- ☐ dentures (and denture care products)
- ☐ toiletries (shower gel or bubble bath, shampoo, toothbrush, toothpaste, deoderant)
- ☐ shaving kit (if applicable)
- ☐ a small amount of money for buying day to day items
- ☐ books, magazines, puzzle books, games
- ☐ items such as photos which may help you to feel at home

If you have forgotten anything, please ask a member of staff who may be able to help with emergency items.

Mobile phones, cameras and recording devices

All patients and visitors are reminded that this is a hospital environment, and although we allow the use of mobile phones to make and receive calls, they must not be used for photographic or videoing purposes. This is to protect and respect the privacy and dignity of everyone. Failure to comply with this request may result in legal action being taken.

Telephone and Internet access

Most patients will be able to keep their mobile phones on the ward, and we advise that you keep them with you at all times. Chargers must be handed in (unless agreed by the nursing team) and charging will take place in the staff office.

If reception is unstaffed (out of hours), you will need to ask a member of staff to use the phone.

If you need to make a private phone call, for example to your care team, solicitor, benefits or housing agency, please ask a member of the nursing team who will be happy to give you access to a telephone.

Ward Phone

There is a phone available on the ward that can receive incoming calls only and can be given to carers and friends to contact you during your stay. Please ask staff for the number.

We hope to be able to offer computer and Internet access, please ask staff for details.

Your medication

Medication is dispensed from the medicine cupboard four times daily. During your stay you may gradually become more involved in looking after and taking your own medications. The staff will talk to you about this as the need arises and give you full support.

Medication times are generally:

8.30 - 9am
12.30 - 1pm
5.30 - 6pm
10 - 10.30pm

If you require medication on request or at specific times of the day this will be administered to you as prescribed. Unless you are on a self-medicating programme you are not permitted to have medication on your person or in your room – it must be handed in for safe-keeping.

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.

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.

Laundry

We recommend a supply of easily washable day and night clothes. We do have laundry facilities (washing machine and dryer) on each ward and encouraging you to wash, and cleaning your clothes will be part of the rehabilitative work that we will support you with.

Bed linen is provided and laundered by the unit. Towels can be provided unless you

wish to bring your own. Please ask a member of staff for fresh towels and bedding as you need it. You will be encouraged to change your bed linen on a regular basis.

Please note the Trust cannot be held responsible for lost or mislaid items.

Food and drink

While you are on the ward we want to make sure you get the correct food and drink to meet your needs, as this will help keep you well.

Daily menus are displayed providing three meals and at each sitting there is a choice.

We also provide special diets to meet physical and cultural needs. Please speak to a member of the nursing team for further information. Nutrition is an important part of your recovery and we will record your weight monthly unless concerns are raised about your dietary intake and this may be increased.

A variety of hot and cold drinks are available during the day at the drinks station on each ward.

Breakfast	8am - 9am
Lunch	12pm - 12.30pm
Evening meal	5pm - 5.30pm

We want you to feel welcome during your stay so please speak to staff if you would like a snack outside of these meal times.

Feedback about food and menus can be raised at the food focus meeting. Please speak to a member of staff if you would like to contribute. These meetings are held every three months.

Belongings

We make every effort to make sure you are kept safe and well whilst on the unit. This means certain items may have to be taken aside and stored appropriately.

On admission you should have been advised by staff not to keep large amounts of money or valuables with you during your stay.

Arrangements can be made for you to have a small secure storage locker or you can hand in your valuables for safe keeping.

Any items (including money) will be recorded on a property sheet and a copy given to you. Any items or money not booked in are solely your or your relative or carer's responsibility.

Certain objects may be taken for safe keeping to ensure everyone's safety. These include:

- All medication (including over the counter and herbal products)
- Scissors, knives and other sharp objects
- Lighters, matches
- Glass, glass bottles
- Illicit drugs and alcohol
- Toxic substances (e.g. nail polish remover)
- Mobile phone chargers
- Flammable items (e.g. lighter fluid, aerosols)
- Plastic bags

Of course, some items will be stored and given to you when required (e.g. razors). Use of such items may need to be supervised.

If you would like help to stop smoking please let the nursing staff know.

Smoking alcohol and drugs

The Trust became smoke free in October 2016 and promotes nicotine replacement therapy products that are free from our pharmacy. Please speak with your named nurse if you would like nicotine replacements.

The ward will allow the use of disposable e-cigarettes within the patio gardens and not within the wards. Please do not bring any other vaping devices to the unit. If brought in they will either be kept by ward staff for safe keeping or sent home with family or friends.

Alcohol and non prescribed drugs are strictly forbidden on the unit. When you return to the unit, there may be occasions when staff may decide to search you or your belongings. This is done because we need to reduce the likelihood of substances or items which could cause harm to you, other patients or staff from being brought on to the unit. Body searches will always be conducted respectfully and by someone of the same sex.

Visiting times

There are no fixed times to visit during the day. However, we ask that visitors do not visit before 9am, after 9pm or during meal times as we operate a Protected Mealtimes Policy. If there are special circumstances that prevent a visit happening between 9am and 9pm, we ask that visitors contact the ward to make special arrangements.

Breakfast 8am - 9am

Lunch 12pm - 12.30pm

Evening meal 5pm - 5.30pm

Visitors are asked to report to reception who will contact the ward and visitors will be escorted through the core patient area to the ward by nursing staff. We ask all visitors not to enter any bed areas to respect the privacy and dignity of others.

If you ask, staff will try to make arrangements for you to talk privately to friends and relatives but due to limited space, the use of private space is prioritised for children visiting.

Children visiting

As children are not allowed on the open ward, we do have some limited family space. Please speak to ward staff, in advance, who will be happy to book this private space for you.

Any visitors suspected of carrying any dangerous items, alcohol or illegal drugs may be denied access to the wards.

Privacy and dignity/same-sex accommodation

You have the right to receive high quality care which is safe, effective and respects both your privacy and dignity. Whilst in our care you can expect to be:

- shown respect and treated with dignity
- treated as an individual in expressing your needs and wants
- supported to maintain the maximum possible level of independence, choice and control
- listened to and supported in expressing your needs and wants
- respected in your right to privacy and confidentiality
- fully involved in planning your care, with family members and carers as care partners
- assisted to maintain confidence and positive self esteem
- helped in alleviating loneliness and isolation
- able to complain without fear from retribution
- Free from any experience of abuse

All our wards are same sex which means:

- The bedroom wing where your bedroom is will only have patients who are the same sex as you.
- Your toilet and bathroom will be just for your gender.

It is important to understand that both male and female nurses, doctors and other staff may come into your bedroom.

Please talk to your care co-ordinator/associate nurse or consultant if you think we have breached any of the above.

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
- a high-quality, confidential interpreting service, and

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. The chaplains can:

- pray with you - lead public worship or pray quietly at a bedside
- listen confidentially to your private concerns
- help someone find meaning in a life approaching its end, or
- just have a chat.

You can ask any member of staff to contact the chaplains or you can call them on: 0116 295 7569.

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.

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

Welfare rights/sick notes

The staff will help you where possible with benefit forms and phone calls. Sick notes are available from the ward upon request.

If you have a social worker involved in your care they may be able to assist you in this area. Where possible you will be encouraged and supported to be independent.

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.

Activities and other services

Members of the care team are available to work with you on a one to one basis, supporting the goals which are included within your care plan. They can help you to make links with the community etc.

There is an activity board on the ward which shows what is available on different days such as breakfast club. If you would like to take part in any of these activities please speak to a member of staff.

The unit has a games room with pool table, football table and gym equipment. There is also a computer and library room which also houses a Nintendo Wii. Please speak to the care team as you will need to be assessed to use the gym equipment for safety purposes.

Local services such as shop, café, GP, hairdresser, dentist and chiropody etc can be accessed with support from staff.

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.

Ward community meetings

Ward meetings are held fortnightly. You can find more information about the monthly community meetings on the ward notice board.

“You will meet
some lovely
people
during
your stay.”

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.

Wellbeing clinics

Staff hold regular Wellbeing Clinics on the ward to give you an opportunity to talk about how you can take care of your physical health. We can offer a range of health checks and information about healthy living and how this can help you with your recovery.

We dedicate one day a week to activities on wellbeing, to give protected time to things like physical health checks, sharing information about wellbeing and time at the gym (you can also use the gym throughout the week).

POhWER

POhWER help people who, because of disability, illness, social exclusion and other challenges, find it difficult to express their views or get the support they need.

Their mission is to empower people to have a voice and make a real difference to their lives. They do this by speaking for them when they can't and supporting them to speak for themselves when they can.

POhWER are a charity and the advocacy, information and advice services they provide are free, independent and confidential.

You can contact POhWER via one of the methods below. Their Help Hub is open from Monday to Friday 8am to 6pm (excluding bank holidays).

Tel: 0300 456 2370 (charged at your standard network rate)

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Post: PO Box 17943, Birmingham. B9 9PB

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 using 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 Monday to Friday 9am - 4.30pm



Email: lpt.pals@nhs.net



Freepost LPT PATIENT EXPERIENCE

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 of 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 to, 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. One of the team will get in touch with you within three working days to let you know what they are doing to investigate and when you can expect to hear from them. We must 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 Monday to Friday 9am - 4.30pm



Email: lpt.complaints@nhs.net



Freepost LPT PATIENT EXPERIENCE

How to give a compliment or provide feedback:

If you would like to give a compliment regarding the care provided or would like to provide us with feedback on how we can improve our care then please write your compliment and pass to a member of the nursing team. Alternatively the Friends and Family Test is available for service users and carers/family.

Support and advocacy

There may be times when you or your relatives have concerns or questions about the care and treatment you are receiving, or you may need some support.

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 Project

79 St Peter's Road
Leicester

0116 220 0070

Email: admin.box@adharproject.org

A voluntary organisation offering support to Asian people experiencing mental health difficulties and distress and their carers.

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.

Al-anon and Fam-anon

0207 403 0888

Advice and support for families and friends of drug users.

Autistic Society (Leicestershire)

0116 291 6958

Provides support and information and encourages better understanding of autism.

Bipolar UK

Provide a range of services to help people affected by bipolar to take control of their lives.

Peer support line:

0333 323 3880

E-mail: info@bipolaruk.org

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 556 0046

Advice, information and practical and emotional support for anyone who is caring for someone with mental health difficulties.

CRUSE

16 Pocklingtons Walk
Leicester

0116 288 4119

Email: leicester@cruse.org.uk

The Leicester group of a national organisation which aims to help those who have suffered the loss of a loved one.

Eating Disorders Association (beat)

0808 801 0677

E-mail: help@beateatingdisorders.org.uk

A national charity providing advice, information and helplines for help and understanding about eating disorders.

DrinkLine

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. Call 0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm).

Drug and Alcohol Services

www.turning-point.co.uk

0330 303 6000

Independent Complaints Advocacy Service

Provides free independent advice on how to make a complaint about the NHS. You can contact POhWER via one of the methods below. Their Help Hub is open from Monday to Friday 8am to 6pm (excluding bank holidays).

0300 456 2370 (charged at your standard network rate)

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Post: PO Box 17943,
Birmingham B9 9PB

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 Elderly Advocacy Project

33 Chandos Street

Leicester

0116 275 5515

Email: leeap1@btconnect.com

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 and Bisexual 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.

CQC Mental Health Act

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

03000 616161

(choose option 1) Phonelines open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays.

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

The Care Quality Commission (CQC) deals with complaints from patients and ex-patients of mental health units who are, or have been, held under the Mental Health Act.

MindOut-LBT-Q Mental Health Services

0127 323 4839

www.mindout.org.uk/

MIND

0300 123 3393

Email: info@mind.org.uk

MIND is a national organisation which provides information and services for those suffering from mental health difficulties, and their relatives, friends and carers.

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.

Quetzal Project

14-16 Talbot Lane
Leicester

0333 101 4280

Email: help@quetzal.org.uk

Our lines are open 9am-5pm
Monday to Friday

A project for women who have experienced the long-term effects of sexual abuse in childhood.

Rethink Mental Illness

0300 5000 927

Rethink Advice service:

0808 801 0525

A national organisation which provides information and services for those suffering from mental illness, their relatives, friends and carers. Rethink has many local carers groups in Leicestershire.

Samaritans

116 123

A 24-hour helpline listening service for people who need someone to talk to at desperate times.

SANEline

300 304 7000

An out-of-hours (4.30 - 10.30pm) phone helpline for anyone coping with mental illness.

You can also email us at: support@sane.org.uk and we will respond as soon as possible.

Talk to Frank

0300 123 6600

www.talktofrank.com/

Free information on drugs. 24-hour helpline.

Call FRANK 24 hours a day, 7 days a week.

Text: 82111 - Text a question and FRANK will text you back.

Email - (from the website): Send an email and FRANK will message you back.

The reply will come from frank@talktofrank.com and the subject line won't have your question in it.

The Centre

Lesbian, gay, bi-sexual and transgender.

0116 254 7412

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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