

Kedleston Unit inpatient guide



Derbyshire Healthcare NHS Foundation Trust
The Kedleston Unit, Kingsway Site,
Kingsway, Derby DE22 3LZ



*Better
together*

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Welcome to the Kedleston Unit

A welcome from the Director of Nursing & Patient Experience, Carolyn Green



Our aim is to keep you safe, help you feel optimistic and hopeful about your health and wellbeing and support you through your period of need for hospital care. We aim to provide you with a solid quality of care during your stay with us. We hope this guide will provide you with all the information you'll need whilst in our care, including agreeing with you how we can best meet your needs and what facilities we have on offer to make your stay with us as comfortable as possible.

As a service, we want you to receive and experience care that is of a standard you would expect for a family or friend. We will work to a set of values which put patients at the centre of what we do, and aims to give every patient the best possible experience. It is also important that your friends and family are working closely with our staff, so that we can understand your health and wellbeing and your care better. We will ask you early on in your admission whether we can involve your family and friends in your care - it is very helpful to understand from your family and friends, how you are, what are your signs of wellness and illness.

It is so very important that you and your family fully understand why you are in hospital and your treatment plan, therefore I would encourage to you tell us about the goals you wish to achieve so we can ensure our care reflects your goals, your diagnosis, your treatment options, and our recommended ideas to enable you to choose in partnership with our team.

We want to make sure you are treated in a way which reflects our values and to help us do this we will ask for your views on how well we are doing, so that we are continually learning and improving through questionnaires and surveys during your stay on the ward. We also welcome your feedback and comments on whether we have provided the best care possible. You can do this directly through our ward staff or our Patient Experience team, Freephone 0800 027 2128 or email patientexperience@derbyshcft.nhs.uk.

Carolyn Green
Director of Nursing & Patient Experience

The Kedleston Unit

On arrival at the Kedleston Unit you will be welcomed to the ward by a member of the nursing team.

You will be allocated a named nurse on admission, during the following weeks your named nurse and the clinical team will undertake a detailed assessment of your needs and plan your care pathway.

About the Kedleston Unit:

The unit is a 20 bedded single gender service for males aged 18 to 65 years old. The unit strives to deliver a wide and varied range of treatments and care by qualified staff for men living with serious mental disorders and offending histories who require the provision of security. This is carried out in accordance with the Department of Health's principles for rehabilitation and risk management.

The unit aims to provide a homely and secure environment with occupational and recreational opportunities and links with community facilities. Service receivers will usually be detained under the Mental Health Act (1983) and may require rehabilitation for up to two years.

The Kedleston Unit aims to be a supportive and structured environment, with a primary focus on rehabilitation, social inclusion and recovery. The unit aims to provide a service which promotes recovery, helping the service receiver to feel that, with support, they can learn coping strategies to deal with their difficulties and to gain a sense of control over their lives.

Rehabilitation is achieved with the ongoing input from occupational therapy staff who adopt an holistic approach to problem solving; this involves the therapeutic use of activities. The aim of the intervention is for the individual to gain the ability to achieve their highest level of competence, thereby enhancing their quality of their life.

Staff on the unit aim to provide high quality evidence based care for all your needs. Your named nurse will spend regular one-to-one time with you to collaboratively plan your care.

Your stay

During your stay with us we want you to feel at ease with your surroundings and as comfortable as possible. We hope the facilities and support provided on the ward will help you to relax and aid your recovery.

Mobile phones:

Service users are permitted to use mobile phones with the following safeguards in place:

- Mobile phones are stored securely by staff in individual boxes
- Mobile phones can only be used out of the Kedleston Unit, ie on escorted/unescorted leave
- At no time may mobile phones be used to photograph or record activities within the confines of the unit.

Payphones:

Payphones are available for service receivers in the ward areas. The payphone number is:

Curzon Ward: 01332 623717
Scarsdale Ward: 01332 363012

Ward Phones:

To contact a member of nursing staff, please ring:

Curzon Ward: 01332 623715
Scarsdale Ward: 01332 623716

Nursing staff are available 24 hours a day. Due to shift changes, we request that calls are avoided between the hours of:
7.00am - 7.30am, 2.00pm - 2.30pm and 9.00pm - 9.30pm.

What to bring on your admission:

There are a few items you may need while you are at the Kedleston Unit. For example:

- Toiletries
- Washing powder
- Changes of clothing/footwear for day and night time
- Books, writing paper, magazines etc.
- Postage stamps

Money and valuables:

If upon admission you have money or valuables with you, such as passports, driving license etc, you may store them securely in the Patient Bank, located at the Ashbourne Centre on the Kingsway Site. This is the only way that we can ensure security of your property.

If you want to use this service please hand items to the nurse in charge. You will be provided with a receipt detailing the items you have handed in.

The Patients' Bank is open Monday to Friday at the following times:

Monday	9.30am - 11.30am and 2.00pm - 4.00pm
Tuesday	9.30am - 11.30am and 2.00pm - 4.00pm
Wednesday	CLOSED
Thursday	9.30am - 11.30am and 2.00pm - 4.00pm
Friday	9.30am - 11.30am and 2.00pm -3.30pm

Access to money:

Any patient who has not got any leave granted off the unit and needs access to money will be assisted by a qualified nurse/named nurse to complete the appropriate paperwork to the DHSS to have their benefits sent in a giro to the hospital bank. Once it has arrived at the bank the patients will be able to access their money via the hospital bank. This process may take several weeks.

DERBYSHIRE HEALTHCARE NHS FOUNDATION TRUST CANNOT ACCEPT ANY RESPONSIBILITY FOR ANY CASH OR VALUABLES NOT HANDED IN.

Laundry:

A laundry room is available on the unit with facilities to wash and dry your clothes. You are required to provide your own wash powder.

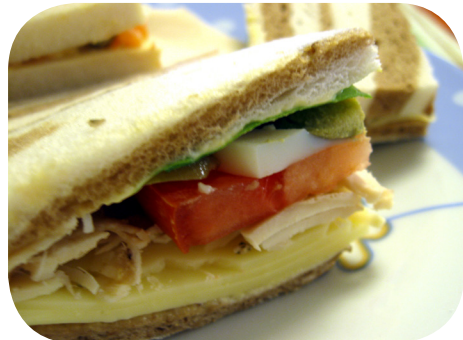
Meals:

A choice of menus is available. You will be requested to complete a menu card on a daily basis. Special diets are available on request e.g. halal or vegetarian diets.

Mealtimes are protected. During the times set below visitors will not be allowed to enter the unit.

- Breakfast 8.30am - 9.00am
- Lunch: 12.00noon - 12.45pm
- Dinner: 4.30pm - 5.00pm

Hot and cold drinks are available to you from the ward kitchen throughout the day. There is also a drinks machine in reception that visitors may use.



Visitors

We want you to keep in contact with your family and friends and as such there are no set times for visiting. However, all visitors must contact the Nurse in Charge (Curzon/Scarsdale Ward) to book a visit in one hour sessions.

On the first visit your visitors will be required to produce some form of photo identification, and provide their date of birth and current address.

Please note that the Nurse in Charge may cancel visits at their discretion. You will be given a full explanation should this occur. All visits to the unit are supervised by staff and should be a maximum of one hour.

Visiting times:

Monday to Friday: 2.30pm - 4.30pm and 6.00pm - 8.00pm
Weekends: by negotiation with the Nurse in Charge.

Family room/children visiting:

Any requests to visit where visitors are under the age of 18, must be made well in advance to allow approval to be sought from the clinical team.

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 carers assessment. Your Named Nurse or Care Co-ordinator can help with this. Let them know if you think your family or friends need help.

Support for you

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. The Patient Experience team can help you with this. They will listen confidentially to your concerns and give you information that is relevant by contacting independent, statutory or non-statutory organisations such as Advocacy or the Carer's Association.

The Patient Experience team can also help by sorting out any disagreement or concerns you may have with any NHS service. You can ask a member of staff to contact the team on your behalf, or you can contact the service using the freephone helpline (0800 027 2128).

We also offer an Advocacy service, which can support, represent and inform you, should you need assistance in obtaining your rights or resolving a difficult situation. Advocates are independent of the Trust and will act on your instructions only. They can help you plan for and attend meetings. The service is confidential. You have the right to access this type of support. An Independent Mental Capacity Advocacy Service (IMCAS) is available for people who struggle to make decisions about their affairs. Please contact ward staff for further information.

Spiritual needs:

A multi-faith chaplain is available for you to talk to. If you wish to see the chaplain or you a faith representative of your choosing please ask a member of the ward staff to contact them on your behalf. If you need somewhere to worship or a quiet place to be alone you can also arrange to visit the Multi-Faith Room at the Ashbourne Centre.

Interpreting facilities:

An interpreter is available for any person whose first language is not English.

Your care

Staff on the unit aim to provide high quality care for all your needs. Your named nurse and OT will spend regular one-to-one time with you to plan your care.

Residents at the Kedleston Unit will have individualised structured daily plans – supported directly by occupational therapists and nurses. You will be expected to participate in planning your care and activities; this may include escorted community visits for assessment purposes.

Reviews by the consultant psychiatrist:

Your doctor will direct and oversee your care during your admission. The clinical team will review your progress every two weeks. CPA meetings normally take place on a Wednesday. Your attendance will be required at these meetings. Your relatives/carers are welcome to attend CPA meetings with your consent and after booking appointments with ward staff.

If you are worried about the review meeting, please feel free to talk to your named nurse who will make the appropriate arrangements to support you.

Care Programme Approach (CPA):

Throughout your stay in hospital, your care will be structured within the Care Programme Approach (CPA). This is the system within which staff will deliver mental health services to ensure that your care is well coordinated both in hospital and whilst at home.

The CPA focuses on five main areas: assessment, care planning, review, care co-ordination along with service user and carer involvement.

Derbyshire Healthcare have set additional standards to ensure the best possible quality of care is maintained; these are called our Core Care Standards. You can find out more about this at www.corecarestandards.nhs.uk.

Your named nurse will be happy to explain this in more detail and answer any questions you may have.

Mental Health Act (1983)

If you are detained under a section of the Mental Health Act, your named nurse will provide you with an information leaflet that helps to explain your rights and the process of appeal. They will assist you with any concerns you may have.

This leaflet is also available for nearest relatives as it also explains their rights under Mental Health Act law.

An independent advocacy service is available if you would like to talk to someone who is not involved in your care, but who can advise you on your rights. Please see page 17 for more details. We would encourage you to use this service if you are concerned about any aspect of your care.

Confidentiality and use of patient information

Details of your medical care will be recorded but at all times we aim to protect your personal information. Great care is taken to ensure high standards of confidentiality are maintained with all information held.

The 'Data Protection Act 1998' gives you the right of access to any personal information which the Trust holds about you. If you wish to apply for access to your information, or if you would like more information about your rights under the Act you should, in the first instance, contact our Health Records Officer on 01332 623558.

Your safety and wellbeing

Belongings:

We make every effort to make sure you are kept safe and well whilst on the ward; this means when you arrived some objects may have been removed from you.

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 us to look after money and valuables for safe keeping. These will be recorded on a property sheet, a copy of which will be given to you. You will be given a money receipt for any money. Any items or money not booked in are the sole responsibility of yourself or your relatives.

Certain objects may be removed from you to ensure yours and others safety including:

- all medication (including over the counter and herbal products)
- scissors, knives, other sharp objects
- lighters, matches
- glass, glass bottles
- illicit drugs and alcohol
- toxic substances (eg nail polish remover)
- mobile phone chargers
- flammable items (eg lighter fluid, aerosols)
- plastic bags.

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

Observation/engagement:

During your stay, you may hear staff and patients talking about observation/engagement levels. These levels apply both on and off the ward and you will be assessed and placed on one of these levels. There are four levels which are individually care planned to ensure your safety. If you are unsure why you have been placed on the observation/engagement level you are on, please ask a member of staff to explain.

Sometimes you or others may become distressed so we will give more intensive support in those circumstances; this may include de-escalation or seclusion.

Smoking, alcohol and drugs:

Here at Derbyshire Healthcare, we aim to provide the highest quality healthcare services in the safest environments possible.

Part of this commitment is to provide clean and healthy facilities and open spaces for all. That's why smoking and the use of e-cigarettes is not allowed anywhere on Trust premises – including wards, grounds, doorways and car parks. This applies to people who receive our

services, our staff and visitors.

A full package of support will also be available to anyone admitted onto one of the Trust's mental health inpatient wards. This will include a range of nicotine replacement therapies (NRT), such as patches, gum, lozenges and inhalators, to help them cope with their cravings. For more information, please speak to a member of staff

Alcohol and non-prescribed drugs are strictly forbidden on the ward.

Emergency responses:

On occasion there are clinical emergencies that ward staff have to manage. These include fire, medical emergencies, behavioural disturbances, self-harm, medical emergencies and building maintenance.

Ward staff are trained to deal with these circumstances appropriate to the situation, and whilst these remain extreme and emergency situations, their responses and actions may seem unusual. Some responses such as cardio-pulmonary resuscitation, physical restraint and first aid might look distressing, but these are the tried and tested systems in place to safely manage the situations they correspond to.

It is important to note that these are unusual situations and witnessing or experiencing them can be traumatic for all.

You are entitled to ask questions about and seek answers for any experience you have had on our wards. Sometimes this takes the form of a conversation called a "debrief" to specifically look at support and review the circumstances leading to and during the event in order to best manage the situation next time if it occurs. Staff also take part in debriefs to analyse and reflect on their own experiences.

Unacceptable behaviour:

The Trust has adopted the national NHS zero tolerance policy and encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviour by patients, visitors and staff. In some circumstances the Trust will pursue prosecution proceedings against any individual concerned.

Staff in the care process

Your Care Co-ordinator

Care Co-ordinators are usually based outside the hospital. Their job is to coordinate the people involved in your care and make sure you have access to the best services to help you recover. You probably already have a Care Co-ordinator but if not we will get you one. They'll start by coming to meet you to find out what you need to get better, and then help to plan for when you can leave hospital. They will keep an eye on everything that's happening, and talk to anyone who needs to be involved.

If you already have a Care Co-ordinator, they will keep in touch while you are in hospital, and make sure everything runs smoothly when you leave, including visiting you when you go home.

Your Named Nurse

When admitted to the ward, you should have been given a Named Nurse. They are responsible for:

- co-ordinating your care while you're on the ward
- discussing your care plans with you
- having regular face to face chats with you, to build up a good relationship
- ensuring the nursing team is aware of any specific needs you have.

If your Named Nurse is not on duty you can speak to any other member of staff. If you want to change your Named Nurse you can ask for a different one – they won't mind. If you're not sure who your Named Nurse is there is a board displaying this information at the Nurses' station.

Your Consultant and other Doctors

You will have a named Consultant in charge of your medical care, but they will have other Doctors to help them, so you may not see your Consultant every time. They will see you regularly, and will talk to you about the support and treatment you need. If you don't know who your Consultant is, please ask a member of the nursing staff.

Your Care Co-ordinator

Your Named Nurse

Your Consultant and other Doctors



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, Named Nurse 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
- occupational therapy
- activities and recreation
- planning towards your discharge.

We will always endeavour to work with you and your carer/family so you are as involved in your care process as possible. Several days a week there are multi-disciplinary meetings (MDMs).

Ward rounds are when your Consultant meets with the nursing team on the ward to discuss your mental health and how you've been. You will have the opportunity to see the Consultant and discuss anything or ask any questions. MDMs are similar to ward rounds and in accordance with national best practice and the current Trust policy patients attend these meetings. This is an opportunity for you, the Consultant, Doctors, Nurses, Occupational Therapist and Pharmacist to meet. Sometimes, if you have a support worker, social worker or relative, they may be invited to these meetings as well.

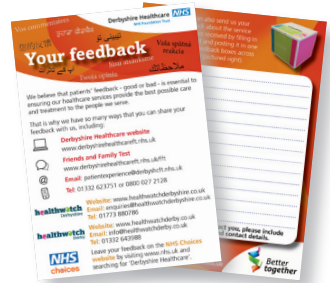


Your feedback

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you, your relatives and visitors tell us.

We welcome your comments on what you think we do well and where we could improve. The key points for the Trust are:

- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement.



Each ward has a comments box which you are invited to use if you would like to bring anything to the attention of staff, please ask a member of staff where the box is located. We value your opinions. Also, if you or your relatives are particularly pleased with the care you have received during your stay or would like to compliment the team as a whole, or individual members of staff, there is also a compliments book available.

If you have any problems or concerns, it's best if you talk to staff on the ward (or your Care Co-ordinator) first as they might be able to resolve these for you, but if they can't, or if you would prefer to talk directly to our Complaints Manager, you can contact them on 01332 623751 or write to our Complaints Manager at the following address:

Patient Experience Team
Albany House
Kingsway Site
Derby
DE22 3LZ

Raising concerns with us will not affect the way we treat or support you – we want to know if we've not got it right.

Planning for home

When you are ready to leave hospital, or go on a trial home leave, you will have your future needs discussed within the multi-disciplinary meeting (MDM). Family and carers will be encouraged to take an active role in this meeting if you consent to this. Your care plan will detail who to contact after discharge if you need to talk to someone, and when someone will visit to make sure you're ok. Your leave and discharge will be discussed with you, and the right services put in place for you.

Your Named Nurse will work out all the things which need to be done before you can go home, and keep a record of everything that's in place and everyone who has been told about the arrangements.

Prior to this it may be necessary for the Occupational Therapist to do a home visit to assess safety and need for further equipment to ensure you have a successful discharge. This meeting is known as the CPA meeting and will determine any additional support which may be required to help you live independently at home.

If you require additional community support, whether this is in your own home or supported accommodation, we will complete a referral form and send to the appropriate professional. This person may work in another health or social care organisation, but we will let you know when we have done this.

If after the assessment period it is thought unsuitable for you to return home, a placement assessment will take place. You and your carer/family will then receive advice on suitable accommodation to meet your physical and mental health needs. This will then be discussed at the MDM. All efforts are made to support individual choices, however this may not be possible in the first instance, and you will be advised if this occurs.



Trust Membership

Membership is key to our Foundation Trust

We are an NHS Foundation Trust; we want to involve people in our community in the plans we make for our organisation. We are always looking to increase our membership to ensure it is as reflective of the community we serve as possible. If you or your friends or family would like to join as members, please call the membership team on **01332 623723**, or email us at **membership@derbyshcft.nhs.uk** to request a membership form.

The easiest way to sign up is online by visiting **www.derbyshirehealthcareft.nhs.uk/members**

As members you'll be entitled to have your say on local healthcare services, benefits such as NHS discounts and a free subscription to our dedicated members' magazine.

Available in other languages and other formats. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੁੱਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

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