



Derbyshire Healthcare
NHS Foundation Trust



Bluebell Ward

Inpatient guide

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Your name:

Your named nurse is:

Your named occupational therapist is:

Your consultant is:

These people are part of your care team who work together to care for you. They may also involve other staff, to meet your needs.

Welcome to Bluebell Ward

My name is **Nicola** and I am the **ward manager**. Bluebell Ward is part of Derbyshire Healthcare NHS Foundation Trust.



All the team work hard to give you quality care and keep you safe. We want you to feel hopeful about your health and wellbeing. We will help you on your journey to feeling better.

We want to make your stay comfortable. We will give you the care we would want for our own families and friends.

Your family and friends

Your family and friends are important so we will ask you if we can involve them. They can help us understand the things you like, and how to help you.

Your care plan

We want you and your family to know why you are here. We also want you to understand your care plan. Please tell us about your goals so we can help you.


This booklet will tell you what you need to know about your stay.

If you are unsure of anything, please ask one of the team.

Nicola Owen

Ward Manager of Bluebell Ward

**Derbyshire Healthcare
NHS Foundation Trust**

 **01246 932 332**

Help us to help you

We always want to improve your care, so please tell us what we can do better.

- You can talk to our ward staff.
- During your stay, we will give you surveys to complete.
- You can send feedback by scanning the QR code or visiting [derbyshirehealthcareft.nhs.uk/contact-us/feedback](https://www.derbyshirehealthcareft.nhs.uk/contact-us/feedback).
- You can contact the Patient Experience team. Call free: **0800 0272128** or email: dhcft.patientexperience@nhs.net



Words used

In this booklet we have **highlighted** words you might not have heard before.

Here are some of those words with a brief description.

Care co-ordinator

This is usually a community psychiatric nurse (CPN). They make sure everyone looking after you knows what is happening and that you have what you need to get well. You may already have a care co-ordinator. If not, we may ask for one if needed.

Care plan

This is a list of the treatments and support we will give you, to help you get better.

Care Programme Approach (CPA) review

This is a meeting with your care co-ordinator. At the meeting we will make plans for you to go home.

Community meeting

Every week, there is a meeting with staff and patients. This is a chance to talk about any issues on the ward. Anyone can ask for the minutes of these meetings.

Consultant

The consultant psychiatrist is an expert in mental health. They oversee the doctors and nurses looking after you. They will plan your treatment.

Named nurse

This is the main nurse who will look after you.

Multidisciplinary meeting (MDM)

At this weekly meeting you will meet your consultant and other people taking care of you. We sometimes call this an MDM.

Observation and engagement level

After assessing you, we will put you on Level 1, 2, 3 or 4. These levels tell us how often to check on you to keep you safe.

Occupational therapist (OT)

We sometimes call these OTs. They look at how well you can do tasks and help you meet your goals.

Ward doctors

Doctors look after you and look at your test results. If they need to, they will ask the consultant for advice.

Staying on Bluebell Ward

We hope we can help you relax so you can get better.

A. Ward routine

Staff will be in **handover** for about half an hour between shifts. This is when the staff going home talk to those who have just arrived. Handovers are at 7am, 1.40pm and 9pm.

Visitors

Please talk to us if your visitors cannot come during the usual visiting times. We will do our best to help you see them.

Please meet visitors in the **visiting room** and **dining room**. The lounge and bedrooms are for patients only.

Under 18s can visit by appointment in the visiting room with a member of staff there.

You may be able to leave the ward with your visitors. You could go to the restaurant or for a short walk. Please ask a member of staff about this.

Activities

Members of the care team will work with you on a one-to-one basis. They will help you meet the goals in your **care plan**.

A board on the ward shows what is happening each day. If you want to join in, please speak to a member of staff.

Community meetings

Every week, there is a meeting with staff and patients. This is a chance to talk about any issues on the ward.

B. Food and drink

We try to serve the best food and drink to keep you healthy.

A member of staff will help you choose from a menu each day.

We can cater for special diets and for cultural needs. Please speak to a member of your care team.

We will weigh you every week and keep a record. If you need extra help, a **dietitian** or **speech and language therapist** (SLT) can visit you.

You can help yourself to hot and cold drinks at any time. If you need help, just ask.

Please ask if you would like a snack in between meals.

Restaurant / coffee shop

There is a restaurant and coffee shop in the main Walton Hospital building. It is open from 8.30am to 4.30pm for drinks, snacks and sandwiches. Hot food is served at lunchtime from 12 noon to 1.30pm, Monday to Friday.

The vending machine in the main entrance to Bluebell Ward takes cash and card payments.



Ward times

Ward staff work times:

Early: 7am to 2.50pm

Late: 1.40pm to 9.30pm

Night: 9pm to 7.30am

Long day: 7am to 9.30pm

Medication times:

These are at 8am, 1pm, 6pm and 10pm. We can change the times to suit your needs.

Visiting times

Weekday visiting times:

- 2.30pm to 4pm
- 6.30pm to 8pm

Weekends: 1pm to 8pm

Meal times:

Breakfast:

8.30am to 9.30am

Lunch: 12 noon to 1pm

Evening meal:

5pm to 6pm

C. Personal items

Mobile phones

You may be able to keep your mobile phone. If so, please keep this with you. There is a charging station in the lounge.

Please do not take photos or videos. This is to keep you and other patients safe.

Don't have a phone? You can use one on the ward free of charge. Please ask a member of staff.

Toiletries

Please provide your own toiletries. These include:

- shower gel
- bubble bath
- shampoo
- shaving kit (we may need to keep this safe for you)
- toothpaste
- denture products
- hairbrush or comb.

Towels are provided in your bedroom.

Laundry

Please bring day and night clothes which are easy to wash. Please ask your family to do your laundry if they can. This gives us more time to spend with you.

Do you need us to wash your clothes? If so, please bring washing powder, liquid or capsules.

We keep a list of the clothes you bring so we can keep them safe. Please help by giving your clothes to staff when you arrive.



- You will see our staff using mobile phones as part of their work. If you have any questions about this, just ask.
- We do our best to look after your things, but we cannot be held liable for lost or broken items.

Your care

We want to give you the best care and keep you safe.
We also want to make your stay pleasant and useful.

A. Care at Bluebell



Quick read

We will always talk to you about your care.

We will ask you about your physical health and your mental health. We want to know how you are feeling and about any aches and pains.

We will talk to you before we do any tests. We will talk to you about any tablets you need to take. We will always talk to you before changing your care.

When it is time for you to leave Bluebell Ward, we will plan this with you. You can bring someone to meetings if you wish.

As part of your care, we will assess your needs and then involve you. You will:

☑ Help to make decisions about your care and treatment.

☑ Have a named nurse and named occupational therapist.

☑ Work with your named nurse to make a care plan.

☑ Have a copy of your care plan and safety assessment.

☑ Take part in reviews to make sure your care is going well.

Your care will continue after your stay at Bluebell Ward.

If you go on leave, and when you are discharged, we will make sure you get the support you need.

B. Your assessment

Listening to you

We begin by talking to you. We will ask about your mental health needs.

What will we talk about?

- Why you have come to Bluebell Ward
- How we can work together to make things better
- Your mental health. Your thoughts and feelings
- Your physical health
- Your family and friends
- If you look after anyone

- What you do during the day
- If you need help with anything such as shopping or looking after yourself.

When we know more about your health, we can give you the best treatment.

Your care will be tailored to you. This means we will respect:

- your race, religion and beliefs
- your background
- your gender and sexuality
- your age
- any disabilities.

We think about all of these when planning your care.

Physical health

Your physical health may be making you feel worse. This is why we ask you about it. We will always talk to you about any tests before we do them.

When you come to Bluebell Ward, the **doctor** will normally:

- measure your height
- weigh you
- take your blood pressure
- ask for a blood sample
- ask for a urine (wee) sample
- Test your heart with an ECG (electrocardiogram).

If you are worried about your physical health, please talk to a **nurse** or **doctor**.

Chiropodist

If you are having problems with your feet, please talk to a member of staff. A chiropodist visits the ward.

Medication

The doctor will talk to you about any medicines or tablets you take. They will ask if you have had any side effects.

If the doctor thinks you need to change your medicine or tablets, they will talk to you and explain why.

Our pharmacists can also help you with your medicines. They will tell you how much to take and talk to you about side effects.

Ongoing assessment

We will keep checking that your care is working so we can make changes to help you get better.

C. Your care plan



Quick read

The treatment you need will be written down in a **care plan**.

We will talk to you about the **care plan** and write it together. We will give you a copy of the plan.

You can talk about the plan at your weekly **multidisciplinary meeting (MDM)**.

Together we will write about your treatment in a care plan. This will explain:

- what treatment you need and what it is for
- what services you need and what they are for
- how they will work
- who will take care of each part.

We want you and your carers or family to be involved in your

care. Your **named nurse** will talk to you and, with your help, write a detailed **care plan**. We will update this regularly and talk to you before making any changes. We will give you a copy of the plan every time we update it.

The **ward doctor** will visit the ward each day. Each week your consultant will take part in a **multidisciplinary meeting (MDM)**.

The **MDM** is a chance for you and your care team to talk. You can ask any questions about your care.

You can meet your **consultant, doctors, nurses, occupational therapist and pharmacist**. If you have them, we may also invite your:

- **care co-ordinator** or **community psychiatric nurse (CPN)**
- **support worker**
- **social worker**.

We will also invite your family if you are happy for us to do this.

D. Privacy and dignity

About Bluebell Ward

Bluebell Ward has 12 bedrooms for men and women. You will sleep in a single bedroom and have your own toilet and shower.

We have a lounge for men and women. We also have a separate area just for women.

You have the right to high-quality care that respects your privacy and dignity. If you feel we are not doing one of these, please talk to us. Tell your **named nurse** or another member of staff.



Male and female staff may come into your bedroom. These will include nurses, doctors and other staff.

E. Your safety and wellbeing



Quick read

We want to keep you safe and well. This means:

- we lock the doors to the ward.
- we do not allow smoking, alcohol or drugs.
- we may decide you always need somebody with you.
- we may need to keep some of your things safe until you leave.

We have designed Bluebell Ward to be the best place to care for you. All staff are trained to take care of you and meet your needs.

Locked door policy

We keep the doors locked for safety. Please talk to a staff member if you need to leave the ward.

Observation and engagement levels

You may hear staff talk about **observation and engagement levels**.

After assessment, we will put you on one of four levels. The levels tell us how to keep you safe.

Level 1 means you always need someone with you. All levels mean your care team will check on you often.

A **nurse** or **doctor** will explain your level. If you have any questions, just ask.

Smoking, alcohol and drugs

Patients and visitors must not smoke anywhere on the Walton Hospital site.

We want to help keep you fit and healthy. If you would like to give up smoking, please ask a member of staff to help you.

We do not let you bring alcohol and non-prescribed drugs to Bluebell Ward.

If you leave the ward, we may search you and your bags

when you come back. We do this to keep everyone safe.

Belongings

We may need to take some of your items away to keep you safe. We will store them safely.

Please do not keep valuable items or lots of money with you. We can keep these in the hospital bank. We record them on a form which you will sign, or a witness can sign it for you. We will give you a copy of the form.

When you leave Bluebell Ward, we will give you everything back.



If we have to search you, we will always respect you. The person searching you will be the same sex as you.

You or your relatives must look after anything you keep with you. We cannot be liable for loss or damage.

We may have to take certain things from you. This is to keep you and others safe.

These include:

- medicines – including over-the-counter medication and herbal products
- illegal drugs
- alcohol
- sharp objects
- weapons (real or fake)
- glass and ceramic items
- heavy ornaments
- flammable items such as lighter fluid, aerosols and matches
- toxic substances such as nail polish remover
- mobile phone chargers and electrical cables
- USB devices
- wire coat hangers
- plastic bags
- pornographic material.

Some items can be given to you when you need them. These include razors and anything with a cable. We may need to supervise you while using them.

Controlled items

These items can only be used with staff support:

- Scissors/cutting equipment
- Razors and hair clippers
- Mouthwash that contains alcohol
- Aerosols and spray deodorants
- Tobacco products and vapes. These will be stored safely and given back to you if you leave the ward
- Aftershave and perfume.

These are not complete lists. Staff may take other items away. This will be discussed with you at the time.



Unacceptable behaviour:

We follow the national NHS zero tolerance policy. Please report:

- harassment
- verbal or physical abuse
- unacceptable behaviour by patients, visitors and staff.

In serious cases, we will call the police and we may prosecute.

F. Who will look after you?



Quick read

Lots of people will help to take care of you at Bluebell Ward.

Your **named nurse** and named occupational therapist will talk to you often and help plan your care. Sometimes we say **OT** instead of **occupational therapist**.

Your **consultant** will decide what treatment you need.

Doctors look at your test results and can refer you to a specialist.

A **social worker** or **care co-ordinator** will help you plan for home. A **care co-ordinator** is a **community psychiatric nurse**. We sometimes say **CPN**.

Named nurse and named occupational therapist

When you come to Bluebell Ward, you will be given a **named nurse** and named **occupational therapist**.

Your named nurse and named occupational therapist are the main people who will look after you.

They will:

- have regular chats with you
- create a care plan with you
- co-ordinate your care while you are here
- make sure the nursing team know about your needs
- update your family or carers about your progress. This will only happen if you agree.

When your named nurse is not there, they will tell you who will step in. You can also speak to any other staff member.

If you want to change your **named nurse**, just ask. They won't mind.

Occupational therapists and assistants

An **occupational therapist** will assess you in the first five days of your stay. This may not be your named occupational therapist.

Sometimes we say **OT** instead of **occupational therapist**.

The **OT** will check how you look after yourself.

They will check your physical skills. They will test how well we can tell us things and understand us. They will check if you can do the things you want to do.

These assessments may be one-to-one or in group sessions.

Before you leave Bluebell Ward, **OTs** will make sure your home is safe.

Occupational therapy assistants work with OTs to help you.

Consultant for older people psychiatrist

You will have a named **consultant** in charge of your care. They will diagnose your illness and plan your treatment.

The **consultant** also oversees the **ward doctors**.

Ward doctors

Ward doctors are here every weekday. They are in charge of your day-to-day care. Nurses talk to the **ward doctors** about your progress.

Ward doctors review your test results. If needed, they seek advice from the consultant or a different medical specialist. They may refer you to a different clinic or specialist.

They will update the consultant on your progress.

The In-Reach and Home Treatment team

This team will help you to get home again.

Social worker and care manager

A **social worker** and **care manager** will help you when you leave Bluebell Ward.

They can advise you on:

- where you can live
- care packages
- finances
- any benefits you can claim
- voluntary organisations, and more.

After you leave, they will keep in touch with you to review your care. They can arrange for any residential or nursing care if you need it.

Psychologist

Your named **consultant** may ask the **psychologist** to help with your care. After talking to you, the **psychologist** will tell you your treatment options.

Care co-ordinator

A care co-ordinator is usually a community psychiatric nurse. We sometimes say CPN.

You may already have a **care co-ordinator**. If so, they will keep in touch while you are at Bluebell Ward.

If not, we may ask for one if needed. Your **care co-ordinator** will visit you at Bluebell Ward to find out what you need to get better. They will make sure everyone looking after you knows what is happening.

They will help to plan for you leaving Bluebell Ward to make sure everything runs smoothly. They will also visit you when you go home.

Domestics

Domestics keep the ward clean.

Healthcare Assistant

Healthcare Assistants are sometimes called HCAs. They will help you get washed and dressed if needed.

G. Getting ready to leave Bluebell Ward



Quick read

Before you leave Bluebell Ward, we will make plans with you at a **Care Programme Approach review**. We sometimes call this a **CPA**. Your family can come to this meeting if you want them to.

Sometimes we visit your home to check it is safe. We will work out if you need help at home and make sure you get this.

We will only send you home if it is safe. If it is not safe, we will talk to you about where you can go next. We will always listen to what you want.

Soon it will be time for you to leave Bluebell Ward. This may be for a short trial, or to go home or to a care home.

Care Programme Approach review (CPA)

Before you leave, we will invite you to a meeting with your **care co-ordinator**. This is called a **Care Programme Approach review** or **CPA**. It will be part of your **MDM**.

The CPA is your chance to tell us what is important to you. We would like your family and carers to take part but only if you are happy with this.

Your **named nurse** will work out what needs doing before you can go home. The nurse will write down all the arrangements and who has been told.

At the CPA, we will talk about the arrangements and if you need any extra support.

Before you leave, the OT might visit your home to check if you need anything to help you and keep you safe.

In your care plan, we will explain what will happen once you are home. This includes:

- when you will go home
- which services will help you at home
- who you can call if you need to talk to someone
- when someone will visit you to make sure you are ok.

If you need extra support, we will refer you to the right people. They may work for another organisation. We will let you know who they are and when we have done this.



Please fill in a Family and Friends Test survey before you leave. Please ask ward staff for details.

If it is not safe for you to go home

We care about your health and safety.

It may not be safe for you to go home. If so, we will organise a nursing assessment.

We will talk to you and your carer or family at your **MDM**. We will talk to you about the safest place for you to live.

We will do our best to let you choose where you live. Sometimes it might not be possible to go where you want straight away. We will always talk to you about this.

H. Your family or carers

Do you get support from family or friends? If so, we can tell them where to find help and put them in touch with other carers.

If they give you a lot of support, they could get a carer's assessment. Your **named nurse** or **care co-ordinator** can help with this. Talk to them if you think your family or friends need help.

I. Confidentiality and your information

We must record details of your medical care. We work hard to protect this personal information.

Data Protection Act 2018

This law means you are allowed to see any personal details we hold about you. To find out more, please speak to one of the ward staff or email our Records Management Team: **dhcft.accesstohealthrecord@nhs.net**. You can also leave

a message for the Records Management team by calling **01332 389131**. The team will ask you to complete an application form.

J. Pastoral and spiritual care

We have a chaplaincy service to support you during your stay.

It does not matter what your beliefs are, our chaplain will support you. We can also arrange for members of different communities or faiths to visit you.

Our chaplain can offer:

- befriending
- bereavement support
- support with problems
- a link with a church
- prayer and spiritual care.

If you would like to speak to the chaplain, ask a member of staff.



Are you worried about your care?



Quick read

If you are not happy with your care, please talk to a member of staff. If they cannot help, tell us at the **community meeting**. This is a meeting of staff and patients.

The Patient Experience team will help you if we cannot sort things out. You can phone them on 01332 623751 or 0800 027 2128. We can call them for you if you wish.

We can get you more help if you need it. Please talk to one of the team.

If you are worried about something to do with your care...

1. Speak to any member of staff. We all work as part of a team.
2. If they cannot help, please talk to your **named nurse** or **care coordinator**.
3. If the issue is not solved, bring it up at the **community meeting**.
4. After this, if you still have an issue, please tell the ward manager.
5. If the ward manager cannot solve your issue, please contact the Patient Experience team.

Patient Experience team

The Patient Experience team will listen to you and help you. They can tell you about other organisations who can help. They can help sort out any concerns you may have with any NHS service. Everything you tell them is confidential.

You and your family can contact the Patient Experience team on:

01332 623751 or
freephone **0800 027 2128**.

If you prefer, you can ask a member of staff to contact the team for you.

Your feedback

We are always keen to improve what we do.

We want to:

- get things right
- focus on you
- be open
- be accountable
- act fairly and proportionately
- put things right
- improve all the time.

We do this by listening to what you, your relatives and visitors. Please tell us what you think we do well and how we could improve.

You can do this by scanning this QR code or visiting derbyshirehealthcareft.nhs.uk/contact-us/feedback. If you have problems with this, please speak to a member of staff.



Complaints

If your issue cannot be solved using the steps above, you may make a **complaint** to the Patient Experience team. Please contact them by emailing dhcft.patientexperience@nhs.net or by calling **01332 623751** or **0800 027 2128**.

Or write to:

Patient Experience team
Derbyshire Healthcare NHS
Foundation Trust
Kingsway House (Room 160)
Kingsway Hospital
Derby DE22 3LZ

We want to know if we have got something wrong. If you raise a concern, this will not affect your care.



Please fill in a Family and Friends Test survey before you leave. Please ask ward staff for details.

Advocacy

If you need help speaking up for yourself, you can use our advocacy service. Advocates do not work for Derbyshire Healthcare so are independent. They can help you plan for meetings. They will attend meetings if you wish. Everything you tell them is confidential.

Do you struggle to make decisions about your affairs? You can use an Independent Mental Capacity Advocacy Service (IMCAS). Please ask a member of staff about this.

Find out more about your rights and our services at: corecarestandards.co.uk

Contact us



Derbyshire Healthcare NHS Foundation Trust



Bluebell Ward
Walton Hospital
Whitecotes Lane
Chesterfield
Derbyshire
S40 3HW



01246 932 332

If you would like this information in a different language or format, including Easy Read or BSL, contact dhcft.communications@nhs.net

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť
dhcft.communications@nhs.net

Pokud budete chtít tyto informace v jiném jazyce nebo ve formátu, kontaktujte
dhcft.communications@nhs.net

Heke hûn dixwazin ev agahdariyê di zimanek cuda an formatê bixwazin kerema xwe ji re têkilî bikin
dhcft.communications@nhs.net

Si vous souhaitez recevoir ces informations en une autre langue ou un autre format, veuillez contacter
dhcft.communications@nhs.net

Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z
dhcft.communications@nhs.net

如果您希望以另一种语言或另一种格式接收此信息, 请联系
dhcft.communications@nhs.net

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵੱਲੋਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ
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ان اب زى رس ودى سكت ام دل غم هي ب آرگا
ان رك ل صل اح نى م ثى م راف رواى س ك ابى
س ي رك ه طب ارم رك ه ارب وت لى ه س ت ه اچ
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