



Southern Health
NHS Foundation Trust

Hawthorns 1 Ward

Parklands Hospital

Information for carers

"We believe supporting and encouraging service users in any way we can to maintain friends and family contact whilst in hospital, is a very important part of their recovery."



www.southernhealth.nhs.uk

Created by the Communications Team and Carer Involvement Facilitator in collaboration with carers and Family, Friends and Carers Group

Hawthorns 1 SH01759

Information can be provided in a variety of formats (e.g. in audiotape, large print or in another language). If you need an interpreter or a sign-language interpreter, or have other special communication needs, we can arrange this for you.

Please email carers.involvement@southernhealth.nhs.uk for more information about ordering this booklet.
Please quote reference number above.



OUR VALUES



Patients & people first



Partnership



Respect

Named nurse: _____

Responsible clinician: _____

Welcome to your carer booklet

A carer can be a family member, a friend or anyone who cares for someone who needs support. Having someone you care for admitted to hospital can be quite upsetting. We want you to have the opportunity to talk to someone about how caring may affect you and what support is available that might be helpful to you.

This booklet is designed to provide information to you as a carer. If you need any further information or would like anything explained, please speak to staff who will be happy to help you.

The team on this ward is usually made up of nurses, occupational therapists, social workers, support workers, psychologists, psychiatrists, a team manager, peer support workers and administrators. (Each of these roles is explained in the jargon buster at the end of this booklet.) We have a strong focus on working together with people, and their carers towards recovery from mental health illness.

Everyone experiences mental health illness differently, with recovery changing over time. Recovery is about people with mental health illness learning to live their lives, achieve their goals and not letting their illness define them. In many ways, mental health illness is similar to a physical health illness (such as diabetes) where the person can learn skills to manage their illness and plan for the future.

Young Carers

If you are under the age of 18, you are considered to be a 'young carer'. You have additional support available to you, for example, from your local Council, your school and specialist young carers' support services in your area.

The challenges for you, as a young carer, can be different to those of adult carers so the services mentioned above are designed to meet your needs as a young person. Not only do these groups focus on understanding your role as a carer but also support you to meet other young carers and have fun.

We have a responsibility to support your visits to the hospital by making a room available for you to meet with the person you care for. We will also be happy to explain things, listen to you and answer your questions.

Need a helping hand?

We are not only here to support our patients, but also their carers too. If you need any additional support whilst you are visiting, please let us know prior to your visit or when you arrive so we can do our best to meet your needs. If visiting causes you any concerns or worries, please get in touch with us so we can listen and make any necessary arrangements.

Hospital and ward information

Hawthorns 1 is a psychiatric intensive care unit (PICU) caring for adults with acute mental health illness. This is a safe, secure and low stimulus ward environment, separate to the rest of an inpatient unit, with a greater number of staff per patient, allowing us to provide more intensive care.

Address:

Parklands Hospital
Aldermaston Road
Basingstoke
RG24 9RH

Visiting hours:

Please feel free to visit anytime that suits you. If you would like to visit during the night, please speak to a member of the team.

Parking:

A car park is available for visitors to use (free of charge). Disabled spaces are available by the entrance.

Public transport:

Parklands Hospital have a bus stop nearby. Local bus routes 3, 5, 9 and 45 stop outside.

Telephone number:

Ward office: 01256 376 536

What will happen when a patient is admitted to the ward?

The person you care for will be welcomed and shown to their room, the ward environment and introduced to fellow patients. A health assessment will be carried out by a doctor and a nurse, which will enable the patient and staff to develop collaborative care and treatment plans together. We will ask the patient for consent to share information (explained below).

The patient will be informed of their 'Named Nurse' (sometimes called Primary Nurse) and, when possible, introduced to them. This is the Nurse who is going to be the central point of contact and will support the person you care for with care planning and their ongoing care and treatment. When the Named Nurse is not on duty, another Nurse will be assigned to them. The Nurses involved in the patient's care will be identified on an information board on the ward. There will be other staff and specialists in the team who will be involved in their care depending on their individual needs.

All people staying on the ward are regularly observed by staff to ensure they are safe. The observation frequency will be regularly reviewed so that it accurately reflects the person's mental health and existing or potential risk.

Consent

Patients have a legal right to decide whether or not they wish staff to share their information with anyone, including their carers. This is called 'consent to share'. We have a legal duty to comply with the wishes of every patient.

Providing the person you care for agrees to share their information with you, you will be able to participate in conversations about the patient's treatment.

See the document 'Common-sense Confidentiality Information for Carers, Family and Friends' which explains more about consent to share.

Regardless of consent to share, we will want to complete a Carer's Communication Plan with you. This plan identifies your role as a carer, how you prefer us to contact you, and your understanding of the history and needs of the person you care for. We will listen to your views and concerns and will give you general information to support you.

Individual needs

We understand that people have individual spiritual, cultural, religious and dietary needs. Please talk to us about how we can support the wishes of the person you care for. There are quiet areas set aside for reflection and prayer. We can arrange for an appropriate person of faith to attend the ward and spend time with the patient if they would like this to happen.

Please tell us if the person you care for has any allergies that you are aware of and what we can do to support them to be safe.

Smoking

Southern Health Foundation NHS Trust is a 'smoke free' organisation. This means anyone staying, visiting or working in the hospital is not permitted to smoke in the hospital or on our grounds.

If required, patients will be supported with nicotine replacement therapy (NRT) on request. Patients can purchase 'E-Burn' e-cigarettes in the hospital or bring in vapes to use in the garden areas. If the person you care for chooses to stop smoking, they will be supported by staff who are trained in smoking cessation.

Advocacy and Independent Mental Health Advocates

Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps people in this way is called an advocate.

Patients sometimes need help to communicate their views or to feel confident in expressing their thoughts with clinical staff. With the consent of the person you care for, you will be able to advocate on their behalf.

If the patient prefers, staff can arrange for them to access a trained, independent advocate who will support them in meetings and/or with appointments whilst they are in hospital.

Visiting patients in hospital

We welcome visitors to the ward during visiting times (please see hospital information on page 4). We encourage visits to take place as often as possible and our visiting times are very flexible. Visitors will be asked to sign in on arrival and out on departure at the main reception.

If patients would like to meet their visitors or make phone calls in private, we will provide a room for this.

There is a family room for the use of patients and their visitors, especially those visitors who are under 18, as they are not permitted onto ward areas. If children are visiting, please advise staff in advance in order to book the family room. Please note that, in order to maintain the privacy and dignity of all patients, visitors do not have access to patient bedroom areas.

To reduce the risk of infection to you and those around you, please ensure you wash your hands before visiting the hospital and use the gel provided before entering/leaving the ward area. Please do not visit if you have recently been unwell or are feeling unwell at the time you are due to visit.

Whilst you are visiting, we encourage you to talk with staff about any questions or concerns you have. If the person you initially speak with is unable to give you the information you require, they will arrange for the most appropriate person in the team to talk with you. A nurse may be the most appropriate person to talk to about the patient's care and treatment whilst the pharmacist might be better to advise about medication issues.

If you would like to discuss something with staff outside visiting times, please telephone the ward and we will arrange for the most appropriate person to speak with you at a mutually convenient time.

“Ward round” is a brief process review of patient care whereas CPA is a more indepth discussion of forward planning and discharge planning. Carers and families are welcome to attend ward rounds and CPA meetings if invited by the patient. Sheduling of CPAs will be planned in advance.

Bringing personal items onto the ward

When coming into hospital people should bring their own toiletries, clothing, footwear and night wear. Towels and bedding will be provided. For health and safety reasons, please do not bring any bedding, sharp objects, plastic bags, tobacco, flammable substances, illegal drugs or alcohol onto the ward. There are some other prohibited items and staff will go through this with you. All prescribed medications including over-the-counter items such as vitamin supplements or cold remedies, and razors for shaving must be handed to staff for safekeeping.

If the person you care for has personal items which give them emotional support and comfort, they are welcome to bring these to the ward, providing it is safe and appropriate to do so. Please note we cannot accept responsibility for loss or damage of valuable or personal items. Some wards have safes or other limited space for storage of patient belongings. If you have concerns about the belongings of the person you care for, please bring this to the attention of staff.

We provide breakfast, lunch and evening meals to patients whilst they are in hospital. Menus will be available so that they can express their preferences, staff will support them if required. If the person you care for has dietary requirements or allergies, please make this known to staff as soon as possible so that the catering staff can be advised.

Each ward has a fridge for patients to store small amounts of perishable foodstuffs. All items will need to be labelled with the patient’s name and date of opening.

Patients are able to use their own mobile phones whilst on the ward. However, photographs and video recordings must not take place in the hospital in order to protect other people’s confidentiality and privacy. There are sockets or USB ports available on the ward so that patients can recharge their mobile phones.

You may access the visitor lockers available on the ward.

Activities available in hospital for patients

Patients will be offered a wide range of therapeutic and social activities to support their recovery whilst they are in hospital.

The Occupational Therapy (OT) Team will help patients to identify individual goals in relation to life skills they would like to develop or improve for when they leave hospital. For example, household management skills, shopping, cooking, budgeting and accessing leisure and social facilities. The team facilitates individual and group activities to support those goals. Some patients may choose to develop a Wellness Recovery Action Plan (WRAP) with an Occupational Therapist to support their ongoing recovery.

The Psychology Team facilitates individual and group therapy sessions to support patients to develop and improve their coping skills and strategies. A psychologist will be available to talk to each patient should it be appropriate. This is determined at the multi-disiplinary meeting.

Facilities available to patients in hospital

- Gym
- Vending machine
- Canteen
- Laundry room
- Patient bank (Monday, Wednesday, Thursday and Friday between 10am-12pm)

Access to their own monies to be able to withdraw cash. Account name: Southern Health NHS Foundation Trust | Natwest Current Account | Account number: 58674896 Sort code: 56 00 68 (Please note it take 72 hours to access monies)

Therapeutic leave from hospital

It may be beneficial for some patients to have therapeutic leave from the hospital from time to time.

For informal patients, their status means they are free to take leave as they wish, however a nurse will have to complete an assessment prior to them leaving. We would strongly advise that they stay in the ward for the initial period of assessment to ensure their safety.

For those patients who are detained under the Mental Health Act, they are only able to take leave (called Section 17 leave) following assessment of risk by their Consultant who will decide on the appropriate length and frequency of leave. These decisions will be reviewed frequently so that they reflect the ongoing recovery of the patient.

Staff will talk with the patient and carers about leave, any risks involved and the process of signing them in and out of the ward. Sometimes patients will be able to take leave on their own or with their carers. At other times they may be escorted by staff when appropriate to keep them safe.

Treating patients within the law

Some patients are admitted to the hospital on an 'informal' basis, this means they have chosen to go into hospital for treatment and they can leave when they choose. Other patients are detained under the Mental Health Act.

The Mental Health Act is a piece of legislation which enables mental health professionals to keep someone in hospital if there is significant risk to themselves or others. This is called being 'detained' whilst they receive treatment. If this applies to the person you care for, they and you as their carer will be informed of the process, the rights of the patient, and support available to them. Further information will be provided by staff as required.

Alternatively, you can find out more about this at www.mind.org.uk/information-support/legal-rights/sectioning, where there are some quick facts about the Mental Health Act.

For more information about how professionals should carry out their responsibilities under the Mental Health Act, please visit www.gov.uk/government/publications/code-of-practice-mental-health-act-1983

Going home from hospital

After being in hospital, the person you care for might be referred to the local Community Mental Health Team (CMHT) for ongoing support, or the local Acute Mental Health Team (AMHT) who provide intensive community support in the short term. The team will provide information to take home that will be useful. For example, a copy of their most recent care plan, information about medication, leaflets about other services, etc.

We will share relevant information with other health and social care teams, as necessary, regarding the patient's ongoing needs when they leave hospital.

During the patient's stay in hospital, staff involved in their care and treatment will discuss with them and the carer, as agreed, about what needs to be put into place so that their planned return home is as smooth and safe as possible. This is sometimes called 'discharge' from hospital. Here are some things you may want to think about:

- How will they travel home?
- Do they have keys to get into their home?
- What fresh provisions will need to be at home (bread, milk, fruit, vegetables, etc.)?
- Ongoing medication
- Which team will be supporting the patient's continuing care need?
- Involvement of their GP and/or Social Services
- Involvement of community support services (support groups, social activities, etc)
- Housing needs

Support for you

Carer's Assessment

Under the Care Act 2014, local authorities have a legal duty to provide carers with a Carer's Assessment. Under the Children and Families Act 2014, young carers are also entitled to a Carer's Assessment in their own right.

This is an assessment of your needs as a carer and helps identify areas where support, guidance and information may be required. This assessment does not take into account your finances. If you are eligible for support, you may be provided with a care plan including a contingency plan to help manage a crisis and/or funding for respite/ social support.

You can request a Carer's Assessment by telephone, some local authorities will give you an option to complete an assessment online they can also direct you to support groups and organisations in your local area. Who you should contact is based on where you live or where the person you care for lives. The list of local authorities that will provide a carers assessment are listed on page 13, contact the local authority for the area you live in. If you live in Southampton contact Carers in Southampton for an assessment

Register with your GP

If you care for someone, we would encourage you to register with your GP as a carer. This is so that they are aware of the extra pressures you may be under and can offer you appropriate help and/or information.

Financial support

Some carers may be entitled to financial support, which is often called Carers Allowance. You do not have to be related to, or live with, the person you care for. To find out if you are eligible please ask the carers support service listed below or go to <https://www.gov.uk/carers-allowance>

Recovery College

All patients, carers and staff have access to The Recovery College which offers courses that help people to increase their knowledge and skills about recovery and self-management of mental health illness.



We can provide brochures about The Recovery College or you can access more information at www.southernhealth.nhs.uk/services/mental-health/specialist-mental-health-services/recovery-college/

Local community support groups

In your area, there will be local community support groups, many of which are run by carers and family members of those affected by mental health illness. Below are three organisations who deliver carers support services on behalf of the local authorities.

- **Andover Mind** - (offering information, advice and support services for carers in Hampshire)

www.andovermind.org.uk | 01264 332297 | enquiries@andovermind.org.uk

- **Carers in Southampton** (A free service for adult informal carers who give their time, unpaid, to look after someone with additional support needs.)

www.carersinsouthampton.co.uk | 023 8058 2387

- **Children's Services** (provided by Hampshire County Council for young carers)

www.hants.gov.uk/childrenandfamilies | 0300 555 1384

- **Hampshire Carers Together** (Supporting unpaid carers in Hampshire, Southampton and Portsmouth)

www.carerstogether.org.uk | 01794 519 495

- **Hampshire County Council, Adult Health and Care Department** (for those living within the area of Hampshire County Council)

www.hants.gov.uk (search support for carers) | 0300 555 1375

- **Portsmouth Carers Centre** (for those living within the area of Portsmouth City Council)

www.portsmouth.gov.uk (search carers centre) | 023 9285 1864

- **The Royal Princess Trust for Carers in Hampshire** (for information on being a carer and emergency care planning)

www.carercentre.com | 01264 835246

Who else can support you?

Please find below details of **national organisations** that support carers.

- **Al-Anon** (for those affected by someone else's drinking)
www.al-anon.org.uk | 0800 0086 811
- **Carers Together** (an organisation that is run by carers with carers and for carers)
www.carerstogether.org.uk | 01794 519495
- **Carers Trust** (a charity for, with and about carers)
www.carers.org | 0300 772 9600
- **Connect to Support** (hub of information, advice and support for people in Hampshire)
www.connecttosupporthampshire.org.uk
- **Cruse** (bereavement counselling)
www.cruse.org.uk | 0808 808 1677
- **Hub of Hope** (directory of support services in your area)
www.hubofhope.co.uk
- **italk** (talking therapy service for those 16+ and living in Hampshire with common mental health issues)
www.italk.org.uk | info@italk.org.uk | 023 8038 3920
- **Parent Support Link** (supporting families and friends of those with substance misuse)
www.parentsupportlink.org.uk | 023 8039 9764
- **Relate** (relationship counselling)
www.relate.org.uk | 02392 827026
- **Samaritans**
www.samaritans.org | 116 123

Jargon buster

This is to explain some of the terminology within this booklet or that you may hear:

- **Acute Mental Health Team (AMHT)** - This team provides community based intensive support and treatment for people in an acute crisis. The team works very closely with inpatient hospital services and CMHTs to help people return home as soon as possible.
- **Care Co-ordinator** – A qualified person who works within the CMHT (usually a nurse or social worker) who is responsible for arranging the care for a patient and is often their main point of contact.
- **Care Plan** – An easy and accessible plan that describes the needs of the patient, their views, preferences and choices, the resources available and actions by members of the care team. A care plan will include information relating to crisis plans and agreed communication channels for when the person is unwell. All parties involved in developing the care plan will be given a copy, this will include the person's GP.

A care plan is a record for staff of their professional responsibilities and the care/interventions that they are accountable for. It is also a record for patients (and families and carers) of the care/interventions they can expect and their role in their own recovery.

A care plan should be reviewed regularly so that it reflects changes to the patient's recovery and risk.

- **Care Program Approach (CPA)** – Some patients will be supported within a national framework called Care Program Approach (CPA) which is a package of care that may be used to plan treatment.

The care team will decide if this is needed and it will depend on a person's complexity of need, safety concerns and the number of people needed to be involved in their care. You will be informed if the person you are caring for is on CPA. For more information see: <https://www.rethink.org/resources/c/care-programme-approach-cpa-factsheet>

- **Carer** - Informal carer (also called unpaid carer) is a person who cares for someone, whether that's a child, family member, friend or neighbour due to physical or mental illness or disability. This could also be someone who requires support due to care needs related to old age, enabling them to continue to live as independently as possible at home and in the community.

- **Community Psychiatric Nurse (CPN)** - A nurse who is a specialist in mental health illness.

- **Community Mental Health Team (CMHT)** - A team of mental health professionals based in the community within the local area of your home address. The team supports people with severe and enduring mental health issues by providing therapeutic activities and prescribed medication if required. The team works very closely with AMHT's and inpatient hospital services.

- **Health Care Support Worker (HCSW)** – A person who supports patients with various aspects of their day to day living (e.g. social activities, physical activities, personal care, medication, mobility, meals)

- **Multi-Disciplinary Team (MDT)** - A team of professionals (nurses, consultant psychiatrists, occupational therapists, psychologists, support workers, etc.) who work in collaboration to provide holistic care to patients.

- **Occupational Therapist (OT)** – A therapist who helps patients to develop the skills they may need to live independently.

- **Patient** – A person receiving services. Also called 'service user' and sometimes called 'client'.

- **Peer Support Team** - These are staff who themselves have experienced being a service user.

- **PRN** - A Latin term that stands for 'pro re nata' which means 'as the thing is needed'. This term is used for 'as needed' medication. This differs from daily prescribed medication.

- **Psychiatrist** – A doctor who is specifically trained to diagnose and treat mental illness.

- **Psychologist** – A specialist who is trained in how the mind works. They support patients to understand and adapt their behaviour and to improve their coping skills.

- **Referral** – a term used to describe when a service user is passed from one service to another.

- **Social Worker** – A specialist who sometimes works in a CMHT or Social Services who supports people with their social needs (e.g. housing, benefits, employment, education)

- **Support Time Recovery Worker** - Supporting patients with goal focused specific interventions, emotional coping skills and anxiety management

- **Wellness Recovery Action Plan (WRAP)** – An individualised plan to support patients to stay well, recognise when they are becoming unwell and have actions in place.

Complaints and suggestion

We strive to provide the best support to the person you care for and listen to you as a carer. However, if you or the person you care for are feel dissatisfied with our services, please talk to us as soon as you can.

We would like to reassure you and resolve the problem for you as soon as possible so please speak to the member of staff in charge. Alternatively please contact our Complaints and Patient Experience Team.

If you have any suggestions about how we can improve our services, we would really like to hear from you.

Complaints and Patient Experience Team

By phone: 02382 311200

In person: By making an appointment on 02382 311200

Fax: 02380 874178

Email: shft.customerexperience@nhs.net

By writing to:

FREEPOST RSJL-JXSX-ATUE

Complaints and Patient Experience Team

7 Sterne Road

Tatchbury Mount

Calmore

Southampton

SO40 2RZ

Getting involved

As the Patient and Public Engagement Team, we are committed to listening, involving and working with the people who use our services and their carers. If you would like to share your experiences with us, are interested in supporting this commitment or would like to find out more about volunteering with the Trust, please get in touch.

Patient and Public Engagement Team: carer.involvement@southernhealth.nhs.uk

Volunteering: shft.volunteersvalued@nhs.net



Triangle of Care

'Triangle of Care' is a national initiative launched by the Carers Trust. This initiative promotes the importance of involving carers, alongside service users and staff.

Southern Health acknowledges the importance of this initiative and is working hard to embed the Triangle of Care standards within our work.

If you would like to read more about Triangle of Care, further information can be found on the Carers Trust website: www.carers.org/article/triangle-care

Our carer values | Our promise to you, as a carer.

