We hope you will find this booklet helpful.

Our Trust has inpatient facilities in a number of locations around Coventry and Warwickshire.

We will always strive to arrange your admission to your local facility, however this may not always be possible and admission will be to an available bed.

Our aim is to provide high quality care during your stay. This booklet aims to give you some information about your admission into hospital.

You will be treated with respect and dignity while you are with us; in return we ask that you treat the staff and facilities with the same respect and dignity.

Coventry and Warwickshire Partnership NHS Trust hospitals are teaching environments and therefore students from all disciplines may be involved in your care.

Confidentiality

We will try to keep your information private, but if something worries us we will have to tell someone.

All staff working for our Trust are bound by a code of confidentiality. This means that they cannot tell anyone other than authorised persons anything that they know about you.

There may be times when you want to tell only one person something private. You must be aware that this person, be they a doctor or a nurse or any other member of staff, is obliged to share that information with other people involved in your care.

Initial assessment

We will want to get to know you and may ask you questions.

On your admission into hospital there will be a period of assessment of your needs which will vary in length, depending on your requirements. As part of this assessment you will be placed on a level of observation. This will be discussed with you and will be part of your care plan (please read section on observation).

Your Responsible Clinician

This person will be looking after you in hospital.

You will have an allocated ‘Responsible Clinician’ who will be responsible for your care whilst you are on the ward. You will be seen by your consultant at least once a week.
About your stay

Your Care Co-ordinator
This person will help you when you are ready to leave.

You may be allocated a Care Co-ordinator following your discharge from hospital.

Your Named Nurse
This person will look after you while you are in hospital. There will be other people involved in your care, they will tell you who they are.

You will be allocated a ‘Named Nurse’, who will be responsible for the co-ordination of your care whilst you are on the ward. This does not mean that they will be the only person on the ward who will help with your care, but that they will take the overall lead. You will have the opportunity to discuss your care and treatment with them at least once a week.

Other health professionals
Other health professionals will assess your individual needs to deliver your plan of care and facilitate your recovery process; these may include: a ward manager, doctors, speech and language therapists, practice nurses, psychologist, healthcare assistant, ward clerk, social worker, occupational therapist and physiotherapist.

Ward Pharmacists
Each ward has pharmacy attached to it. If you wish to see a Pharmacist please ask nursing staff to arrange this.

Individualised plans of care
You will have a care plan to help people look after you.

During your stay in hospital all your care and treatment will be documented in individualised plans of care which the nursing staff will discuss and agree with you. You will be actively encouraged to be involved in your individualised plans of care.

Useful things to have with you
You can take some belongings into hospital with you.

Small change for telephone / snacks;
• Several changes of day clothing and underwear;
• Nightwear and slippers;
• Toiletries – the ward does have some supplies in case of emergency. Please ask a member of staff;
• Outdoor coat;
• Any glasses, hearing aids, and walking sticks you use. All items should be labelled;
• Squash/soft drinks.

Items to leave at home
There are some things you have to leave at home.

• Valuables;
• Electrical items (in some areas);
• Sharps (e.g. glass);
• Perishable food items;
• Furniture;
• Any device with a recording facility (mobile phones are covered later in this booklet).

About your stay

Observation
We will need to watch you to make sure you are safe.

Observation levels are decided by the team, by taking into consideration your personal safety, health and wellbeing. We would encourage you to be involved in this decision-making process.

During your stay in hospital you may be placed on a particular level of observation. This may involve being constantly observed by nursing staff, or being checked at regular (15, 30 or 60 minute) intervals, both during the day and night. Depending on your observation levels you may be asked not to leave the ward on your own, or be escorted by a member of the nursing team. You will be involved in changes to observation level and asked to sign your observation care plan.

Ward round / clinical review / multi-disciplinary team
We will have meetings with you to see how you are doing.

You will have a meeting / clinical review to discuss your care and treatment with your consultant and other members of your care team. You may wish to discuss what you want to say with your Named Nurse before the meeting.

If you would like your relatives or carers to attend this meeting, please discuss this with the nursing staff who will arrange an appointment time. You may also request a hospital advocate to attend with you, or on your behalf.

The ward round members will introduce themselves to you. As we are a teaching hospital students may be present. If you have any objections please state these at this time.

Recovery / discharge from hospital
When you are ready to leave hospital we will support you.

We will try to discharge you to the most appropriate placement that meets your needs. During the discharge process you and your family will be invited to be involved in those discussions.

Mental health services - At the point of discharge you will be provided with details of your aftercare plan. This will include any medication you need to take and any individuals that may continue to be involved in your care.

Please ensure that you have taken all your belongings with you and that you have retrieved any property from the General Office/Patients Property Office.

Recovery, discharge, Crisis Home Treatment or Day Treatment services may be offered to support you following your discharge.

Learning disability services – At the point when it is identified that you are ready for discharge there will be a number of people included to help you decide where you are going to live and what support you need. The trust can provide training to your new carers and will support you in a transition to your new placement.
About your stay

Leave Planning (NOT secure services)

You may have some time away from the hospital but will need to come back.

Leaving the ward after a period of time as an inpatient can be very daunting, whether you are going on leave or being discharged. We will provide you with a leave agreement and contact numbers.

Leave will be discussed in your clinical review and a decision will be made based upon your personal circumstances, observations and risk. Leave is seen as a positive therapeutic activity, which can aid recovery.

Leave planning will be discussed with carers and relatives with your consent. There may be occasions when you have requested relatives are not involved in your full plan of care. Whilst you are on leave the ward still has a duty of care to inform them that you are on leave from hospital but they are not given the full details.

If you experience problems whilst on leave you can telephone the ward and, if necessary, after a discussion with the nursing staff, you can return to the ward.

If you are considered well enough and someone in a more acute phase of their admission needs a bed, you may be asked to take a short period of leave, but still with support from healthcare professionals. You will need to take your belongings with you as on your return you may not return to the same room.

Support from crisis services may be appropriate in certain cases.

On return from leave please report to a member of staff who will show you to a room and around the ward where you will be introduced to staff on duty. A picture board is situated in the corridor areas showing members of staff on the ward.

All of our wards have single bedrooms. At the Caludon Centre all rooms are en-suite.

St Michael’s Hospital and the smaller units have washing facilities within the privacy of the bedroom. At Brooklands Hospital there is a mixture of en-suite bedrooms and units with bedrooms with washing facilities and a separate bathroom.

All bedrooms are locked when not in use. If you require your room to be locked while you are not in it, please ask a member of staff to do so for you. This is to protect your own belongings and for the safety of all in the clinical environment. In some services you may be allocated a bedroom key so that you can lock your own room.

During your stay it may be necessary for you to be moved to another room. This may be as a result of a risk assessment, the need to use a bed when you are on leave or dictated by environmental or clinical need.

Due to admissions to the hospital and other considerations, it may be necessary for you to be moved to another ward. We hope that this will be kept to a minimum and apologise in advance if this does affect you during your stay.

Wards

All wards have a variety of day rooms, and a separate dining area. If you are on an adult ward that accommodates both male and female patients you will be able to request a female only area.

On, or shortly after admission, a member of staff will show you to a room and around the ward where you will be introduced to staff on duty. A picture board is situated in the corridor areas showing members of staff on the ward.

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Bathroom and toilet facilities

Toilets and bathrooms are available on your ward.

Bathrooms and toilet facilities are available for individual use on each ward. Bathrooms and shower / wet rooms may be kept locked depending on the ward, but can be used on request.

Laundry

You may be able to do your own washing.

Mental health wards – There are limited facilities for washing and drying of your personal clothing. Please could you arrange for your relatives or friends to help with your laundry needs. Any clothing brought to the ward remains the responsibility of patients. Please label your clothing to try and prevent confusion.

Learning disability wards – There are laundry facilities available on each ward, you will be supported to carry out your own washing where possible, and most units have a timetable for this. Bedding and towels are provided and are laundered externally.
Meals and special diets

Meals are served in the dining room, unless clinical need dictates otherwise. You will be asked to complete a menu for your preferred choice. Special diets can be catered for please inform nursing staff of your requirements.

For patients who are unable to complete their own advanced menu choice we are able to offer a visual choice of food at each meal time in some services.

Hot and cold drinks are available throughout the day, and are served with all meals.

We operate a ‘protected meal time system’ on all wards, which means we do not interrupt your meal times for visits by healthcare professionals, appointments etc.

Please ask your relative not to bring food onto the ward unless they have first discussed this with a member of staff.

Meal times

Food will be provided at regular times.

St. Michael's Hospital, Warwick
Breakfast: 8am - 8.30am
Lunch: 12 noon -12.30pm
Dinner: 5.30pm - 6pm
Supper: 10pm -10.30pm

Caludon Centre, Coventry
Breakfast: 8am - 9am
Lunch: 12 noon
Dinner: 5pm - 6pm
Supper: 9.30pm -10pm

Pembleton / Stanley Wards, Nuneaton
Breakfast: 8am - 9am
Lunch: 12 noon - 1pm
Dinner: 5pm - 6pm
Supper: 9.30pm -10.30pm

Brooklands Hospital, Marston Green
Breakfast: 8am - 9am
Lunch: 12 noon - 1pm
Dinner: 5pm - 6pm
Supper: 8:30pm - 9.30pm

Woodloes House, Warwick
Breakfast: 8am – 9am
Lunch: 12.30pm - 1.30pm
Dinner: 5.30pm – 6.30pm
Supper: 10pm – 10.30pm

Visiting

People can come to visit you.

NOT secure services – You may receive two visitors on the ward at a time (due to limited space). It is possible to have more visitors or visitors at other times, by prior arrangement with the nurse in charge of the ward. Visiting times may vary please check with nursing staff.

We do not encourage any visiting within the patient’s bedrooms any exceptions must be agreed with the nursing staff.

On rare occasions visitors will be asked not to visit. This will be discussed at the time.

Upon entering the ward, your visitors will be greeted by a member of staff and be asked to sign the visitor’s book.

If your visitor has any particular needs to be taken into consideration in the event of a fire alarm, please speak to nursing staff.

Secure services – There is a designated visitor’s room on Janet Shaw Clinic, and visitors will be expected to telephone in advance to ensure that the visit can be facilitated.

For low secure services there are visiting facilities available both on and off the unit. Again, all visitors will be expected to telephone in advance.

Children visiting

You must ask if children come to visit you.

Mental health services – There are special provisions for children visiting the wards. Should you wish children to visit whilst you are in hospital please discuss this with the Nurse-In-Charge, who will arrange an appropriate area of the ward where children may visit. Please arrange this in advance so we can accommodate the visit.

Please liaise with ward staff if you have an issue around visiting times.

Please note: children must not be left unaccompanied at any time.

Learning disability services – Any visits involving children may need to be risk assessed, and will not be able to take place on the units. There are facilities in place to support children visiting patients in our services.

Access to wards

The main door is locked and you must ask if you wish to leave.

The front door of the ward will be locked at all times to keep the area safe and secure. Please ring the doorbell and nursing staff will let you in.
Hospital Information

Property and valuables

You need to keep your special things safe, or give them to a nurse.

We would encourage you to leave any valuables at home, but should you choose to keep any property or valuables with you, there are areas for safekeeping.

We advise you to keep all property and valuables in one of the following:

- Caludon Centre – General Office: located in the main reception.
- St Michael’s Hospital – Patients Property Office: located in the main reception.
- In other locations a main safe is available. Please speak with a member of staff.

You will be asked to sign a disclaimer if you do not wish to use any of the above.

Coventry and Warwickshire Partnership NHS Trust does not accept responsibility for any property in the event of loss, unless it has been handed in for safe keeping.

This includes items such as glasses, hearing aids, teeth, clothing, toiletries, electrical items, handbags, money and jewellery.

Any sharp items or medication should not be brought onto the ward. Should you have any restricted or contraband items on your person, staff will ask you to hand these over for safe-keeping. This also applies to aerosols, razors and glass objects. If you are uncertain please ask a member of staff.

Person and room searches will be carried out if it is believed that you have contraband or restricted items on your person. Staff will aim to get your consent to do a search, however they can enforce this without consent where necessary.

Please can you ensure that you do not bring plastic bags into the ward area. If your visitors bring bags in please hand them to a member of staff to ensure they are disposed of safely.

Telephone calls

You will be able to use a phone to call your friends and family. You need to ask us first.

Each ward has access to a phone for essential calls. During your stay families may phone to enquire about you. We ask that they do not phone during protected meal times and, if there are several family members, that one person is nominated to phone on behalf of the rest of the family.

Mobile phones

Not secure services - You are not permitted to use your mobile phone within the hospital.

We respectfully ask that it is switched off or put on silent at night, in clinical review meetings, and therapy groups. When using your mobile phone, please ensure that the right of other people’s confidentiality is observed. Please ask staff for further information. Unlawful or inappropriate use will be challenged and your mobile phone will be removed.

Each ward will have arrangements for keeping phone chargers secure. Staff will ensure that your phone charger is labelled.

Secure services – You are not permitted to keep your mobile phone on your person. However, you may be able to use your phone whilst on leave - each individual service can provide you with further information regarding this.

Photographs

You are not allowed to take photos. We may need to take your photo.

Mental health services – Due to issues of confidentiality the taking of photographs within the hospital is not permitted under any circumstances.

Learning disability services – On admission we will take your photo so that you can be easily identified. We may need to take your photograph at certain other points during your admission. This will always be discussed with you beforehand.

Staff

We will tell you who we are. We are here to look after you.

Mental health services – Staff will always carry an identification card bearing a photograph and their job title. You may ask to see this card at any time, particularly if you are in doubt about someone who approaches you to discuss your care. Other staff will be wearing identification name badges.

Learning disability services – Staff will have a uniform and will be easily identifiable. There is a staff photo board on all wards.

Alcohol and drugs

You are not permitted to bring, consume or supply any alcohol or non-prescribed medications (drugs) whilst you are with us.

Any supply or use of illegal substances will be reported to the police. In some services it may be appropriate to carry out drug and alcohol testing on admission and throughout your stay.

Smoking

You are not allowed to smoke in hospital.

Our Trust is a smoke-free organisation. We aim to help reduce the harm to your physical health that smoking can cause. You are not permitted to smoke on the wards, or within the hospital grounds.

We are not asking you to give up smoking as this is an individual choice, but you will be unable to smoke whilst you are an inpatient; staff will challenge anyone who is smoking. We can offer you support and alternatives if you wish whilst you’re in hospital to prevent nicotine withdrawal, please ask ward staff for details.

Medication

You may need to take some medication while you are with us.

Any medication you require during your stay will be prescribed by one of our doctors. If, during a period of leave you are given some medication to take, you must hand it into us for safekeeping when you return back from leave. When you are discharged you will be given a small supply of discharge medication; a further supply should be obtained from your GP.

Pharmacy

Some places will have Pharmacies.

There are pharmacies at the Caludon Centre and St Michael’s Hospital:

Caludon Centre: Monday to Friday: 9am - 6pm
Closed Saturday, Sunday and Bank Holidays.

St Michael’s Hospital: Monday to Friday 9am - 5pm
Closed Saturday, Sunday and Bank Holidays.
**Patient notice boards**

There is a patient notice board on each ward.

The notice board on each ward contains information you may find useful during your stay, including the activity programme.

**Activities and Interventions**

We can help you to find things to do.

Activity Co-ordinators offer care interventions at key times and provide a wide range of activities for wards including: discussion groups, gardening and gentle exercise. Please speak to the activity facilitator or other members of staff for more details.

**Spiritual support**

We can help you practice your faith.

Staff can arrange for a member of the Chaplaincy team to visit you on the ward at your request.

If you have special requirements in order to meet your spiritual or religious needs please speak to a member of the Chaplaincy team to visit you on the ward at your request. Staff can arrange for a member of the Chaplaincy team to visit you on the ward at your request. Staff may be able to access the office on your behalf during closing hours, if urgent.

**Pensions and benefits**

We will help you to complete a form for this if you need it.

Please refer to your local Department of Work and Pensions who will be able to advise you. If you are on Disability Living Allowance or Attendance Allowance the following organisations need to be notified if your period in hospital exceeds four weeks:

- Disability Benefit Unit: 0845 712 3456
- Attendance Allowance: 0345 6056055
- Personal independent payment: 0845 8503322
- Employment support allowance: 0345 6088545
- Carers allowance: 0845 6084321

There is a Benefit Enquiry Line which gives general advice for disabled people and their carers 0800 882 200.

If you are on benefits you may be eligible for help with travel costs. Contact Job Centre Plus or your local Benefits Advice office.

**General Office**

This is where we can keep your special things.

Caludon Centre – The General Office is situated on the ground floor, next to the main reception. There is a facility for cashing Giro cheques and you are advised to keep money in excess of your daily needs with them or ask relatives to take it home for you. They will also store your valuables for you, but it is advised that you do not bring anything of value into St Michael’s.

**Fire alarms**

If the fire alarm sounds we will show you what to do.

In the event of any alarm sounding please remain on your ward and await instructions from the nursing staff. The hospital has regular fire drills planned across the year, co-ordinated by the Health and Safety team.

If you have any difficulties with mobility, sight or hearing nursing staff will discuss your individual needs and a Personal Emergency Evacuation Plan (PEEP) will be drawn up.

**Legal information**

We will help you with any legal paperwork.

Informal patients – As an informal patient you have agreed to stay in hospital. Your doctor will discuss with you when discharge should take place.

Legal information

If you are being detained under the Mental Health Act, you are legally entitled to help and support from an Independent Mental Health Advocate. An IMHA is independent, they are not a member of the medical or social care team, and plays no part in your treatment and care.

These are some of the ways in which an IMHA might help you:

- Explaining and exercising your rights
- Request a review of your section through access to a mental health tribunal
- Understanding how to raise concerns about your experience and/or care in hospital
- Helping you to find out information about your treatment
- Preparing and supporting you at meetings, ward rounds or care reviews
- Being fully involved in your care planning
- Helping you to find out whether any conditions or restrictions apply to you
- The advocacy service also visits all in patient areas and you can request an appointment with them.

Detained patients – If you are detained under the Mental Health Act you will have your rights explained and discussed with you on admission and frequently throughout your stay. Patients within our services may be on lots of different sections and some may be applied by the courts.

Information will be given to you to tell you all about your section and staff can help you with this, including what to do if you wish to be taken off your section.
Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)

The Mental Capacity Act is designed to cover situations where someone is unable to make a specific decision because their mind or brain is affected, for instance by illness or disabilities, or the effects of drugs and alcohol.

If you are an informal patient, and there is a concern about your capacity, a Deprivation of Liberty Safeguard will be discussed and nursing staff will discuss with you the support that is available.

Independent Mental Capacity Advocate

Whenever someone who lacks mental capacity needs to consent to an arrangement for their accommodation and has no family or unpaid carers, it is necessary that an Independent Mental Capacity Advocate be involved to help with any decisions.

Advocacy service – Patients from Coventry and Warwickshire are able to use the Voiceability advocacy service.

Telephone: 01223 555 800 or ask staff for details.

At Brooklands Hospital patients can access two types of advocacy through POhWER on 0300 456 2370. They provide a range of services and advice for Coventry based carers.

For further advice please telephone: 024 76101040 Email: contactus@carerstrustcofe.org.uk

Carers support

The term carer is used for anyone who cares unpaid for a family member or friend who due to illness or disability cannot cope without their help. In the area where you live there will be a carer support service.

Carers can get information, advice and support. Please ask a member of staff for your nearest support service. All carers are entitled to an assessment and nursing staff should discuss this with you. Currently there is a carer support worker based on the ground floor of the Caludon Centre on Wednesdays. They provide a range of services and advice for Coventry based carers.

For further advice please telephone: 024 7669 7443.

Care clusters

A care cluster describes a group of people with similar needs. All of our patients are assigned to a care cluster, which tells us about your level of need whilst in hospital.

Please ask a member of staff for further information.

What we expect from you

We need to work together to help you.

• We encourage participation and engagement in all aspects of your care and treatment.
• Violence and aggression towards others will not be tolerated and could result in legal action.
• Similarly, wilful damage to property may result in you incurring costs for repair or replacement.
• In the event of a disagreement or concern regarding another patient, please approach a member of staff who will deal with the situation.

What you can expect from us

• We will endeavour to provide an environment which will support privacy and dignity.
• We will always try to provide a safe, secure and therapeutic environment. If you have any concerns or feel distressed or uncomfortable, you must discuss these with nursing staff so that any issues may be addressed.
• All information is dealt with in a confidential manner in accordance with Trust policy.
• However, should you disclose anything that may be harmful to yourself or others, our staff are bound by a duty of care to take this forward. Please see a member of staff if you have any queries.
• We will be able to provide you with help and information regarding all aspects of your care and services available to you during your stay in hospital.
• Staff work in line with the Trusts’ vision and values and the NHS six C’s: care, compassion, competence, communications, courage and commitment.

Other information

Infection Control

We will all work together to keep the ward clean.

We have a dedicated infection control team who are committed to reducing the risk of infection. The Trust audits and monitors hand hygiene, mattresses are inspected and cleanliness is audited. Additional information is displayed on ward notice boards.
All details given in this booklet were correct at time of going to print.

If you require this publication in a different format or language, please contact the Equality and Diversity Department on 024 7653 6802.