



Leicestershire Partnership
NHS Trust

Welcome pack

Important and useful information you will
need throughout your stay with us

Bradgate Mental Health Unit
Glenfield Hospital Site
Groby Road
Leicester LE3 9EJ

www.leicspart.nhs.uk
Email: lpt.feedback@nhs.net



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My information

Name:

Named nurse:

Consultant:

Ward:

Telephone number:

Ward sister/charge nurse:

**Address: Bradgate Mental Health Unit
 Glenfield Hospital
 Groby Road
 Leicester LE3 9EJ**

Your admission

Information you will need to know
during your admission





A warm welcome to you from all the team at the Bradgate Unit

We know that coming into hospital can be a very difficult time, especially if it's your first time. The staff are here to help you and as you feel ready, we will show you around and introduce you to other patients and staff.

If you have had to come into hospital suddenly, there may be things that you need to sort out or people that you want to contact. We will ask you about this and we can help with making calls to family, friends, relatives.

The team are here to support you to work towards your recovery. Our aim is to support you in this journey so you are well enough to return home.

This welcome pack will provide you with all of the information about staying on the ward however if you need further information or support or you can't find what you're looking for please ask a member of staff and we will do all we can to help you.

In developing this pack, patients and carers who have previously used the service have provided quotes which tell you about their experience, we hope you find these useful.

There are six wards within the Bradgate Unit all providing acute mental health recovery focused care.

What happens when I arrive?

We are aware that being in hospital can be very distressing for you, your family and friends. Staff will be keen to talk to you about how we can help you to feel safe. Please speak to staff if you feel worried or unsafe at any time. If you would prefer to talk to someone outside of the ward, you may find contacting one of the advocacy services helpful. You will find details of these on page 23 of this pack.

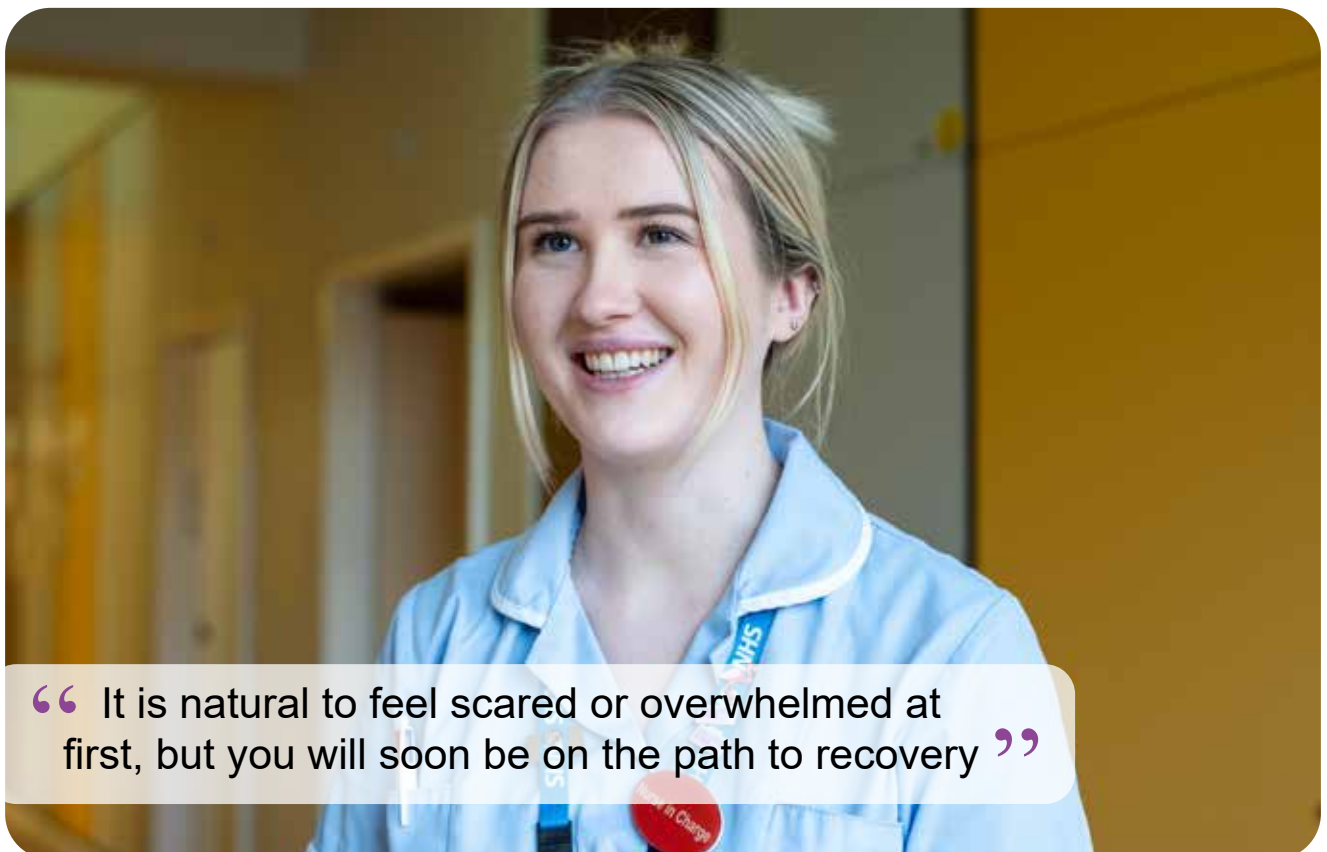
On arrival you will be greeted by a member of staff from the ward who will show you around and you will be allocated a bedroom. Throughout your stay we do try to keep your bedroom/area the same, however there may be occasions where it is deemed necessary to ask you to move rooms and at times, to a different ward. We will support you to ensure that this is done with sensitivity, compassion and dignity.

The personal belongings that you have brought in with you will be checked for any contraband items that as a service we cannot allow to be taken in to your room. This is to protect yourself and others from harm (for example, razor blades, nail scissors, lighters). These items will be safely stored away for you and returned to you upon discharge.

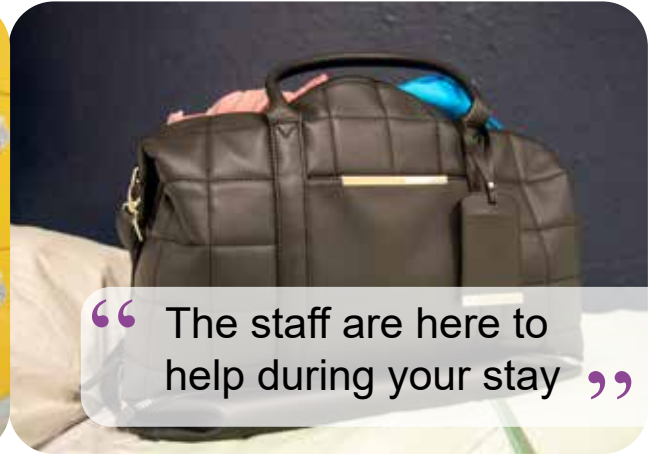
Privacy and dignity

We are committed to making sure all patients receive high quality care which is safe, effective and focused on their needs. The nursing staff will ensure your privacy and dignity throughout your stay is maintained. On some wards there may be male and female patients but separate sleeping, washing and toilet facilities are clearly signposted to protect your privacy and dignity.

If you have any concerns regarding this please speak to a member of staff on your ward.



“ It is natural to feel scared or overwhelmed at first, but you will soon be on the path to recovery ”



“ The staff are here to help during your stay ”

What should I pack?

What do I need to bring to the ward and where can I keep my belongings?

You will have personal space for storage by your bedside and a member of staff will be able to give you access to a locker. Whilst we encourage you to bring some personal possessions to make your stay more comfortable, we ask that you do not bring more than you need. Unfortunately we cannot provide storage for any excess belongings so will ask that you send them home with your family/ friends.

- Casual clothes
- Dressing gown and night wear
- Glasses/hearing aids/dentures - If necessary
- Personal items which may help your recovery
- Shoes and slippers
- Toiletries
- Money
- Any mobility equipment you use

Guidance on how to dress on the ward and in communal areas

To maintain privacy and dignity we ask that patients wear appropriate clothing on the ward and in the communal areas.

Is there anything I should not bring to the ward?

We would ask that you do not bring items such as televisions, stereos, laptops/tablets with you, all electrical items must be handed over to staff and checked before they can be used.

- Valuable jewellery
- Weapons of any kind
- Non-prescribed or illicit drugs
- Large amounts of cash
- Alcohol
- Any offensive materials

Wherever possible we encourage all patients to be responsible for their own possessions. We do provide lockers to keep small sums of money and belongings safe. **We cannot accept any responsibility for loss of or damage to, personal property including money, mobile phones and other electronic devices - unless you have been given an official receipt from the Trust.** Any medication that you have brought in with you will be securely stored away by the ward nurse.

Important times

Visiting

To avoid meal times we have allocated the following visiting times:

11.00am – 7.00pm

We ask visitors to report to the nurse in charge when they arrive and when they leave. If you ask, staff will make arrangements for you to talk privately with relatives/ carers and friends. We ask all visitors not to enter any bed areas to respect the privacy and dignity of others (unless you have prior agreement from the Ward Sister/Charge Nurse). If you think your relative or loved one would benefit from a visit outside of these times, please speak to a member of the team to make prior arrangements. **Please note, no visits are permitted in the garden areas on the wards.**



Children

Under 18's are not permitted on to the wards. There is a family room which can be accessed at visiting times. Please speak to a member of staff to organise one of these rooms for your visit if necessary.



Protected meal times

At mealtimes we make sure that you are able to enjoy your meal without interruption. We ask that no professional visits/meetings take place during this time.

Meals are self service and we encourage everyone to eat in the dining room. Meals are served at:

Breakfast	8.30am - 9am
Lunch	12.00 midday - 12.30pm
Evening meal	6pm - 6.30pm

We can cater for a range of dietary requirements, including diabetic, gluten free, vegan, vegetarian, halal and multicultural food. If you require a specific diet then please let a member of staff know and they will be able to request this for you.

If you miss or require a snack/fruit then please ask a member of staff. We are unable to reheat food that may get brought in for you from visitors. You will have access to hot and cold drinks throughout your stay.

Personal safety

Infection control

If you have any concerns regarding the cleanliness of the hospital then please do not hesitate to speak to a member of the ward team. At times there may be the need to restrict access to the ward for infection control purposes, the ward staff will ensure all visitors are communicated with during these times.

Safety of others

At times when individuals are acutely distressed, they can act in a way that compromises the safety of those around them, in these cases staff need to take appropriate action in order to reduce the risk posed to others or themselves.

At times staff may need to summon assistance from other wards and an alarm system is used to do this, this can be loud but we do aim to stop the sound as soon as it is safe to do so. This may lead to staff escorting a patient to a quiet area of the ward away from the main ward environment and other patients and visitors. At all times the patients dignity is always protected.



Illicit substances and alcohol

Illegal substances and alcohol are not permitted in the unit. The staff are able to offer advice to those that require additional support to manage their drug and alcohol dependency.

We have access to the Leicestershire narcotics search dog who periodically will attend the unit with trained police handlers should we require their assistance. Any items found will be destroyed and cannot be saved for you to take upon discharge.

Any visitors suspected of carrying any dangerous items, alcohol or illicit substances may be denied access to the ward and if we suspect visitors of bringing in illicit substances this will be reported to the police.



Protecting our staff and patients

Checking and searching

Our priority is to ensure all patients, staff and visitors are safe whilst on the ward. Any concerns that staff on the ward have regarding contraband items potentially being brought into the unit may result in the staff conducting a search of both the patient and the environment. If a search is considered necessary, despite the patient's objection, and there is no clinical reason not to do a search, then a search will be carried out in order to maintain safety. We ask that upon return from leave you hand over any goods to the ward staff who can authorise any items being brought back on to the ward.

All patients who have unescorted leave will be required to be searched prior to coming back onto the ward. Any patients who have escorted leave but go out of sight of the staff member (i.e to use the toilet) will also be searched on return from leave prior to coming back onto the ward. **All patients will also be subject to a monthly random room search**

Zero Tolerance

We are committed to our Trust being an organisation free from discrimination, where all staff can reach their full potential and play their part in creating high quality, compassionate care, and wellbeing for all.

ZERO TOLERANCE

Valuing people's differences is one of our leadership behaviours for all. With your help every one of us can stand up against all forms of abuse and violence including hate incidents and intolerant attitudes.

Our zero-tolerance campaign makes clear our commitment that we do not tolerate any form of abuse against our staff from anyone who comes in to contact with our services.

This includes hate crime, which is a specific type of abuse:

Hate crime is subjecting people to harassment, victimisation, intimidation or abuse because of their ethnicity, faith, religion, disability or because they are lesbian, gay, bisexual or transgender. Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.

Not all abuse will constitute hate crime, however we have a zero-tolerance approach to ALL forms of abuse against our staff. We expect everyone to join us in stamping out any unacceptable abuse, racism, or discrimination against our staff.

We will report incidents of violence and abuse from patients to the police, and may restrict or exclude them from our services.

LPT smoke free

Leicestershire Partnership NHS Trust became smoke free in October 2016. Whilst we ask our inpatients, visitors and staff to refrain from smoking tobacco products in the hospital grounds we have designated vaping areas outside the Bradgate Unit. Smoking on the ward may cause a fire and therefore present a risk to patients and staff. Whilst an inpatient, it is important if you are a smoker, to ensure at the point of admission that your tobacco products and lighters are given to staff to protect the safety of all on the ward. The Trust promotes nicotine replacement therapy products which we can provide for you as an inpatient via our pharmacy.

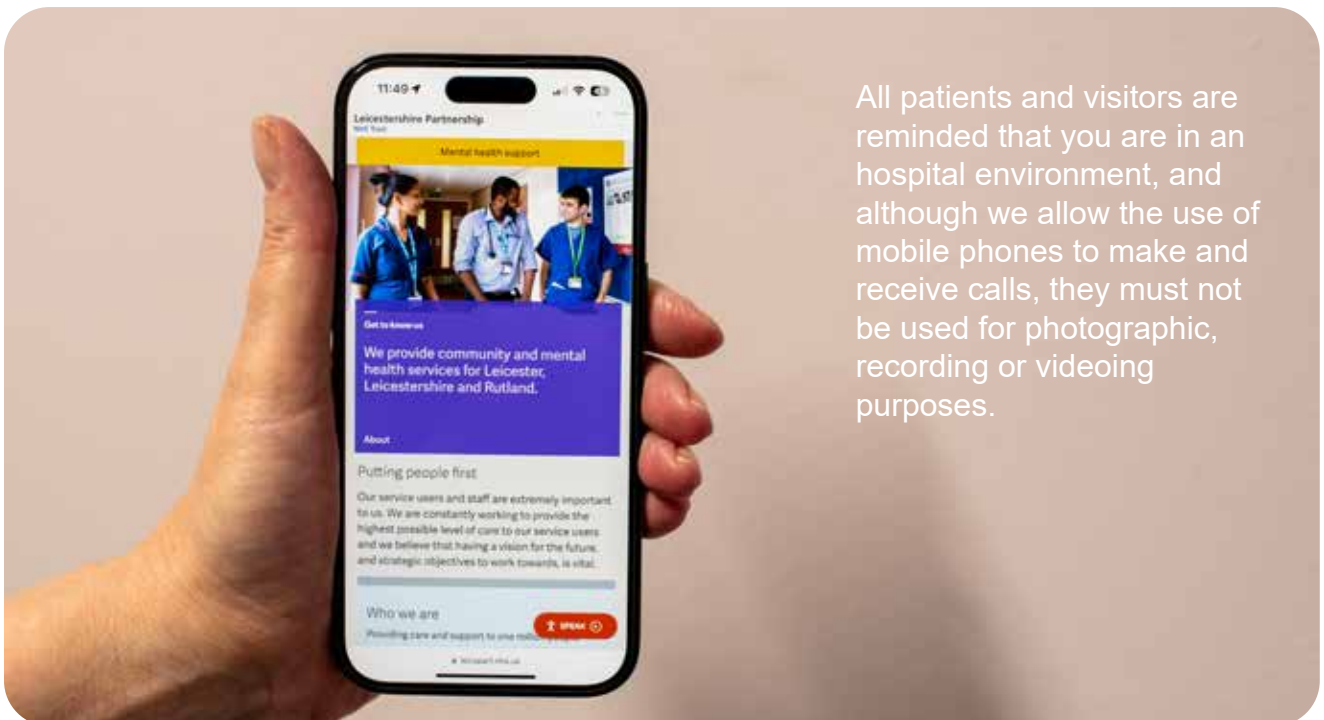


We are also able to offer an alternative to tobacco products in the form of a vape. Upon admission your nurse will discuss with you the options you have and if vaping is something you wish to consider we can support you with a product.

There is also a smokefree service to support you if you wish to attempt to quit whilst an inpatient. An automatic referral will be made if you identify as a smoker. The service will offer you **free nicotine replacement including vapes**, for the duration of your stay. Smokefree advisors will work with you to find the best nicotine replacement for you. Advisors also offer one-to-one and group support to help you through your quit journey and can organise ongoing support once you are discharged. If you choose to take the positive step and quit smoking, we are here to help you succeed and ultimately lead a happier, healthier life!

For smoke free ward support from the smoke free advisors please contact a member of staff on the ward to refer you to the team

Mobile phones, camera and recording devices



All patients and visitors are reminded that you are in an hospital environment, and although we allow the use of mobile phones to make and receive calls, they must not be used for photographic, recording or videoing purposes.

Partnership officer

Unit based police

We are lucky at the Bradgate Unit to have our very own partnership officer (police officer) who supports staff with issues related to criminal behaviour. Unfortunately due to the nature of illness sometimes people can act in a destructive way, intentionally and unintentionally and staff on the ward may require support.

They help the staff in regards to missing persons from the unit, any verbal or physical threats made to staff or fellow patients and illicit substance problems as well as other issues. The police are also available should you need support to report a crime.



Leicestershire
Police

Protecting our communities



At all times we aim to care for people in the safest of environments providing high standards of care and in return we would ask that all staff are treated with respect. The team at the Bradgate Unit are committed to providing a safe environment for all who use the service.

Violence and abuse towards anyone on the ward or within the unit will not be tolerated. Individuals will be supported by the partnership officer to report offenses and at times this may lead to the instigator being removed from the unit to protect the safety of others.



Your recovery journey

Understanding the different
professionals that will be part of your
multi-disciplinary team

Sharing of information

Confidentiality

Throughout your stay with us your family and friends will help to support your recovery. We will need to work closely with those that you identify as they will play a key part throughout your admission to hospital. The care team will spend time understanding who you would like them to share information with and the level of detail. At times your decision may change and you won't want us to share information and this is absolutely fine therefore your named nurse will check with you throughout your stay in order to update the rest of the care team.

We will also need to speak with other agencies that may be involved in your care, for example housing, social care, etc. It is important you know that by law all staff working within the trust must keep information confidential. All health care records are stored securely at all times and only those with a professional reason to access them can do so.

There may be times when we need to pass on information to avoid a risk to either yourself or others. Wherever possible we would discuss this with you beforehand, however if staff are very concerned then they may pass on information without your permission.

If you would like any more information, you can ask staff for a copy of the leaflet: 'How can we use your information in the NHS'.



“ Having time on the ward with my nurse helps to bring things into balance. ”

Access to your healthcare records

In order to provide the best possible care for you the trust needs to hold information about your healthcare and treatment. You have the right to see the records written about you in the trust and the wider NHS. If you wish to look at these records then you should approach your named nurse, your named consultant or your advocate. They can discuss your records with you on an informal basis or are able to support you with making a formal application.

When you are ready to look at your records a member of staff will be there to answer any questions you may have and to explain terms you may have difficulty in understanding.

If you feel the information is incorrect you can ask your named nurse or consultant to discuss your concerns. You also have the right to challenge the contents of the records and you will be given the opportunity to add your own views.

How does the ward work?

Your care will be provided by a multi-disciplinary team including doctors, nurses and other professionals, described in more detail later in the pack. We aim to provide inclusive services for everyone responding to the needs of the individual.

You will be allocated a named nurse who will work with you and a ward doctor to complete a full assessment of your needs, we need to ensure we know about you and your needs in order for us to best help and support you. Unless you really don't want us to, we may need to talk to your family/friends/carers to gain their perspective on your current health status and how they can support your recovery.



Once we have completed the assessment there will be a plan of care developed that will reflect your needs, this collaborative care plan will be completed with your input and reviewed on an ongoing basis throughout your stay. You should receive a copy of your care plan and being involved in developing this with your named nurse.

As part of the initial period of assessment on the ward you will be observed by staff carrying out therapeutic observations. This aids the staff to gather a further assessment of your needs to enhance the care we provide to you.

Daily reviews

These happen Monday - Friday at 9am. Your care team meet to review your care and discuss your observation levels, mental and physical health needs, medication and any leave arrangements. You will be fully involved if there are any planned changes to your care and treatment following this meeting.

Weekly multi-disciplinary review meeting

Every week you will have the opportunity to participate in reviewing your care with the team at a multi-disciplinary review, this is referred to by staff as a 'ward round' or an MDT. If you wish, you can invite a family member/carer or friend to attend with you. At all times your needs and views are central to the process of planning your care and treatment through your recovery journey.

One to one sessions

As part of your stay at the Bradgate Unit your named nurse will offer you time to explore your thoughts regarding your recovery, progression you feel you've made and any concerns you may have and to review your care plan. You may also (throughout your stay) meet on a one to one basis with other professionals supporting your recovery.



“ You meet some lovely people during your stay ”

Care Co-ordination

Care Co-ordination ensures you receive meaningful high quality intervention-based care, which is safe and meaningful care which helps you to recover and stay well. Care Co-ordination ensures that documentation and processes are proportionate to enable high quality care.

Whilst in hospital you will be allocated a key worker if this is your first admission then this will be your named nurse. If you already have a community mental health professional they may already have this responsibility and they may transfer this to your inpatient key worker. Your key worker will be responsible for overseeing your care and co-ordinating your journey back into the community.

If you would like more information about the Care Co-ordination then please ask a member of staff.

Whos who on the unit?

All staff at the Bradgate unit wear name badges to help identify them to patients, visitors and staff. There are also photo boards on the wards and within the Bradgate Unit and displays where staff have shared some information about themselves as part of the getting to know you phase of admission. The majority of your inpatient care team will also be in uniform, this information is displayed on the ward.

Nursing team

Charge nurse/ward sister

This is the nurse who provides both managerial and clinical leadership to all staff on the ward.

Inpatient matron

Provides clinical oversight and leadership to the wards. They work closely with the ward sister/charge nurse, ensuring professional standards are met in all aspects of care delivery.

Deputy charge nurse, deputy ward sister

These are nurses who support the Charge nurse/Ward sister with the day to day running of the ward, ensuring the ward is safe and staff are delivering high quality care.

Nursing associates

Registered health professionals who are able to support the nursing staff in day-to-day patient care.

Healthcare support workers

Support the nursing staff to deliver your care, working under supervision of the staff nurses. Our HCSW's carry out all aspects of care for patients whilst on the ward.



Clinical duty managers

co-ordinate the activities on the wards to ensure that the wards are safely staffed and all the patients needs are being met.

Apprentices

These staff members are new to health care and are passionate about improving the lives of our patients.

Staff Nurse

An registered nurse will be your named nurse whilst you are on the ward, they will oversee your care and work with you to co-produce your recovery plans. They are also responsible for the day to day running of the ward.

Medical and psychology staff

Applied psychologists and psychotherapists

Trained to support people who are going through difficult and distressing times, by working together to make sense of the current difficulties and offer brief interventions to promote recovery and maintain wellbeing. They provide both individual and group sessions.

Pharmacy staff

As well as your nurse being able to provide advice on medications and side effects there is also the option to ask for a pharmacist to discuss this with you if you remain unsure about the information you have been given.

Consultant psychiatrist

An experienced doctor who has overall responsibility for your care and treatment. You will meet with your consultant regularly throughout your stay normally at your MDT meeting.

Ward doctors

They will have one to one time with you whilst you are on the ward and be available to discuss any physical and mental health concerns.



Other health and social care professionals

Occupational therapists (OTs)

Registered healthcare professionals who use purposeful activities to treat people with both mental and physical health conditions. They work as part of your care team to identify problems caused by an individual's health condition and find ways of coping and support the development of skills necessary for recovery.



Activity Co-ordinator

All wards have their own on ward TLW who coordinates activities for the patients. They support the work of the OT team and through meaningful activity, promote recovery focused support. There are also activity workers within the OT team providing off ward groups.



Social workers

They have specialist training and experience in assessing mental health difficulties and are familiar with the problems experienced by users of mental health services and their families. They will organise social care support for people in contact with mental health services, such as helping with housing and welfare benefits. Some social workers are involved in assessing a person for possible admission to hospital under the Mental Health Act.

Physical health nurses

We have a team of registered general nurses who provide support to the wards with individual patients who require physical health input. They work closely with the MDT and provide a valued service to the patients at the Bradgate Unit.

Speech and language therapist (SALT)

Registered professionals who offer support to patients with communication difficulties. They work closely with the MDT and provide guidance to staff.

Other health and social care professionals



Dietitians

They provide dietary advice to patients on the ward, promoting healthy eating and advice on nutritional supplements to those that may require support.

Administrative staff

Works to ensure the smooth running of the ward by supporting clinical staff and undertaking administrative tasks.

Physiotherapists

Assess and support those with limited mobility, helping them to improve their strength and balance and reduce their risk of falling. They may also provide rehabilitation after injury or illness to help people maximise their functional ability whilst on the unit.

Housekeepers

Undertake housekeeping duties, order and serve your meals and help to keep the ward tidy and clean.

Volunteers

They play an important part of life within the unit. They assist in many activities such as, meet and greet, patient transport, raising money for special causes, guiding patients around the unit and visiting patients. If you would like to get involved please ask your nurse to put you in touch with the voluntary services administrator.

Students

As a trust we support the teaching of students from lots of different professions. As part of their experience with us on the ward we may ask at times if they can be directly involved in delivering your care. Your consent will be sought prior to any intervention and you do have the right to refuse. All of our students are supervised by a member of the MDT.

Mental Health Act 1983

If you have been detained under a section of the Mental Health Act, sometimes referred to as a formal patient, you will not have the same rights as those informal patients. Your consultant psychiatrist allocated to you at the point of admission will need to make the decision based on the assessments from your care team about the leave from the ward you are entitled to. The leave status of a detained patient is called 'Section 17 leave'. The section you are detained under will determine who has the authority to grant leave, this may be the Ministry of Justice in some cases. Section 17 leave details the length of time leave has been granted for, where to, whether there is the need for an escort and the frequency of the leave.

If you are detained under the Mental Health Act then the nursing staff should meet with you to discuss your rights, which includes the right to appeal your detention. If you have any queries about this please speak to a member of the nursing team.

Being detained could also mean that we can give medication without your consent but it is important to know that this is to support your recovery and your best interests are at all times considered. Information about your medication and possible side effects, can be given to you by a member of your care team. You will have the opportunity to appeal your mental health detention and your named nurse can help you with this if required.

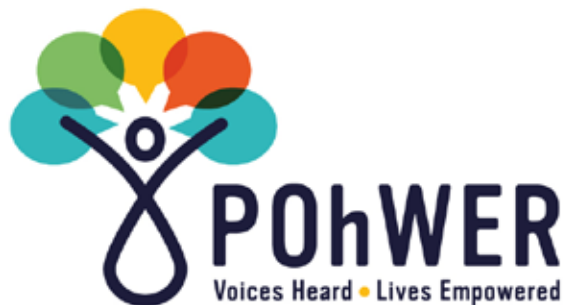
Mental Capacity Act 2005

At times when people are unwell they can struggle to understand how to make decisions for themselves, we refer to this as 'lacking capacity'. Throughout any treatment intervention we will always assess your capacity and involve you fully in any decisions made regarding your care and treatment. Where there is evidence that you may lack capacity we would always act in your best interests.

Advocacy

Advocacy is a way of representing people's interests. An advocate can empower you to express your personal views and needs, they can accompany you to meetings or help you to write letters, this allows your views and opinions in relation to your care and treatment to be considered and discussed along with everyone else within your care team. Advocacy can also assist you to make informed choices by offering you the information you need. There is information displayed to support you in contacting an advocate. We also have regular visits to the ward by the advocacy representatives so you have the opportunity to talk to someone.

POhWER advocates provide independent advocacy on the wards here. You can speak to a POhWER advocate at one of their regular drop ins, contact them on 0300 456 2370 or ask a member of staff to contact them on your behalf. Their details are also displayed on the ward noticeboards.



Details of Independent Mental Health Advocates (IMHAs) and Independent Mental Capacity Advocates (IMCAs) are displayed on the ward notice board.

Visits and leave

Access in and out of the ward/unit

The doors leading to the ward areas are secure and a buzzer intercom system is in operation. It is not our intention to restrict people's movements unnecessarily, these measures have been introduced for the safety of our patients, visitors and staff.

If you wish to leave the ward please speak to a member of staff. As part of our ongoing commitment to your care and safety we have to consider the following before allowing you to leave:

- your legal status under the Mental Health Act 1983 and any restrictions in place
- any concerns regarding your safety or the safety of others.

Please speak to your named nurse if you wish to discuss this further or you do not understand what this means for you.



Taking leave from the ward

Leaving the ward for periods of time (including overnight) will be part of your recovery. Leave will help both you and your care team in reviewing your progress and to make plans for your future away from the ward. Your team will involve you fully in the planning of any leave. In some circumstances following a period of overnight leave it may be necessary to move your care to another ward but this will be done only in circumstances where there is no other alternative.

The reasons for leave may vary, it could be for recreational purposes or therapeutic purposes. For example you could be given leave to:

- go for a walk in the grounds
- attend college or do some voluntary work
- go shopping and assess your budget skills
- home leave to assess how you feel back in familiar surroundings.

Leave will either be escorted by a member of your care team or it may be unescorted. Leave will be given for a period of time dependent on the nature of the leave. If you happen to have leave with a friend/carer or relative it is important that we gather their views on the leave. As well as the feedback you give to us, all of this information will be documented in your care records and will be discussed with your care team at the daily review and/or MDT review meeting. It will be used as part of an ongoing risk assessment which feeds into the decision that your care team will make regarding your care, for example, whether further leave is appropriate, planning for discharge home and any additional support you may require

Supporting services

Thinking about you

As an NHS Trust, we are committed to valuing people's differences and treating everybody equally and fairly. We aim to provide services that are responsive to individual needs, taking into account race, religion, disability, age, gender and sexual orientation. Whilst on the ward, it is important your care team focus on you as an individual and in order to do this we offer services and support for you to independently work towards recovery. Together you can agree how they can best be met and supported alongside your collaborative care plan. We also value good physical health and we have a range of services which can address your needs if required.



Spiritual, religious and cultural needs

We recognise that an individual's spirituality and religion is important for recovery and your care team is able to offer you guidance on how to access appropriate support whilst on the ward. We are able to offer access to the chaplaincy service within the hospital for people of all faiths (and none) for confidential support.

We are also able to offer space for people to use for prayer if they are unable to leave the ward to visit the prayer room. If you feel you would like to learn more about where you can access specific religious/spiritual groups in the community, the chaplaincy service are on hand to support with this. Please contact 0116 295 4055.

Wellbeing clinics

The ward staff hold regular wellbeing clinics on the ward to give you an opportunity to discuss any physical health concerns and ask about how to improve your physical health. We offer a range of health checks and information about healthy living and how this supports recovery.

The Involvement Centre

The Involvement Centre is located just off the main reception area at the Bradgate Unit. The centre aims to help you in your recovery by offering a friendly, relaxing non-clinical environment where you, your family, friends and carers are most welcome. The centre is open daily (Monday to Friday) 9am - 4pm. Some groups and activities take place outside of the normal opening times in the evening. Volunteers support Involvement Centre staff to ensure the smooth running of the day-to-day basis and do their best to make your experience and use of the centre a positive one.



There is a café situated in the Involvement Centre offering hot and cold drinks and a range of snacks to purchase. You can choose to take some time to enjoy your purchases out in the courtyard. The Centre also offers information leaflets for all to access, support groups, employment clinics and hosts drop in sessions offered by our partner agencies. Some of these groups are run weekly and some are one-off sessions. The Centre also has 5 desktop computers that you will have access to. There is a trolley service that runs weekdays to all wards, giving you the opportunity to buy items such as drinks, sweet and savoury snacks and toiletries.



Important Information

Vehicles and driving

As an inpatient we ask that you do not bring vehicles onto our premises or car parks unless you have agreed this with your care team.

As both mental health conditions and medication can affect concentration, please ask your care team for advice before you drive a vehicle either whilst on leave or at the point of discharge.

Access to money

Money can be deposited in to the patients bank which is situated at the main reception area of the unit. You can organize with the cashier to have certain bills paid, make withdrawals in cash (limits apply). There is also a cash machine located at the front entrance to the main Glenfield Hospital.

Purchasing goods

A representative from the Involvement Centre visits all wards everyday selling newspapers, snacks and cold drinks.

Once you are able to take leave from the ward there is a newsagent shop at the front entrance to the main Glenfield Hospital and there is also a charity shop situated in the main car park of the Glenfield Hospital.

Laundry

All wards have access to a laundry where we encourage you to wash your own clothes. Staff will support you with this if necessary. Alternatively you can ask family, friends or carers to take your washing home. If you are struggling to get access to a supply of clean clothes the wards do have spare clothing and toiletries that we are able to offer to see you through.

Medication

If we have prescribed you any medication you can request time to speak with a member of the pharmacy department or alternatively staff can access the most up-to-date information for you in leaflet form. The leaflets provide information on the purpose of your medication and any common side effects.

In the event of fire

It is extremely unlikely that this will happen. If it does, don't panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, alert a member of staff immediately. There is a routine fire alarm test weekly - the bell usually sounds for a few seconds only and staff will let you know when to expect this.

Changes to service

We will notify you of any immediate changes to the ward, there will also be up to date information displayed on the ward area. Please speak to a member of staff if you have any questions or queries.



Complaints, compliments and concerns

We provide high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire County and Rutland.

All our staff strive to provide the best possible care. It is always appreciated to hear how your experience has been whilst in hospital, good or bad. There are feedback cards on the wards that we would encourage you to complete.

Your feedback is really important to us and we would encourage you or a family member/ carer to leave feedback with the ward staff or via the Trusts website: www.leicspart.nhs.uk (under the contact tab and then feedback).

At times you might feel unhappy about the care or treatment you or someone you care for has received.

Raising concerns/making a complaint

Before making a formal complaint you should feel able to talk to a member of your care team. It may be that the member of staff is able to resolve the concern there and then.

For all compliments, comments, concerns and complaints please contact our Patient Advice and Liaison Service (PALS):



0116 295 0830
Mon to Fri 9am - 4.30pm
(excluding bank holidays)



lpt.pals@nhs.net
lpt.complaints@nhs.net
(for complaints only)



Freepost, LPT Patient Experience



www.leicspart.nhs.uk/contact/feedback/



Alternatively, if you have a smart phone, please scan the QR below



Useful contacts

SANELine

An out of hours phone helpline for anyone coping with a mental illness.

0845 767 8000
www.sane.org.uk



Mind

A national organisation which provides information and services for those suffering with mental health difficulties and their families, friends and carers.

0300 123 3393
www.mind.org.uk



Rethink

A national organisation providing information and services for those suffering from severe mental illness and their relatives, friends, carers.

0300 500 0927
www.rethink.org



CQC Mental Health Act

Supporting patients and ex-patients of mental health units who are, or have been detained under the Mental Health Act.

03000 616 161
www.cqc.org.uk



Samaritans

A 24hr help line listening service for people who need someone to talk to at desperate times.

08457 90 90 90
www.samaritans.org



Mental health resources



Scan QR code



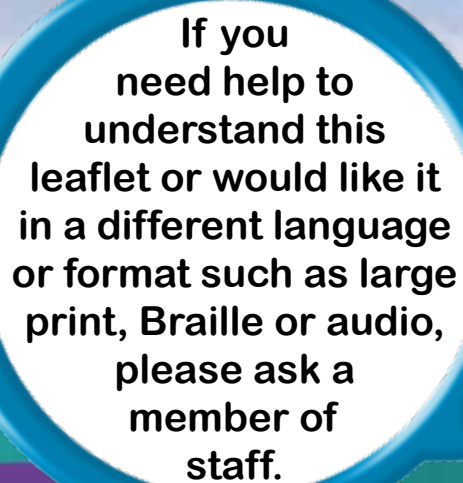
SITAWH

ND T

WALK AND REST YOUR FEET

TAKE IN ALL YOU SEE





**If you
need help to
understand this
leaflet or would like it
in a different language
or format such as large
print, Braille or audio,
please ask a
member of
staff.**