



NHS

Leicestershire Partnership

NHS Trust

Family, carers and friends

Important information



Mental Health
Services for Older People

www.leicspart.nhs.uk

Email: lpt.feedback@nhs.net



Welcome

Our services are made up of two wards, providing 24 hour assessments and care for adults over 65 who have an acute mental illness such as Depression, Bi-polar affective disorder and Schizophrenia.

Important information

Named nurse:

Consultant:

Ward:

Telephone number:

Ward sister/charge nurse:

During admission

On arrival to the ward, your loved one will be allocated a bed, and we will explain how the ward works and where everything is located. They will also receive a welcome pack which contains important information about their admission.

A Consultant Psychiatrist will be allocated to them to be in charge of their care, along with a named nurse. A full assessment will be undertaken of your loved one's mental, physical, and social needs and a care plan will be devised with them, where possible, to address all of these aspects. It is important to understand your views of your loved ones needs within this care plan.

These are the other members of our multi-disciplinary team:

- Psychology
- Occupational therapy
- Speech and language therapy
- Nursing team
- Physiotherapy
- Physical health team
- Dietitians
- Patient flow team

During the admission a doctor or nurse from the ward may want to call you to get personal history of your loved one. This information is often very important whilst planning their care. The amount of information ward staff will be able to share with you about your loved one will vary as your loved one will need to give staff their consent to do this. There may be times were you will be invited to attend meetings with the clinical team to discuss your loved ones future care planning.

Sometimes your loved one may have incidents on the ward, such as falls or physical deterioration, please be assured that we will contact you as soon as possible.

What does my loved one need?

Your loved one will be given access to a personal space for storage. Whilst we encourage individuals to bring some personal possessions to make their stay more comfortable, they should not bring more than they need. Unfortunately we cannot provide storage for any excess belongings.

- Casual clothes
- Toiletries
- Any mobility equipment
- Personal items which may help recovery, for example, photographs, headphones.
- Glasses/hearing aids/dentures
- Dressing gown and nightwear
- Money
- Shoes and slippers



Items not permitted on 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
- Glass objects
- Large amounts of cash
- Alcohol
- Any offensive materials
- Lighters

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, 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 information

Carers' forum

To improve services for carers, we offer the opportunity for you to attend the carers' forum. This forum is specifically set up with carers in mind. Our group provides support and guidance to carers, family and friends. Offering a safe space for you to ask any questions you may have to our team. Please speak to a member of the nursing team who will be able to provide additional details for our upcoming sessions.

Transferring to physical healthcare

Sometimes people become physically unwell and we will transfer them to receive the treatment as needed. We will provide an escort until we have handed over your loved ones care to the relevant team that will be caring for your loved one's physical needs.

Keeping in touch

Contact with friends and family is encouraged, and if your loved one wishes, you can be involved in their care planning. Your loved one will have a weekly ward round with professionals involved with their care. If your loved one agrees you are welcome to come to a meeting to understand the progress and ongoing treatment needs. Updates can be gained from nursing staff following the meeting.

**If your loved one does not have a mobile phone, we have a cordless phone that can be used for personal calls.
The number for this is:**

Langley Ward: 01162956360 Kirby Ward: 01162954115
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Visiting

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. Should you need to visit the ward outside of our visiting time, please contact the ward prior to your visit and we will support you to make the necessary arrangements.

Discharge planning

From the moment your loved one arrives, we will be looking at plans for discharge. It will be useful to have your input into this so we can understand their care needs at home. They may have visits at home with members of the therapy team to assess their needs on discharge.



Rights

Your loved one may have been detained under a section of the Mental Health Act (1983), in which they have rights, these will be explained to them by nursing staff. If your loved one is unable to understand their rights, these will be shared with the nearest relative.

The nearest relative has the right to discharge their loved one, please speak to a member of the nursing team to discuss this further.

If your loved one is not detained under a section, they will have full participation with their care plan.



Useful contacts

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



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



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

The logo for Samaritans, featuring the word 'SAMARITANS' in white capital letters on a green rectangular background.

Support services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing

www.leicspart.nhs.uk/mental--health/helpfuldocuments/



Carers Pack



Mental Health and Wellbeing Support

Scan QR code

Frequently asked questions

Will the patient be allowed out of the ward?

There may be restrictions in place as the staff get to know the patient and assess their risk. This is assessed on a daily basis and in time these may be lifted and the patient will have time off the ward.

Who to speak to if you have any concerns about the person you are visiting?

Please speak to the nurse in charge, if their named nurse is not available. However the charge nurse/ward sister are always available should you need to speak with them. They can help to facilitate discussions with the medical team.

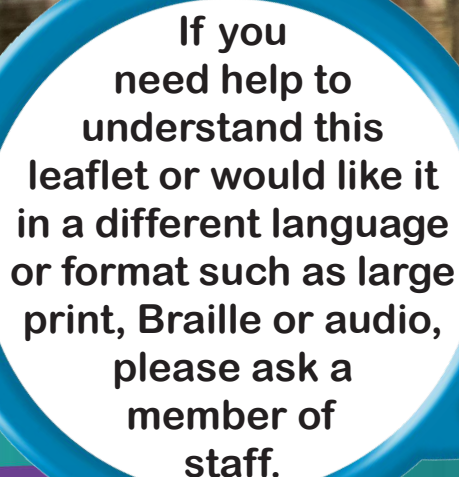
Visiting with children?

Under 18s are not permitted on to the ward. There are facilities (family rooms) 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.

Visiting times:

11.00am - 20.00pm

These times are subject to change so please call the ward beforehand to confirm.



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.