

Patient information

For service users, carers and families





Welcome to the National Inpatient Centre for Psychological Medicine (NICPM). The following information has been compiled by patients and staff.

The NICPM is an eight bed mixed gender unit based at Leeds General Infirmary. We provide specialist care and rehabilitation to patients experiencing a range of physical and psychological symptoms. We aim to engage patients in a programme of rehabilitation to meet their individual needs in order that they meet their full potential and move towards recovery.

Care and treatment is delivered by members of the multidisciplinary team (MDT) which is made up of health professionals from different disciplines. These include doctors, nurses, occupational therapists, physiotherapist, cognitive behavioural therapists, pharmacists and dieticians.

The MDT is supported by the ward administrator who carries out all administration tasks on the unit, and the housekeepers who are responsible for the general cleaning and catering.

Students from local universities are also present on the unit, undertaking clinical education as part of their training in becoming a health professional.

The first two weeks – meeting your Key Team

In the first two weeks of your admission you will be provided with the opportunities to meet with individual members of your Key Team. This will help you get to know staff working with you and allow us to begin the assessment process in order that we fully understand your needs and concerns. During this period we will begin to develop care plans with you based

on what you tell us. This process, although taking up the first two weeks, may seem slow but it is important you are given time to build therapeutic relationships with your Key Team and feel comfortable talking to us.

Outcome Measures

Patients are provided with a set of questionnaires at the beginning and end of their admission. The questionnaires form our outcomes measures which enable us to collect information and data to indicate how patients have progressed on the ward. This helps us identify and address any area of concern and ensure we provide the best possible care. At certain times Clinical Commissioning Groups (NHS funding bodies) request data from us when deciding whether or not to fund an admission. All data/information stored is anonymous.

We appreciate that the questionnaires take time and energy to complete. Please don't hesitate to ask staff for support if required.

The Multidisciplinary Team (MDT)

The care and treatment you receive will be reviewed regularly with members of your Key Team. This will take place informally at various points throughout the week and in the formal MDT meeting which occurs weekly either on a Tuesday or a Thursday.

This will be decided at the beginning of your admission and recorded on the patient noticeboard in the corridor. You will be informed of the proposed time of your team meeting on the morning. Please be aware that although we endeavour to adhere to times, meetings can run over and delays may occur. You will be informed should this occur.

Family members and/or carers will be invited to attend MDT meeting at intervals throughout the admission, subject to patient consent.



Key Team

We operate Key Team working in order to fully meet the individual needs of each patient and ensure continuity of care. Upon admission we will confirm the names of your Key Team members and explain their roles in your care. You will have regular sessions with them throughout the week in order to provide continual assessment and care.

Your Key Team will work closely with you to ensure you are fully involved in your care and treatment. On each shift you will be allocated a member of the nursing staff to work with you. The allocated worker will ideally be someone from your Key Team. In the absence of Key Team members you will be allocated a member of the wider NICPM team to work with. Please see the patient noticeboard for further information.

Groups

An important element of the work we do at NICPM is provided in the therapeutic groups that take place on the unit. These can be divided into the following categories:

Educational Groups

These groups help educate patients in learning new skills or practice existing ones to improve overall health. These groups include relaxation, good night sleep and healthy living.

Activity Groups

These groups support patients in maintaining their current individual activity levels, provide structure to the day and allow you to practice skills or develop new ones. These groups include cooking, creative expressions, the urban allotment project, art and craft, and current affairs.

Your attendance at groups will be discussed with you in order that you can develop an individual weekly programme reflecting your individual care and needs. We are aware that attending groups can be a concern to some. Staff are happy to discuss this with you and offer additional support if required.

Please see the group noticeboard in the main corridor and the group timetable (supplied on admission) for further information.

The Forum

The Forum takes place once a week on a Wednesday afternoon at 1.30pm in the dining room. This provides an opportunity to meet others, discuss any communal issues and contribute to the weekly planning of the group programme. Notes are kept from this meeting and distributed weekly to patients. There is also a poster put up every week with main action points that have been highlighted.

Family/Carers Support

Family members and carers may be involved in your care (with your permission) and will be provided with an opportunity to meet with health professionals and attend certain MDT meetings by appointment. Staff are also here to provide support and advice to family and carers. Please speak with a member of staff for further information.

Leisure

There are three communal areas (one of which is a female only lounge) and a conservatory area on the unit for the benefit of patients. Within these areas there is a selection of resources. The communal areas are available until 12 midnight, when patients are encouraged to retire to their bedrooms. This is to promote a therapeutic environment on the unit and to encourage a healthy sleep pattern.

Patients are advised not to leave the ward after 11pm to ensure their safety and adherence to their individual care plans. Patients returning from leave are expected to return by 8pm before the main doors are locked.

Meals

Patients have a range of menus to choose from dependant on their specific dietary needs. We try to support patients in accessing appropriate food choices to benefit their treatment and recovery. Patients are able to bring in a small supply of food items to store in the kitchen fridge.

Due to us being part of a large teaching hospital, meal times are fixed at 12.30pm for lunch and 5pm for evening meals. Breakfast is available from 8–9.30am with snacks available throughout the day if required. Menus are provided daily by the housekeeper for patients to make their choices from and copies are supplied on admission.



Patients are encouraged, if able, to take all meals in the informal dining room alongside their fellow patients in order to promote social interaction as part of their rehabilitation and recovery. A staff member takes lunch daily with patients in the dining room, in order to promote a positive therapeutic experience.

The hospital is able to offer a variety of menus to support different cultures and beliefs. Please see the housekeeper on duty or a member of staff for further information.

Drinks are available throughout the day from the kitchen. Patients are encouraged and supported to prepare their own drinks when physically able. The housekeeper provides refreshments at meal times. Visitors may help themselves to refreshments from the kitchen. Patients and visitors are requested to vacate the kitchen whilst meals are being prepared and served.

Fridge

There is a fridge located in the kitchen where patients may store small items of food or fluids. All items should be clearly labelled and stored in an appropriate container.

Bedrooms

The unit consists of eight single bedrooms with electric profiling beds, sink, small wardrobe, bedside cabinet, arm chair and over bed table. The windows are double glazed and are dressed with a vertical blackout blind. A viewing panel in the door allows staff to observe patients without disturbing them. Please ensure the viewing panel is open at all times apart from when dressing/undressing.

Should you find a fault in your room please inform a member of staff, who will inform the maintenance department.

Bathroom Facilities

The unit has three bathrooms:

- shower room- with level access shower, adjustable sink and toilet with grab rails.
- main bathroom - with supported bath, adjustable sink and toilet with grab rails.
- small bathroom - with standard bath and sink.

There are towels and bed linen available in the linen cupboard for patient use. Please place used linen and towels in the laundry bins in the bathrooms.

Due to the size of the unit it is not possible to have gender specific bathrooms. However, we endeavour to ensure respect for the dignity and privacy of all of our patients. We would encourage you to speak to staff if you feel this is ever compromised. We ask that patients ensure they are suitably dressed at all times to promote a respectful and appropriate environment.

Laundry Room

There is a washing machine with washing powder provided at the bottom of the corridor near the conservatory. Clothes airers alongside an iron and ironing board are available for patient use. The conservatory may be used for drying overnight, but patients are requested not to block the fire exit.

Smoking

Our Trust became smoke free in April 2016, meaning staff, patients and visitors can no longer smoke in any of our buildings, grounds, vehicles or car parks.

Smoking is only permitted outside the hospital grounds and between the hours of 7am to 11pm. Patients are expected to make their own way outside to the front of the main entrance where smoking is permitted. The balcony area is not to be used for smoking. Patients will only be able to access outside via Jubilee Wing entrance between 8pm and 7am. Smoking cessation advice and treatment is available to all patients during admission. Staff are unable to escort patients for smoking purposes.

Patients are not permitted to smoke devices that emit vaporised nicotine for inhalation, such as electronic cigarettes, whilst they are in hospital or in hospital grounds.

Electrical Items

Patients may bring small electrical items onto the unit such as a radio, lap top computer etc. All electrical items brought in by patients require PAT testing by the maintenance team to ensure their safety. Televisions are generally not permitted in patient bedrooms as patients are encouraged to use the communal lounges. Radio/CD players are available for loan to patients whilst on the unit.



Mobile Phones

The use of mobile phones is permitted on the unit. We request that mobile phones be turned off during sessions with staff and during therapeutic groups. Please respect others by ensuring mobile phones are not used in communal areas on the ward, and ring tones are kept at a minimal volume.

We also endeavour to ensure the general volume of noise on the ward is conducive to a restful environment, particularly early in the morning and at night. We appreciate your cooperation in this regard.

Please be aware that audio and video recording and taking photographs by camera or mobile phone is prohibited unless a prior arrangement has been made with staff. This is in line with Leeds and York Partnership NHS Foundation Trust's policies on privacy and dignity.

Internet

The unit does not currently provide Wi-Fi internet access for patients. Patients may wish to make their own arrangements with an appropriate provider, purchase a "dongle" or access the free wifi service offered by Leeds City Council.

Patients' Telephone

Patients can receive phone calls on the telephone outside the Laundry Room. Please encourage family/friends to use this phone line for social calls. The telephone number is **0113 392 3656**.

Shops

There is a shop opposite the unit which is open on weekdays 9am to 4pm. Weekend opening times vary. There is also a shop and a coffee bar in the Jubilee Building with longer opening hours.

As the hospital is located in the city centre there are various shops, restaurants and theatres within a short distance, as well as the library, museum and art gallery.

The Calverley Street entrance, opposite Millennium Square, is the closest entrance to the unit. Please note that at various times, including bank holidays, Sunday mornings, and evenings from 8.30pm the entrance doors are locked and access to the unit is via Great George Street or the Jubilee Wing entrances.

Department of Spiritual and Pastoral Care

Patients can access this service to support their religious and cultural beliefs in a supportive environment whilst an inpatient at NICPM. Please see a staff member for further information.

Visitors

The visiting times on the unit are from 2pm to 4pm and 6pm to 8pm. This allows patients to engage in therapeutic sessions and have their meals without distraction. Please be aware that groups and individual work with your key team may still be arranged during these times. In exceptional circumstances visitors may be permitted to visit outside these hours after discussion with the nurse in charge.

We welcome children to visit patients on the unit, however children should be accompanied and supervised by a visiting parent/adult at all times. Visitors may see patients in their individual bedroom or the conservatory. Visitors may go off the ward with patients in agreement with the nurse in charge.

The NICPM entry system is operated by staff to ensure that the ward is accessible only to those people who have a valid reason for being on the unit.

Car Parking

The hospital has limited parking spaces for visitors. There is a multi-storey car park close to the Leeds General Infirmary A&E entrance. Various roads around the hospital site have pay and display options and there are many large secure car parks nearby in the city centre. Disabled parking spaces are available around the site.

Fire Exits

These are situated at either end of the corridor, being the main entrance door and the doors leading on to the balcony. The fire alarm will sound intermittently if it has been activated elsewhere in the hospital or continuously if it is in our part of the hospital. In the event of a fire, the nurse in charge will coordinate any necessary evacuation from the building. Staff members will assist you to your nearest, safest exit, based on a personal fire evacuation plan.

In accordance with the Fire Safety Policy please inform staff when leaving the ward.



Get in touch

We hope you have found this information useful.

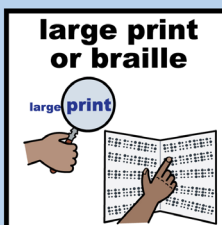
If you require any further information about the unit please contact a member of the NICPM.

Call us on: **0113 392 7140**

Email: nicpm.lypft@nhs.net



We can offer you this information in:



Please contact Interpretation and Translation Support Team:

 **0113 8556418/9**  translation.lypft@nhs.net