

# Carer information pack

## Acute Inpatient Service



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## This document aims to provide you with information regarding your relative/friend's stay, along with information about how you can get support

We recognise that this might be a difficult time for you and the person you care about who is coming in to hospital. It is important for you to know what is happening, what can be expected and what support is available for you during this time.

### What is The Becklin/Newsam Centre?

People who are admitted to our Acute Inpatient wards at the Becklin Centre and Newsam Centre have complex and acute mental health needs and with associated risks which can only be managed in an inpatient setting. The service is available for people with mental health needs and people with learning disabilities and mental health needs. People coming into our service may come in voluntarily or some may be detained under the Mental Health Act.

The Acute Inpatients service has wards across two sites. The Becklin Centre has two single sex male wards and two single sex female wards.

The Newsam Centre has one male ward and a Psychiatric Intensive Care Unit. Treatment is provided by a range of professionals who are knowledgeable and skilled in the management of people in crisis and at risk. Service users have access to the Healthy Living Services including dietetics, physiotherapy and gym services as well as a range of occupational and vocational therapies.

### Confidentiality

To ensure the best outcomes it is vital that we work together and share information. This helps us get a better understanding of current problems and plan for the future.

The staff within our service are duty bound to

ask service users whether they would like us to share information with other people and that includes their family members/friends. If the service user decides that they don't want any information sharing then the staff must respect this decision and the service user's right to confidentiality.

### What can the staff do to support you in this situation?

The staff will regularly revisit the subject of sharing information to check if the service users wishes have changed.

### We can listen

We are able to listen to any concerns you might have and hear your perspective on events leading up to this hospital admission.

We can provide general information about mental illness and what practical and emotional support we offer.

General Information can include:

- Information about mental health conditions and what can generally be expected.
- Advice on how people might manage their mental health conditions and general information about medicines used including how they work and their side-effects.
- Information about what you can expect from our service and how we work together with other services to provide the right support for the person you care about
- Contact details to help you get any support you might need



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## On Admission

### Access on and off the ward

To assist with safety and security for all service users and staff the ward doors are electronically controlled, but can be opened with the use of an access card.

This is because there could be vulnerable service users on the ward who need to stay here to keep them safe. In addition, it prevents unauthorised people coming on to the ward.

### Access cards

We aim to issue everyone with an access card as soon as possible. This decision is made on an individual basis with a discussion between with the ward team, the service user and wherever possible the relative.

The main doors to the building are locked at 9pm, we ask all service users to remain on the unit after this time as part of their treatment and safety.

### Bedrooms

All service users have their own bedroom. A bedroom key may be given following a discussion with that individual. Otherwise all doors can be opened and locked on request by staff's master keys.

## Meals

Meals are served in the dining room at the following times:

Service	Times
Breakfast	7-30 - 10am
Lunch	12pm
Tea/dinner	5pm

Fruit is available in the reception area between mealtimes.

If there are any specific dietary requirements in line with faith, physical health or any allergies, please inform a member of staff.

### Visiting Times

We recognise family and friends play an important role in recovery and encourage visits to the ward. Please contact the ward team to discuss visiting.

### Washing Facilities

There are several bathrooms and showers on each ward and towels can be provided if needed.

There is also a washing machine and drier which can be used at any time. We can provide washing powder but please let us know if there are any allergies.

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### Electrical equipment

Any electrical items that the service user would like to bring on to the ward must be tested by an electrician before they can be used to ensure that they are safe. The ward team will manage this.

The use of extension cables and multi socket plugs is not allowed in service user bedrooms for fire safety reasons.

### Valuables

The Trust cannot accept responsibility for the loss and theft of personal items. It is therefore strongly advised that patients do not bring any valuable items on to the ward. Any items left behind on the ward after discharge will be disposed of after 2 weeks.

If your family member/ friend have come to the ward with anything valuable we usually ask if this can be returned home with you.

It is recommended that service users take responsibility for their own money while in hospital. Up to £30 can be kept in a locked safe on the ward.

### Restricted items

When someone is admitted onto the ward it is part of our admission process for staff to check their belongings. This is necessary for the safety of the service user, the ward and others.

The following items are not allowed on the ward:

- Weapons or replica weapons
- Corrosive e.g. bleach
- Substances containing solvents
- Drugs and alcohol
- Medicines not prescribed by Trust staff
- Over the counter medicines e.g. paracetamol
- Items that cause harm but there is no use in hospital e.g. a screw driver
- Cigarettes, lighters and any other smoking equipment

Some items may be kept by staff and their use managed by risk assessment:

- Razors and razor blades
- Other items with a cutting edge
- Flammable liquids and sprays e.g. hairspray
- Inhalers
- Electrical equipment and flexes
- Glass bottle and containers
- Vitamin compounds and herbal remedies

### Safewards

You see lots of information on the walls about Safewards. Safewards is an initiative that has been designed to reduce conflict on mental health wards and hopefully make our wards a safer place.

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## Meet the ward team

The Primary Working Team is usually made up of a Primary Worker, Associate Worker and a Health Support Worker. You can arrange to spend time with the Primary Working Team to discuss the service user's care if your relative/friend consents to this.

### Primary Worker

The Primary Worker is a qualified Nurse who takes the lead in planning and coordinating the care of a service user whilst they are staying on the ward. When on shift the Primary Nurse will be allocated to work with the service user.

### Associate Worker

The Associate Worker is a qualified Nurse who if the Primary Nurse isn't on shift will be allocated to work with the service user instead.

If you have any questions regarding any of aspect of the Care Plan, the Primary or Associate Worker should be able to answer them.

### Health Support Worker

Health Support workers will assist in the planning and delivery of care as identified in the care plan. Health Support Workers often facilitate leave, can offer 1:1 support, run groups and complete many of the tasks that occur throughout the stay on the ward.

### Allocated Worker

The Allocated worker is the person assigned to work with a service user on each shift. They would generally be one of the Primary Working Team, however may be another member of staff. The Allocated Worker delivers interventions set out in the care plan and is a point of contact throughout the shift.

## Occupational Therapy

The Occupational Therapist will work with service users to identify goals around life skills and improving independence in daily living. This might include tasks such as self-care, shopping, budgeting, cooking and use of time. The Occupational Therapy Assistants will encourage service users to take part in activities and groups during the admission which can help support recovery.

The team, with the support of Occupational Therapy Assistants may work with your relative/family or friend and look at the links between their health and the activities they do every day.

### Shift Coordinator

The Shift Co-ordinator is a qualified staff member who is responsible for coordinating the shift and having an overview of what is happening on the ward during the shift.

### Nurse in Charge

The Nurse in Charge is the most senior staff member on shift at any given time and is in charge of the ward in the absence of the Ward Manager.

### Doctor/Consultant Psychiatrist

On admission all service users are seen by a doctor. After this they will be reviewed by the Consultant each week. If your relative/friend consents you can attend these meetings with them. Please contact the ward team to arrange this.

You may also be invited to participate in a Formulation Meeting where we work together to understand how the service user came to be admitted to hospital and what we can do to enable them to be discharged.

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## Students

You may find that there are a number of students on the ward from a variety of training courses.

Students you may come into contact with are:

- Medical Students (Doctors)
- Nursing Students
- Physiotherapy Students
- Occupational Therapy Students
- Dietetic Students
- Psychology Students

Students work alongside the usual ward team on a daily basis and may be involved in care on the ward. You have the right to ask for your relatives/friends care not to involve students although direct contact with service users and carers is the most effective way of making sure our students get the experience they need to become effective healthcare professionals in the future.

## Care Planning

Care Plans are formulated with all our service users in the first few days of admission. The care plan will change as their time here progresses and will be reviewed regularly. This is an ideal opportunity to work closely with the Primary Worker to ensure that all needs are met. If you feel the needs have changed or the Care Plan needs reviewing then please approach the Primary Worker or Allocated Worker.

## Smoke Free

The Trust is now a smoke free site and this means smoking is not allowed in any Trust buildings or within the grounds. This applies to service users, visitors and staff.

Smoking related items will not be permitted in the ward areas.

Becoming smoke free is an important step in protecting the health of people who stay, visit or work here. However we know that for smokers this can be a difficult time so we have a wide range of support and treatment on offer. Everyone is asked about their smoking habits when coming into hospital and this helps us to understand what treatment might be needed to manage any withdrawal symptoms. Nicotine replacement treatment is offered where appropriate, and which includes e-cigarettes. These are disposable and safe to use within our buildings and grounds, and help smokers cope with cravings. They can be used alongside some of the more traditional treatments such as patches. Support is available during the admission from staff working on the wards or the healthy living advisors. We also help those who want to continue their smoke free journey on discharge by referring to the One You Leeds stop smoking service.

## Research Team

You and your relative/friend may be invited to take part in approved research by our research team. People who take part in research play a crucial role in improving the lives of thousands of people every year. Nearly all research needs the help of those affected by particular health conditions to develop better treatments and care. Taking part in research is entirely optional and saying no will not affect care in any way. You can find out more at:  
[www.leedsandyorkpft.nhs.uk/research/](http://www.leedsandyorkpft.nhs.uk/research/)

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## Compliments and Complaints

As a Trust we like to hear about your experiences whether good or bad as this will help us to develop and improve our services.

Of course we like to hear positive things about the care and service you receive whilst staying with us and we welcome any comments you want to make.

You can pass on your comments in any of the following ways:

Email or telephone the Patient Advice and Liaison Service (PALS) on:

Tel: **0800 0525 790**

Email: **pals.lypft@nhs.net**

### Have Your Say

Have your say cards will also be available on the ward. Service users can complete these throughout their stay as another way of giving feedback.

Write to us publicly via the NHS public opinion website; **[www.patientopinion.org.uk](http://www.patientopinion.org.uk)**

If you want to share any worries about your care, the first step is to talk to the ward manager or nurse in charge. They will immediately look into your concerns and make every effort to resolve them for you.

If you do not feel that your complaint has addressed your concerns you can contact PALS.

If you are still unhappy with the responses that you have received or would prefer to make a formal written complaint a member of staff will tell you how to do this.

## Discharge

From the point of admission to hospital we will be working with service users, relatives/friends toward recovery and discharge from hospital.

On discharge, some service users are transferred to the Intensive Community Services who can provide daily visits at home or alternatively offer support in a community based unit. We will arrange this if it is felt there is still the need for intensive support after discharge from the ward.

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# Triangle of Care

The Triangle of care is a framework adopted by our Trust to support carers. It has been around since 2010 and was developed by carers in collaboration with mental health Trusts. It is based on 6 common sense principles:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are carer aware and trained in carer engagement strategies.
3. Policy and practice protocols re confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available





## Support & information for carers



### Are you a carer?

A carer is someone who, without payment, provides support to a friend or family member who due to illness, disability, dementia, mental health issues or an addiction cannot manage without their help.

**We are here to help you.**

 /CarersLeeds  @CarersLeeds

[www.carersleeds.org.uk](http://www.carersleeds.org.uk)



**For many carers, caring can be a rewarding and positive experience.** However there are many times when carers need extra support, and that's when we can help.

## What do we do?

Carers Leeds offers free support to carers across Leeds. We can help you with:

- How you are feeling
- Managing at home
- Taking a break
- Finances, grants & benefits
- Your rights at work
- Your health

## How do we do it?

- One to one support
- Group support
- Someone to talk to
- Free newsletter
- Advice & information
- Training
- Signposting
- Social activities

## How do you find us?

Carers Leeds, 6-8 The Headrow, Leeds, LS1 6PT

**Advice line:** 0113 380 4300 or [advice@carersleeds.org.uk](mailto:advice@carersleeds.org.uk)

Mon to Fri: 9am to 4:30pm (Wed: 8am to 6:30pm)

**Please visit our website for more information:**

[www.carersleeds.org.uk](http://www.carersleeds.org.uk)

Carers Leeds is committed to delivering services to support the culturally diverse communities of Leeds and is LGBT friendly.



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**Ward name:** \_\_\_\_\_

**Contact number:** \_\_\_\_\_

**Primary nurse:** \_\_\_\_\_

**Ward doctor:** \_\_\_\_\_

**Visiting times:** \_\_\_\_\_

## Notes

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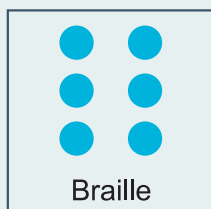
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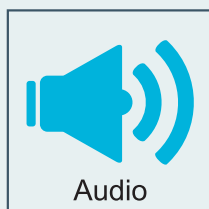
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