



# Welcome to secure services

## Information pack for service users



### Secure care services

Patient information leaflet

# Welcome

All service users are encouraged to read this information pack. If you need help to read it, ask a member of staff to read it for you. It contains information to help you prepare for admission and while you are resident with us.

If English is not your first language, we can get an interpreter for you, please ask a member of staff.

If you have any questions please do not hesitate to ask a member of staff for help. We understand that this may be your first time in hospital and you may be feeling scared or worried, we are here to help.

# Where we are and what we do

The medium secure services within Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT) are situated in three locations.

Our medium secure units sit within a range of mental health services that are either non-secure or secure. Secure units are low, medium or high secure. You will have been assessed as suitable for admission to one of our services based on your mental health needs and the level of physical security required to keep you and others safe while you receive treatment.



*Ardenleigh*

Ardenleigh in the north of Birmingham, houses the medium secure services for adult women from the West Midlands region. There are two wards Gaskell and Baker House providing care for up to 30 women with a range of support services.

**The postal address is:** Ardenleigh, 385 Kingsbury Road, Erdington, Birmingham, B24 9SA.

**Main reception telephone number:** 0121 678 4400



*Reaside Clinic*

Reaside Clinic in the south of Birmingham provides care for up to 92 men who come from the south of Birmingham and surrounding areas of the West Midlands. There are seven wards: Severn, Blythe, Avon, Trent, Dove, Swift and Kennet with a range of support services.

**The postal address is:** Reaside Clinic, Reaside Drive, Birmingham Great Park, Rubery Birmingham, B45 9BE.

**Main reception telephone number:** 0121 678 3000

The Tamarind Centre, which opens in December 2012, is located in the east of Birmingham and provides care for up to 89 men who come from the centre, north and east of the city and surrounding West Midlands area. There are seven wards: Acacia, Hibiscus, Lobelia, Myrtle, Cedar, Sycamore and Laurel.

**The postal address is:** Tamarind Centre, Yardley Green Road, Bordesley Green, Birmingham, B9 5PU.

**Telephone number:** 0121 301 0500



*Tamarind Centre*

During your stay you will be assessed by various healthcare professionals. After your assessment, our staff will work with you to create an individual treatment plan that best suits your needs. We will discuss with you all decisions that are made about your treatment and we value your thoughts and opinions regarding your care.

## What happens when I am admitted?

Due to being admitted to a secure hospital, before you go to the ward you will be met by staff in the secure entrance area. You will be searched. This may involve using a metal detector, a personal search or a change of clothes.

Your property will also be searched by two members of staff and all items documented. Any items which you are not allowed to keep will be placed in safe storage. Any valuables including bank cards, passports, money and jewellery will be stored in the general office with your permission.

There is a limit on how many items you can have in your room. This is for security reasons and also due to the small amount of storage space available on the unit.

You will also receive information about your rights under the Mental Health Act.

Once on the ward, your keyworker will show you around and will introduce you to the other service users and staff. You will have your own bedroom. Some wards have bedrooms with en-suite facilities.

There is a laundry room where you can wash your clothes. We encourage you to keep your room neat and tidy. Staff will help you to clean your room on a regular basis.

When you are admitted you will not be allowed to leave the building. Leave off the ward will be granted by your clinical team and this will increase as you get better. Eventually you may gain leave outside of the building. This will be discussed with you throughout your stay.

## Who will be looking after me?

Many people will be involved in your care. They will all be involved in your assessment and treatment they will include:

- Consultant psychiatrists and doctors,
- nurses and healthcare assistants,
- psychologists,
- social workers,
- occupational therapists,
- activity workers,
- GP and other professionals whose job it is to provide you with care for your physical health,
- advocacy and user involvement workers,
- pharmacy staff,
- administration staff,
- security liaison staff,
- staff who can help you gain skills for living and employment in the future, and
- spiritual care staff.

Any information you share with us will be shared with members of the multidisciplinary team. We will not share information with people outside of this team without your consent, unless there are exceptional circumstances.

A keyworker will be allocated to you. He or she will ask who you wish to be involved in your care, from your family and those you have close relationships with. Your keyworker will then make the team aware of these people.

## Multidisciplinary team and clinical team meetings

All people involved in your care will work with you to draw up a care plan. This needs to be signed by you and your keyworker. You will be fully involved in all care planning and we want to hear your views. Your care plans will be regularly reviewed and updated to keep up with your changing needs.

There will be weekly reviews of your care to begin with (these may move to fortnightly reviews as you progress). These are referred to as clinical team meetings (CTMs). Your key worker will talk to you before each CTM to gain your views on your progress, answer any questions and ask if you have any requests.

Every service user will be subject to a Care Programme Approach (CPA), from the day of admission. CPA ensures that you receive care and treatment from a variety of staff, in a coordinated manner. This will be tailored to meet your needs.

The CPA process requires that you have a more in depth review of your case one/two months after admission and then once every six months there after. Staff from other services may be invited to your CPA review to discuss your care and it may also be appropriate for your friends or family to invited. This will be done with your permission.

You will be able to attend the weekly reviews and also the CPA reviews. This will be an opportunity to ask your team about your care and about other issues you may want to talk about. Members of your clinical team will also see you outside of the meetings on the ward.



# What care and treatment will I receive?

All therapy and treatment is offered dependent on your individual needs. We will ensure that mental health problems are addressed and physical well being is maintained. The following picture shows a broad overview of the therapy and treatment model we deliver. This will be discussed with you in detail when you are in hospital.

## The SCALE pathway



## Core clinical programmes:

- Mental illness and associated distress,
- psychological wellbeing,
- risk reduction,
- substance misuse.

## Quality of life programmes:

- Home and care environment,
- physical health and wellbeing,
- family and relationships,
- life skills and community integration.

## Mental Health Act

While you are staying in our services it is likely that you will be detained under the Mental Health Act. When you arrive your rights will be explained to you. You can ask for them to be explained to you again at any time. If you have any questions just ask a member of staff.

Your rights will be read to you on a monthly basis or at times where your treatment or section changes.

You have the right to appeal against your detention. You can request that your detention is reviewed by the mental health act managers at the hospital or by a Mental Health Review Tribunal (MHRT). You have the right to independent legal representation for this. You also have the right to see an independent mental health advocate (IMHA) and information on how to use this service will be displayed on the ward.

You can talk to your care coordinator who will be able to offer support. A list of solicitors will be kept on the ward should you wish to use it.

We can send your family information about your detention under the Mental Health Act if you would like.

## Phone calls and mail

Mobile phones are not allowed into any of our secure hospitals. There is a payphone where you can make and receive calls but we may need to monitor calls if there is a suspected risk to you or others.

You are allowed to send and receive mail. Staff will not routinely read your letters but all mail you receive will need to be opened with a staff member present.

## Money

On your admission a bank account will be opened for you in the general office within the hospital. All your benefits can be paid into this account. Your family can also pay money into your account. Nursing staff will explain this procedure fully to you.

You will be able to withdraw money each day, Monday to Friday, by completing a money request form on the ward. This is limited to a daily amount which the nurses will tell you about depending on which hospital you are staying in. You are responsible for your money and its safe keeping. We do not encourage you to keep large amounts of money in your bedroom but to keep this in the general office.

If you need a larger amount of money for a specific reason or if you require a cheque speak to staff who can arrange for this to happen with a few days notice. If you do not have any money we can arrange for you to have essential items such as toiletries and clothing. However, we cannot fund the purchase of tobacco related items or confectionery. We cannot give or loan you money.

## Where can I buy things?

There is a shop in the hospital, which sells a range of snacks, toiletries, soft drinks and other items. If you require clothing or larger items you can ask your friends or family to purchase these for you and bring or send them in. If this is not possible you will need to discuss this with your clinical team although it is not always possible to arrange this, as staff cannot handle your money.



*Shop at Ardenleigh*

## Religious and cultural needs

During your stay we will encourage and support you to continue with your chosen method of worship. We have multifaith rooms where all your religious needs can be met. Please speak to a member of nursing staff who will be more than happy to help you in this matter. We have access to a range of spiritual care staff from faiths including Free-Church, Hindu, Rabbi (Orthodox Jewish), Jehovah Witness, Afro-Caribbean, Roman Catholic, Quaker, Muslim and Christian.

## Comments, complaints and compliments

Contact our customer relations line from 8am to 8pm, Monday to Friday.  
Freephone: 0800 953 0045

Our customer relations staff are there to help when you need advice, have concerns, or don't know where to turn. They can help when you may need someone for on-the-spot help, advice and support.

Don't forget that if you have concerns about the service you are receiving, please initially discuss them with your care team, who will try and resolve them as quickly as possible.

Alternatively, you can contact our customer relations team on the number above and they will be able to advise and assist you.

If you feel you wish to make a formal complaint please fill in a complaints form and post into the complaints box, or give it to a member of staff to post for you.

Please remember we always welcome your compliments and comments. These are valued and will help us to review and improve our services.

# Items you cannot use in the hospital

Due to the hospital being secure we do not allow access to some types of items. These are called contraband. These items are not allowed because it would not be safe for you to use them in this environment.

## Contraband items

- All computer equipment and storage devices, this includes handheld computers, laptops and personal organisers,
- mobile phones and SIM cards,
- pirate DVDs and CDs,
- cameras and visual recording equipment or devices,
- some pornographic material,
- explosives,
- petrol,
- firearms or imitation firearms,
- weapons,
- alcohol,
- illicit or illegal drugs, categories A, B and C (including khat),
- any kind of needle,
- Blu Tack or any adhesive putty,
- lanyards,
- Pot Noodles or other products with foil lids,
- chewing gum,
- fizzy drinks (cans) including energy drinks, such as Red Bull,
- two litre bottles of soft drinks,
- glass bottles,
- hair dye,
- hair removal creams,
- cigarettes or other tobacco products,
- lighter and lighter fuels,
- games consoles (except those on the restricted items list),
- MP3 players with voice recorders,
- personal bedding or curtains,
- 18 certificate films,
- sexually explicit or horror films,
- aerosols, and
- wooden or metal coat hangers.

## Restricted items

Some items can be used but you will need to be supervised when you use them.

- Prescribed or over-the-counter medication, aromatherapy oils, vitamins, and so on,
- all toiletries,
- some pornographic materials,
- disposable razors,
- all solvents (nail polish and remover),
- dried foods,
- cling film or tin foil,
- high heeled shoes,
- scissors,
- sewing or knitting equipment,
- stringed instruments,
- hair clippers
- first generation Xbox or Xbox 360: Subject to regular checks to ensure console has not been chipped or modified,
- Playstation 1 or 2,
- Wii consoles (must have the parental controls switched on),
- lighters and lighter fuel, and
- bank cards and cheque books.

**This list is not exhaustive. Items can be added or removed at staff's discretion.**

There are some items that are only allowed after checking or have to be kept in a special area.

## Who can come to visit me?

Your family and friends may visit you. However, all visitors must be approved by the clinical team and this may take some time. You will need to give the nursing staff the name and contact details of who you want to visit you. Nursing staff will inform you of our visitors policy and visiting times.

When your visitors come they will need to bring photographic ID to show before they can be allowed in to see you. If you want young people under the age of 18 years to come to visit you, this can be arranged but may take a little longer and is subject to the person with parental responsibility agreeing. We have visiting facilities off the wards. Visitors are not allowed on the wards.

All visitors will have their bags searched and maybe subject to further searches if there are any concerns. If a visitor is in possession of a contraband item, a visit may be refused or ended altogether.



## Expected standards of behaviour

Like most places we have rules which we expect you to follow. These rules are to make sure that everyone is kept safe and receives the best possible care and treatment.

- You must not enter other bedrooms,
- no bullying,
- no physical violence to each other,
- no physical violence to property,
- no threatening behaviour to others,
- no threats to damage property, and
- no illicit drugs or alcohol. We will carry out random drug screens.

As well as things which you are not allowed to do, we also expect you to do certain things.

We expect you to:

- Stick to your treatment programme,
- attend all meal times,
- be polite and respect others,
- take care of your personal hygiene,
- keep your room tidy,
- smoke only where permitted,
- attend community meetings, and
- work with staff.

Also, your doctor will prescribe medication if they think it will help you, therefore we request you take all medication prescribed.



[www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)

Main switchboard: 0121 301 0000

**better together**