



National deaf service

The Barberry - Jasmine suite



Specialist services

Patient information leaflet

Welcome to the national deaf service in Birmingham. This booklet will provide you with information about the Jasmine suite and should answer any queries that you may have.

The national deaf service first opened in 1993 and provides mental health care and treatment for deaf, deafened, hard of hearing and deaf-blind people.

After reading this booklet you are welcome to ask any of the nursing team about aspects of your care. We also hope that this booklet will enable you to have a positive experience with us.

There are both hearing and deaf staff working in the Jasmine suite, both can sign and if it is hard for you to understand or communicate, you can access the services of an interpreter. There are usually two interpreters working on the Jasmine suite between 9am and 5pm, Monday to Friday.

If required, you can ask for an interpreter to work with you to help you write letters, make phone calls, talk to staff, explain correspondence or the meal time menus.

We welcome any feedback from you, in order for us to be able to evaluate your stay with us.

Nearer to your discharge date we will provide you with one of our inpatient questionnaires, which we would very much appreciate if you could complete and hand to the nurse in charge.

Contact details

Address:

The Barberry
National deaf service - Jasmine suite
25 Vincent Drive
Edgbaston
Birmingham
B15 2SG

Ward telephone numbers:

- Voice phone: 0121 301 2460/2497
- Minicom (text phone): 0121 301 2497
- Fax: 0121 301 2451
- Video phone

Barberry reception: 0121 301 2002



Philosophy

The Jasmine suite views service users as individuals in their own right. We believe that throughout your treatment you should feel respected and staff will maintain your dignity at all times.

We aim to work in collaboration with you and ask for you to take responsibility of your care and treatment plan.

The multidisciplinary team is a specialised team focused on helping each and every service user towards recovery.

The unit provides a safe environment for care and treatment and promotes a timely recovery.

Confidentiality

We endeavour to maintain confidentiality at all times, for all service users accessing the national deaf service.

What does this mean to you?

Within the unit any information you may disclose to an individual member of staff will be disclosed to the inpatient multidisciplinary team. This is so that consistent, quality care can be provided and the multidisciplinary team will always act in the best interests of the individual patient.

Confidentiality from other temporary members of the team will be upheld while they are on the unit. This includes temporary and agency nurses, students (primarily nursing), volunteer workers and seconded staff here on a short-term basis.

All patient interventions are documented in the multidisciplinary team notes. Nursing staff will make entries during every nursing shift.

What happens when you arrive at the Jasmine suite

When you first arrive at the Jasmine suite the staff will talk with you, with an interpreter if necessary, and find out about your problems. If there are any risks (danger), the multidisciplinary team will assess and decide the best treatment methods to look after you and keep you safe.

Usually you will come into hospital for approximately three to four weeks for an assessment (being observed to see what the problem is). During this time, the multidisciplinary team will meet on a weekly basis to discuss your progress and treatment plan.

Named nurse

On admission you will be allocated a named nurse, they will have responsibility to coordinate your care while an inpatient and they will see you regularly in one-to-one sessions, to find out how you are doing, to assess progress and undertake therapeutic work. Your named nurse will be the best one to turn to in the first instance, if you have concerns, compliments or complaints about your care and treatment plan.



Multidisciplinary team

The national deaf service has its own multidisciplinary team which provides specialised care to our service users. Our clinical teams are comprised of a number of professionals including:

- medical staff,
- pharmacists,
- nursing staff,
- psychologists,
- occupational therapists,
- interpreters,
- social workers, and
- community psychiatry nurses.

Each discipline has key roles that they perform for the patients using our service.

A representative from each of the above disciplines attends a weekly multidisciplinary team meeting to review your progress or the difficulties you may have encountered. In addition to this meeting, the multidisciplinary team undertake a weekly ward round where you are invited to discuss your care and treatment.



What you can bring to the Jasmine suite

Comfortable day clothes, night clothes, slippers, toiletry bag containing toothbrush, toothpaste, soap, flannel, shampoo. You may also bring in a swimming costume for trips to the local swimming baths.

You are permitted to bring electrical items with you such as radio, portable television, hair dryer and electric shavers. Due to health and safety reasons the electrical items will have to be checked by our estates department, before use.

Unfortunately, we are not responsible for the loss or damage of any items brought in.

All non-electric razors will have to be handed in, along with any medication you may have brought with you. You will be able to request your razor when you wish to use it.

You may wish to bring small change for the pay phone and vending machine.

What not to bring to the ward

On admission, any medication that is brought in will be returned to pharmacy or sent home with a relative.

Alcohol and illegal substances are not allowed on the unit. The trust also operates a no smoking policy. However, we do recognise the need for some patients to smoke, therefore a designated smoking area is situated outside the hospital.

We would advise patients with large amounts of cash to open an account with the general office, where your money can be kept safe. You will need to give 24 hours notice if you wish to draw out more than £20 per day.

Observation levels

Nursing staff look after the patients admitted to the Jasmine suite and there are four observation levels used when providing patient care.

Observation levels are explained below:

Level 1

This level of observation will be introduced as part of the rehabilitation stage of admission. Nursing staff will check on you on an hourly basis to ensure everything is all right and you require no additional support.

Level 2

A nurse will check you every 15 minute to see if everything is all right and you require no additional support.

Level 3

An allocated nurse will have you in their eyesight at all times and throughout a 24-hour period different nurses will be allocated to observe and support you on a regular basis.

Level 4

A member of staff will have you within arms reach at all times. Following a risk assessment there may be occasions when more than one staff member may be required to carry out this level of observation.

Reviewing observation levels

The nurse in charge of the unit should review the observation levels of all patients, on taking over the responsibility of the shift. They should consider the patients presentation over the previous shift and determine whether the level of observation should be revised.

The review should be documented for all patients on level two to four observations. If it is thought necessary to change the level of observation, this can be done at this stage or in discussion with medical staff or other members of the multidisciplinary team. The care plan must clearly reflect the reasons for the changes and the required interventions to manage the patient's level of risk.

A formal documented review of observation levels between nursing and medical staff should take place every 24 hours for patients on level two observations or above, unless otherwise agreed and documented by team members. The multidisciplinary team should review observation levels weekly, for all patients.

Ward review

Ward review is every Friday morning and your named nurse will help you prepare for this. You will be able to see the consultant along with other members of the multidisciplinary team, to discuss your care and treatment plan and members of your family and other professionals involved in your care are welcome to attend. If an interpreter is needed, the staff will be happy to assist in acquiring one for you.

Visiting times

Visiting can take place between 11am and 9pm every day. However, we do operate a protected mealtime policy between noon and 1pm and 5pm to 6pm.

There is a family room situated outside the Jasmine suite for children who wish to visit.

There are car parking facilities for visitors on the multistorey car park, which is situated on the Queen Elizabeth Hospital Birmingham site.

Meal times

We operate a protected meal time policy between noon and 1pm, and 5pm to 6pm, this is to enable you to enjoy your meal times without interruption from health care professionals and professional visitors. We will do our very best to cater for your dietary needs.

Please inform the nurse in charge of your dietary requirements, to enable us to order it from the kitchen when you are first admitted on to the unit.

You will be able to choose your choice of meal on a daily basis from menus which are presented to you. Your meals are usually brought up on a hot trolley at set times during the day.

Occupational therapy

An occupational therapy programme will be placed in your room for your guide on what is offered throughout the week. You will have a designated occupational therapist and a technical instructor.

Community meetings

These are held on the unit every Wednesday afternoon. These meetings allow service users to talk about their experiences on the unit and discuss any problems which arise. Nurses are present in the meeting to help answer any questions that you might need answering.

Chaplaincy

The hospital provides a chaplaincy service, which you are welcome to attend. Please ask the nursing staff for details.

Liaison

We hold strong links with other professional bodies, for example, dietitian, dentist, optician, interpreting services and statutory bodies such as social services. Patients can also attend deaf clubs if agreed by the multidisciplinary team.

Deaf day service

Address:

The Barberry
25 Vincent Drive
Edgbaston
Birmingham
B15 2FG

Voice phone: 0121 301 2008

Minicom: 0121 301 2348

Open Monday to Friday.

Patients from Jasmine suite can come to day service if staff agree. Staff are both deaf and hearing and all staff can sign. It is a small and friendly place.

Day service programme includes the following:

- group and one-to-one work both in the Barberry and in the community,
- help and advice about mental health, tablets or injections,
- advice about social problems, like benefits or housing,
- craft groups, including art, sewing,
- trips out, for example museum, cinema,
- learn how to use equipment, like washing machine,
- deaf issues,
- gardening,
- healthy life,
- exercise, and
- help with English or Maths.

These are just some of the activities that are available.

PALS customer relations

PALS are here to help when you need advice, have concerns, or don't know where to turn as a patient, relative or carer. Sometimes you may need to turn to someone for on-the-spot help, information advice and support. This is where the PALS customer relations service come in.

They provide confidential, advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. PALS customer relations focuses on improving the service to NHS patients.

The service aims to:

- advise and support patients, their families and carers,
- provide information on NHS services listen to your concerns, suggestions or queries, and
- help sort out problems quickly on your behalf.

PALS customer relations act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. If necessary, they can also refer patients and families to specific local or national based support agencies.

PALS customer relations

Freepost RLXJ-XLRU-GGY

Birmingham and Solihull Mental Health NHS Foundation Trust PALS

Ardenleigh

385 Kingsbury Road

Erdington

Birmingham

B24 9SA

Tel: 0800 953 0045 (Monday to Friday, 8am to 8pm)

How to find us

Address: 25 Vincent Drive, Edgbaston, Birmingham, B15 2SG.

The Barberry is in Edgbaston, about three miles from Birmingham city centre. We are just off the A38 Bristol Road, near Birmingham University and the Queen Elizabeth Hospital Birmingham.

By car

Travel along the A38 (south) you until you reach Selly Oak, where you follow the signs for the Queen Elizabeth Hospital Birmingham. Parking is available on the multistorey car park situated on the Queen Elizabeth Hospital Birmingham site. There is a shuttle bus which stops in front of the car park, this will transport you free of charge to the Barberry.

By train

There is a train station nearby, the Barberry is approximately five minutes walk from the University station. The train is two stops from New Street Station in Birmingham city centre.

National Rail Enquiries – Tel: 08457 48 49 50

By bus

Bus numbers 21 and 42 travel directly to the Barberry centre on Vincent Drive, Edgbaston.

Bus times – Tel: 0870 60 82 60

Queries and complaints

We are continually trying to improve the service we provide. Clients are encouraged to raise any suggestions, comments or complaints with their named nurse or ward manager, who will do their best to address any issues that are raised.

You may write, sign video or ask an interpreter to communicate what you think of the service.

The trust also has a complaints procedure, which you can access if you prefer. A complaints form has been placed in the pack for your use, should you need to use it.

If you are worried or need support you can ask BCA (deaf advocate) to help.

Your ward manager is contactable at:

Ward manager
National deaf service
The Barberry, Jasmine suite
25 Vincent Drive
Edgbaston
Birmingham
B15 2SG

☐ Tel: 0121 301 2465





www.bsmhft.nhs.uk

Main switchboard: 0121 301 0000

better together