



National deaf service



Specialist services

Visitor and carer information leaflet

National deaf service: Where we are and what we do

This service is based in the Jasmine suite at the Barberry, part of the National Centre of Excellence for Mental Health: Birmingham, in Edgbaston. This is a specialist inpatient unit – one of three national NHS services in the UK – which provides care for deaf people with mental health issues.

We provide specialist mental health assessment and treatment for deaf people, working alongside mainstream mental health services, social care agencies and voluntary organisations. Our care is tailored to the specific needs of the individual and the service deals with a wide range of mental health disorders which are experienced by deaf people.

A key benefit of our service is our extensive knowledge in understanding how mental health problems are experienced and presented by deaf people, as well as the most effective interventions. Service users can be confident in our ability to understand and provide a wide range of communication options, with all staff trained in British Sign Language and many staff able to use Deafblind hands on Sign Language.

Postal address:

The Barberry
25 Vincent Drive
Edgbaston
Birmingham
B15 2FG

Telephone number: 0121 301 2002.

Train stations near the Barberry are University and Selly Oak.

For more location maps visit: www.nationalrail.co.uk/stations_destinations

Inpatient services

National deaf service inpatients stay on the 12-bed Jasmine suite at the Barberry, including one that is adapted for deaf-blind patients. These beds offer admission for deaf people when the severity of their mental illness warrant inpatient care and treatment.

Due to the design of the Jasmine suite, both male and female patients can be admitted without compromising the Department of Health's guidance on single sex accommodation.

Day treatment service

Our day treatment service puts together a package of care to improve a person's mental and physical wellbeing and prevent relapses. In this instance service users attend our unit during the day but do not stay continually.

Outpatient service

The national deaf service operates an outpatient service for those patients who remain within the community. There is also support from its community team to provide care closer to home.



Contact and visits

Due to the nature of the ward, visits must take place around protected mealtimes, which are listed below.

Breakfast	8.15 - 8.45am
Snack	10.15 - 10.35am
Lunch	12.30 - 1pm
Snack	3.15 - 3.35pm
Dinner	5.30 - 6pm
Snack	8.15 - 8.35pm

Monday to Friday, visiting is 6pm to 9pm, but at weekends visiting is between 9am and 9pm. Visits outside these times must be made by prior arrangement with ward staff. Contact the ward on 0121 301 2460

- Visitors are not allowed to bring food or drink onto the Jasmine suite.
- We understand it can be a difficult time when carers, friends or relatives come to the Jasmine suite. We aim to ensure that you are treated with courtesy, dignity and respect during your visit to the ward.
- We are happy to listen to your ideas and concerns, and involve you as much as possible in decisions about your relative/friend's care, if they give us permission to discuss it with you. In return, we expect that you will treat service users, staff and other visitors with the same courtesy, dignity and respect.
- Abusive language and aggressive behaviour will not be tolerated as it does not help us to help those who are here to get better.
- Unfortunately, where there are genuine cases of unprovoked, substantive violence from visitors against service users or trust employees, we will observe a policy of zero tolerance.
- The staff team will actively support each patient and employees to report the incident to the police and subsequently see prosecution against that person or persons.

Specialty services therapeutic teams

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

- Medical,
- pharmacy,
- nursing,
- psychology,
- psychotherapist,
- occupational therapy,
- social workers,
- CPNs.

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

A representative from each of the above disciplines attends a multidisciplinary team meeting on a weekly basis to review the progress or difficulties that each of the patients under their team's care may have encountered. In addition to this meeting the multidisciplinary team undertake a weekly ward round.

Carer assessment

A carer is anyone who gives regular and substantial unpaid care to a partner, relative or friend.

Caring for someone can be very rewarding, but at times, it can also be very tough. You may feel that caring takes up all of your spare time, or is a drain on your emotions.

If you are a carer it's important to recognise that there is lots of help and support available to you too.

Carers have a statutory right to their own assessment even if the person they care for does not engage with mental health services. This is your entitlement under the Carers Act 1995.

It is important to realise that this is not an assessment of your ability to care. Its purpose is to identify any support that you might need. This support can include help with housing, benefits, breaks from caring and much more.

The care coordinator for your relative/friend may have already completed this assessment with you. If not please ask to speak with the nurse in charge of the ward. They will contact the Care Coordinator for your relative/friend to make the necessary arrangements. A number of our teams also have Carer Support Workers to help carers with any needs they have as part of their caring role.

This can include:

- Support - someone to talk to and listen,
- advice - on benefits, housing or taking a break,
- information - on mental health problems and treatments, and
- advocacy - making sure a carer's voice is heard.

They will also make sure that a carer has a carer's assessment and a carer's plan.

The workers aim to help improve a carer's quality of life, so that they can keep caring for their relative or friend in the best way they can. Many workers also help to organise local carers' support groups.

Mental Health Act

Service users are admitted to our inpatient service on either a formal or informal basis. Informal admissions mean the service user agrees to accept care and treatment and chooses to accept admission. Equally they can then choose to decline further inpatient treatment and leave the ward.

Formal admission under the Mental Health Act requires by law that the service user is to remain in hospital for assessment and/or treatment, even if this is against their wishes. More information about the Mental Health Act is available from ward based staff. Both informal and formal patients, once stable, will be offered periods of leave from the ward. This

will be planned and reviewed with relatives and carers involvement when appropriate.

Carers who are nearest relative, under the terms of the Mental Health Act, have particular rights including seeking discharge of their relative if they do not agree with the detention. The nearest relative should receive a copy of the information leaflet about the Mental Health Act section under which the service user is detained. Please ask to speak to the nurse in charge if you need any assistance with this.

PALS customer relations

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 Patient Advice and Liaison Service (PALS) come in.

PALS 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. It also 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 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, PALS can also refer patients and families to specific local or national-based support agencies.

PALS customer care hotline: Freephone 0800 953 0045 or text 07985 883 509, Monday to Friday 8am to 8pm. Alternatively send an email to PALS@bsmhft.nhs.uk.

Carers' support groups

Carers' support groups are a chance for carers to meet up with other carers and share their experiences.

Groups support each other by talking and listening to each other - about how they find caring, what's good about it and what's hard. They can also offer help and advice to each other, and provide emotional support.

Many carers find that support groups are an important way of helping them to cope as a carer.

Find your nearest carers' support group:

African/Caribbean Carers' Group

- Where?** Balsall Heath Medical Centre
43 Edward Road, Balsall Heath
- When?** First Wednesday of the month, 7pm to 9pm
- Contact:** Birmingham Information and Support Centre - **0121 236 4286**

Asian Mental Health Services

- Where?** Morcom House
Ledsam Street, Ladywood
- When?** Every Thursday, 10am to noon
- Contact:** Asian Mental Health Services - **0121 685 7120**

Billesley Carers' Support Group

- Where?** Warstock Lane Resource Centre
Warstock Lane, Billesley
- When?** Every other Monday, 4pm to 5.30pm
- Contact:** Warstock Lane Resource Centre - 0121 678 3450

Erdington Carers' Support Group

Where? Phoenix Centre
Harrison Road, Erdington

When? First Thursday of the month, 7.30pm to 9pm

Contact: Mike Pallett - 0121 685 6802

Harborne Carers' Support Group

Where? Yewcroft Centre
Court Oak Road, Harborne

When? Second Tuesday of the month, 7pm to 8.30pm

Contact: Harborne Carers' Support Group - **0121 678 3550**

North Birmingham Carers' Support Group

Where? Soho Hill
176 Soho Hill, Handsworth

Contact: Viv Allen - **0121 685 6089**

Rehabilitation and Recovery Carers' Group

Where? The Hub
Vicarage Road, Kings Heath

When? First Wednesday of the month, 10am to noon

Contact: Sharon Whitehead - **0121 678 3796**

Solihull Carers' Support Group

Where? Brookvale Day Centre
111 Warwick Road, Olton

When? Fourth Monday of the month, 7.30pm

Contact: Birmingham Information and Support Centre - **0121 236 4286**

Solihull Carers' Support Group - Advice and Information Service

Where? New Door, Oliver Bird Hall, St. Alphege Church, Solihull town centre

When? Every Tuesday, 2pm to 4.45pm

Contact: Birmingham Information and Support Centre - **0121 236 4286**

Sutton Carers' Support Group

Where? Patrick House, 5 Maney Corner, Birmingham Road, Sutton Coldfield

When? Last Tuesday of the month, 7.30pm - 9.00pm

Contact: Terry McLeod or Jim McGraph - **0121 685 6685**

Transitional Carers Group - A group for people who are no longer caring for someone with dementia at home

Where? Hall Green Library, 1221 Stratford Road, Hall Green, Birmingham

When? Last Tuesday of the month, 2pm to 3.30pm

Contact: Sally Rylance or Patsy Jones-Faria - **0121 678 4024**

Useful contacts and information

Barberry contact numbers

Barberry reception 0121 301 2002

Jasmine suite (National deaf service) 0121 301 2460

Advice regarding patient care

PALS service (patient advice and liaison service)

Freepost RLXJ-XLRU-GGY

Birmingham & Solihull Mental Health NHS Foundation Trust PALS

Ardenleigh

385 Kingsbury Road

Erdington

Birmingham

B24 9SA

Tel: 0800 953 0045 (Open Monday to Friday, 8am to 8pm)
Email: PALS@bsmht.nhs.uk

Useful mental health websites

www.mind.org.uk

User-led website of the mental health charity, MIND, which campaigns for better services. This is a good place to find user-friendly, up-to-date information and keep in touch with the most important issues from a refreshing mental health user perspective.

www.rethink.org

Comprehensive site extensively covering carers issues. Focuses on severe and enduring mental health problems. Great for user and carer-friendly educational material. See also: www.rethinkcarers.org

www.birmingham-carers.org.uk

Birmingham Carers Association website, run in association with Birmingham City Council and Social Care and Health. The organisation produces excellent carer information packs outlining welfare benefits and carer support services.

www.nimhe.org.uk

National Institute of Mental Health in England website, where you can find up-to-date information on latest direction in mental health.

www.dh.gov.uk

Department of Health's website provides useful for government guidance and policy including developing services for carers. Electronic copies of most government policies and statements can be downloaded from this site.

How to get to us

By car

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 train

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 0845 748 4950

By bus

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

Bus times: Tel 0870 608 2608

www.bsmhft.nhs.uk

Main switchboard: 0121 301 0000

better together