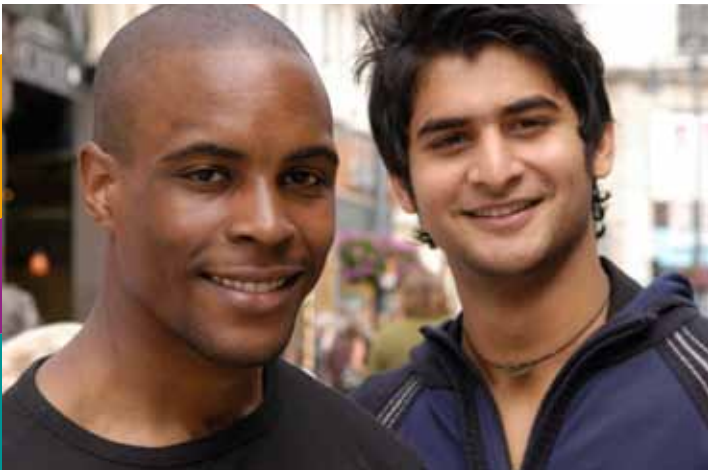




# Medium secure care services



## Secure care services

Friends and family information leaflet

## Where we are and what we do

The medium secure services in Birmingham are placed in three locations.

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. Service users will be admitted based on their mental health needs and the level of physical security required.

During your relative or friends' stay they will be assessed by lots of health care professionals. After their assessment our staff will work with them to create an individual treatment plan that best suit their needs. We value your thoughts and opinions regarding their care.

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

From New Street Station, train stations near Ardenleigh are Gravelly Hill, Erdington and Chester Road. These are all approximately one mile from Ardenleigh.

Buses that stop close to Ardenleigh are the 11A, 11C, 996A and 116.



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

From New Street Station the nearest train station to Reaside Clinic is Longbridge which is about two miles away.

Buses that stop near to Reaside Clinic are the 61, 64, 49, 49A and 45.



The Tamarind Centre, which opens 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*

From Moor Street Station the nearest train station to Tamarind Centre is Bordesley which is approximately two miles away.

Buses that stop close to Tamarind Centre are the 73, 28, and 98.

For more location maps visit: [www.networkwestmidlands.com](http://www.networkwestmidlands.com)

## Contact and visits

Mobile phones are not allowed in our secure services.

There is a payphone which can be used by your friend or relative to make and receive calls but we may need to monitor calls if there is a suspected risk to an individual or others. The number can be given to you by the nursing staff.

The same rules apply to mail, which you will be able to send and receive to and from your friend or family member. Staff will not read the mail but all mail received will need to be opened with a staff member present.

## Requesting a visit

Once your friend or family member has requested that you visit, a member of the clinical team caring for them will make contact with you – you may be asked to put your details and request to visit in writing.

This request is then discussed in the next clinical team meeting and once you are approved you can arrange a date and time of visit with nursing staff. At least 24 hours' notice is required, please phone the ward via reception to arrange.

All visitors including professionals must have photo ID, such as driving licence, passport, bus pass or work ID card every time you visit. If you do not have a form of photo ID, please speak to the staff member who contacts you so we can ensure alternative arrangements are put in place to identify you when you visit. Unfortunately, without this you will not be able to come into our services. Please do not put our staff in a difficult position by not bringing the required ID when you visit.

All visitors need to be approved by the service user's clinical team before visits can happen.

## When can I visit?

All visits are subject to the procedural checks set out above.

All visits need to be pre-booked and can be arranged Monday to Sunday at staff's discretion. We ask that you avoid requesting a visit during protected periods such as meal times or times where your friend or relative is engaged in activities or treatment.

Most visits will be approved for up to one hour in duration. If you are travelling a long distance or have special requirements, please do discuss these with the staff so we can look to make arrangements to meet these requests.

Once booked we will endeavour to maintain the visit. However, we reserve the right to move or cancel the visit if clinical activity means that it would be unsafe for the visit to go ahead. We will contact you if this is the case to inform you on the day of the visit.

## Expectations of visitors

We understand that it can be a difficult time for family and friends to come to visit a secure environment. We aim to ensure that you are treated with courtesy, dignity and respect during your visit.

We are happy to listen to your ideas and concerns and involve you as much as we can in decisions about your relative or friend's care, if they give us permission to discuss it with you. In return, we expect that you will treat our service users, staff and other visitors with the same courtesy and respect.

Abusive language and/or aggressive behaviour will not be tolerated as it does not help us to help those who need to get better.

Unfortunately, where there are genuine cases of unprovoked, substantive violence from visitors against service users or employees of the trust, we will enforce a policy of zero tolerance, and your approved visitor status will be withdrawn.



The staff team will actively support service users and employees to report incidents to the police and subsequently seek prosecution against that person or persons.

Any items being brought in must adhere to the service contraband list. Due to our hospitals being secure, certain items are not allowed in the building, these are known as contraband items. This is to protect everyone using the service. Other items can be allowed in the building but used by service users under the supervision of staff, these are known as restricted items.

When entering this building all bags and coats are subject to search. Visitors will be subject to search via handheld metal detector at every visit.

In the interest of safety, all items brought in by visitors and service users will be checked by security liaison staff. Refusal to comply with searching procedures may lead to a visit being cancelled.

**Staff reserve the right to prevent any person or item from entering the premises.**

Any contraband or restricted items brought into the service will be kept in lockers until you leave. However, if illegal drugs or other items are found, the police will be informed and your approved visitor status withdrawn.

## 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,
- 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

- Over-the-counter medication,
- all toiletries,
- disposable razors,
- all solvents (nail polish and remover),
- dried foods such as noodles, coffee,
- cling film or tin foil,
- high heeled shoes,
- scissors,
- sewing or knitting equipment,
- stringed instruments,
- nail clippers,
- 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, and
- Wii consoles (must have the parental controls switched on).

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

## Food and drink

- You cannot bring in any food that needs refrigeration or cooking.
- Food and drink items are limited to no more than six sealed food items per visit.
- Hot food or food that requires reheating is also not allowed.

Although these restrictions relate to security and food hygiene policies, we are also working with the service users to promote a healthy lifestyle as part of the care and treatment they receive here. We therefore, request that you respect this and limit the amount of snacks high in fat and calories such as crisps, chocolate. Please choose fruit (no more than two days' supply) and low fat snacks.

**We are here to support and work with the patients and their families and friends which is fundamental in the recovery process.**

## Involving you

We recognise that maintaining contact with friends and family while in hospital is an important factor in recovery. Therefore we will be maintaining contact with you, with the permission of your friend or relative throughout their stay. There may be times where their doctor, social worker, nurse or psychologist needs to speak with you. Each week there will be a review of your friend or relative's care where their clinical team meet. These are often referred to as clinical team meetings (CTMs).

A more in depth case review is held every six months where you might be invited to attend. These might be referred to as care programme approach (CPA) reviews. CPA is the system under which we monitor care and treatment. It is important therefore that we retain up to date contact details from you. If anything changes please let us know.

We always try to maintain and deliver high quality services that meet the individual needs of our service users. We actively seek the views and involvement of the service users in developing and improving our services and the hospital environment. Sometimes we cannot meet the requests or suggestions of the service users but we will always explain why.

We always welcome comments, complaints and compliments as these help to know when we are getting it right and when we need to improve. If you would like to make a comment, complaint or compliment please discuss these with the staff initially. You can also speak to the PALS customer relations team on freephone 0800 953 0045.

The services hold regular friends and family events. There is a support group that meets at Reaside Clinic and regular open days and celebrations are held at different times in the year. These will be advertised in the services and we also send out invitations to approved visitors. Please ask staff for more details.

# What therapy or treatment will my friend or relative receive?

All therapy and treatment is offered dependent on the individual needs of the service user. 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. We are happy to explain this further, with the permission of your friend or relative.

## The SCALE pathway



Core clinical programmes:

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

Quality of life programmes:

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



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

Main switchboard: 0121 301 0000

**better together**