



to Welcome
Adriatic Ward



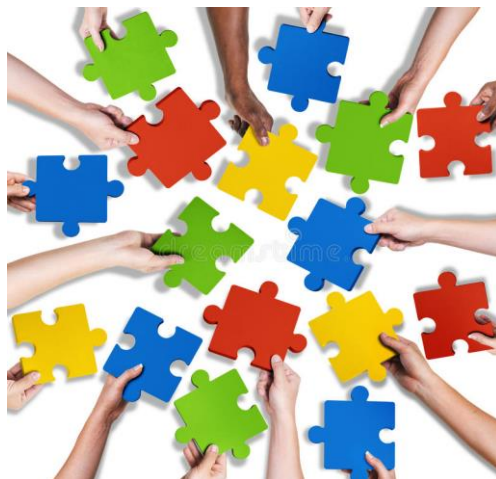
Information for
YOUNG
people

MISSION STATEMENT

We see each and every one of the young people we care for here at Adriatic as an individual who possesses unique needs and strengths.

We strive to ensure all young people are supported during their admission to Adriatic ward to continue their development. We will work in partnership with each young person to identify goals for recovery that can be achieved utilising person centred planning. We aim to provide a professional caring supportive environment for you.

Each young person, their family and carers are strongly encouraged to play an active role in all aspects of their recovery plans.



WELCOME TO ADRIATIC

All young people admitted to Adriatic Ward 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 which will help you while you are at Adriatic Ward.

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 the path taken getting to us may have been distressing and turbulent, and you may feel scared or worried, we are here to help. The key people who are involved in your care are also listed in this pack.

WHO ARE WE AND WHAT DO WE DO?

Adriatic Ward is a low secure adolescent unit for female patients aged 12 to 17 who are experiencing mental health difficulties.

The unit has 6 beds; it is a locked ward, which aids the low and medium secure population from mixing together. This is to keep you safe during your admission. Young people will be able to spend time off the unit with family and with staff as they start to recover, dependent on your risk assessment.

We are based at Ardenleigh, which is a Secure Medium Mental Health Hospital for both adults and young people. We will ensure your safety within the building by ensuring you are with a member of staff at all times when you leave the ward.

During your admission you will be assessed by various health care 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.

HOW TO FIND US.....



Adriatic Ward
Ardenleigh
385 Kingsbury Road
Erdington
Birmingham
B24 9SA



Ardenleigh Reception:
0121 678 4400

Ward office: 0121 301 3492/4395



The train station nearest Ardenleigh is:

Gravelly Hill Station
or
Erdington Station

For maps and directions visit www.nationalrail.co.uk

WHO WILL BE LOOKING AFTER ME?

Many people will be involved in your care during your time at Adriatic Ward.

They will all be involved in your assessment and treatment and will include:

- Nurses and Healthcare Assistants.
- Consultant Psychiatrist
- Psychologists and assistants
- Occupational Therapists and Activity Workers
- Teachers
- Social Workers
- Security

Any information you share with us will be shared with members of the Multi-disciplinary team (MDT).

We will not share information with people outside of this team without your consent, unless there are exceptional circumstances.

When you are admitted onto Adriatic ward you will be given a folder with all the names of individuals involved in your care.

This may be useful for you to keep important documents like your time table, care plan in during your admission on Adriatic Ward.

A named nurse and associate nurse will be allocated to you.

He or she will ask who you wish to be involved in your care, from family and those you have close relationships with.

Your named nurse will then make the team aware of these people.

Your named nurse and associate nurse will meet with you regularly throughout your admission to explore your needs, offer you support and plan your care, alongside the MDT

WHAT HAPPENS NOW?

Once you have been admitted on to the ward your admitting nurse will show you around and will introduce you to the other people and staff.

On admission all of your property will be searched by security then by two members of the nursing team. They will remove any restricted items for safekeeping. All contraband items will be given to your parents to take home.

Electrical equipment will need to be tested before it can be used on the unit.

You will have your own bedroom, which has an en-suite toilet and shower. You are allowed limited numbers of items in your bedroom; this is for your and other people's safety. There will be a locker within the unit for you to store a small number of belongings. Staff will hold the key.

We encourage all young people to keep their rooms neat and tidy.

There is a laundry room where you can wash your clothes.

Any leave outside the unit with staff or family members will be discussed by the MDT and will include a risk assessment. There are courtyards you can access on the ward for fresh air and exercise. There are also facilities within the hospital building that can be used for recreation with staff and fellow low secure young people.

ITEMS ALLOWED AND FORBIDDEN

There are some items that are only allowed after checking or have to be kept in a special safe area. Please see the list below for items allowed or banned from the unit. The reason for not allowing some items relates to managing risks, safeguarding young people and following policies that are in place to keep everyone safe.

Patients will be searched when entering the building at all times. Inpatient visitors will be subject to search and items brought into the unit to be checked by staff.

Items not allowed for service users, carers and visitors:

The following items are restricted:

- ⚠ Prescribed or un-prescribed medication i.e Paracetamol, aromatherapy oils, vitamin tablets, etc.
- ⚠ Glass Bottles
- ⚠ Razors
- ⚠ Crockery and Cutlery
- ⚠ Aerosols
- ⚠ All toiletries and perfumes/aftershaves
- ⚠ Lighters and lighter fuel
- ⚠ All solvents i.e glue, butane gas and nail polish
- ⚠ Canned food
- ⚠ Drink items must be in a factory sealed plastic container

- ⚠ Dental floss
- ⚠ Communication devices including mobile phones
- ⚠ Straighteners
- ⚠ Hair dryer
- ⚠ Tweezers
- ⚠ Scissors
- ⚠ Nail clippers
- ⚠ Sewing and knitting needles

Contraband:

- ✗ Alcohol
- ✗ Matches
- ✗ Knives
- ✗ Tools
- ✗ Illicit/illegal drugs, and other psychoactive substances
- ✗ Firearms
- ✗ Weapons
- ✗ All computers - this includes hand held computers, laptop computers and personal organizers
- ✗ Explosives i.e. fireworks, distress flares etc.
- ✗ Petrol and other flammable liquids
- ✗ Needles and syringes
- ✗ Laser pens
- ✗ Cameras
- ✗ Blu-tack (or similar)
- ✗ Lanyards
- ✗ Pot Noodles and containers with a foil sealed lid
- ✗ Chewing gum
- ✗ Cans of drink
- ✗ Plastic bottles bigger than 600 ml
- ✗ Veet hair removal cream
- ✗ Magnets

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

Restrictions relating to items of food

You are allowed to have in your snack cupboard:

6 x Bottles of Drink (500ml Size or Smaller)

6 x Sealed Dried Foods e.g. Crisps.

No fresh food to be brought in to the unit by young people or their families/carers.

EXPECTATIONS

Like most places we have rules which we expect all young people to follow. The rules are to make sure that all young people, staff and visitors are kept safe while they are on the unit and that all young people receive the best care and treatment. We ask that you adhere to the following.

- Young people must not enter each other's bedrooms or alternative bedroom corridors on the unit.
- No bullying
- No physical violence to each other
- No physical violence to property
- No threatening behaviour to others
- No racism/discriminatory language
- No threats to damage property

- No smoking
- No illicit drugs or alcohol use
- No borrowing or lending of money or belongings

As well as things which you agree not to do, we also expect young people to do certain things. We expect young people to:

- Follow their treatment programme
- Take all medication prescribed
- Attend all meal times
- Be polite and respect others (peers and staff)
- Take care of personal hygiene
- Keep your room tidy
- Work with collaboratively with staff.
- Talk to the staff if you have any concerns.

MY DAILY ROUTINE

This will be discussed with you once you have been admitted as each young person has individual needs.

However Adriatic does have a structured timetable that all young people are expected to actively take part in. This consists of ward activities/groups ran by the staff and attending Centre For Learning (school) to continue with your educational needs. This service is run by staff from James Brindley School who will meet with you to discuss what you require from them in terms of keeping on track with your studies and will liaise with your home educational school/college.

The groups ran on the ward will centre round patient chosen activity, living together, managing emotions and reactions to these and how as a greater team the young people and staff can work together to create a positive experience for all.

In addition to groups and CFL you will also have time 1:1 with nursing staff to discuss your care plan.

CLINICAL TEAM MEETING

You will be given the opportunity to discuss your thoughts, feelings and experiences with a nurse prior to your weekly CTM. This will then be handed over to the team within CTM. You can either do this yourself or have the staff nurse do this for you if you do not feel confident enough to do it independently.

This discussion will also encourage you to set aims and goals for this week. You will be able to discuss these further with the staff that attend the CTM and you will be given written feedback regarding the decisions made.

MEAL TIMES

Each week you will be shown a menu from which you need to choose the meals you want for the following week. If you are on a special diet or would like meals to suit your religious or cultural needs, please inform a member of staff during your admission. This will give us time to get the food you require.

A dietician is available if you need a referral.

Meal times are protected on the unit and we ask that people do not visit at this time.

The purpose of a Protected Mealtimes Policy is to protect mealtimes from unnecessary and avoidable interruption, providing an environment beneficial to eating, enabling staff to serve food and provide you with support and assistance with meals as required.

Meal Times:

Breakfast:	8:30am - 9am
Lunchtime:	12.30-1pm.
Dinner:	5.30-6pm.
Supper:	Suppertime is flexible.

Mealtimes may have flexibility on weekends, bank holidays and school holidays.

Breaks for snacks are within the timetable.

You are not allowed to enter the main ward kitchen.

All meals will be served by the house keeper at the designated meal times. However the occupational therapist and nursing staff may offer individual cooking sessions as part of your individual assessment programme.

MANAGING DIFFICULT OR EMERGENCY SITUATIONS

Adriatic Ward has trained experienced staff working at all times and they will help to ensure yours and others safety. You may sometimes hear the alarms sounded on the ward and this is to maintain the safety, dignity and privacy of everyone on the unit.

If you are the person in distress, the staff will work with you to help you. If you have any concerns please discuss these with a member of staff.

VISITING

During your admission to Adriatic Ward, your friends and family may visit you. You will need to give the nursing staff a list of names and contact numbers of people you would like to visit.

Nursing staff will inform you of our visiting policy and times.

If you would like children and adolescents to visit you, this can be arranged as long as they have a responsible adult accompany them.

PHONE CALLS AND MAIL

Personal mobile phones with cameras and internet access are not allowed on the unit to safeguard yourselves and your peers.

There is a phone room which you will be able to use to access calls with your family and friends.

For internet access we have a patient computer for you to use supervised by staff in one of our communal areas.

You will receive any mail that is sent to you, unless there is a safeguarding concern. Staff will hand your mail to you and get you to sign to say that you have received this. Any mail you wish to send out will be sent to the main reception to be collected by the Royal Mail unless someone has stated they do not wish to receive mail from you or there are safeguarding concerns, as above, for any reason.

WHERE CAN I KEEP MY MONEY

You will be able to deposit larger amounts of money into the patient bank within Ardenleigh. However you can keep smaller amounts of money on your person. Limit of £20 which you can use in the weekly hospital shop or on takeaway night.

Nursing staff will discuss with you how to deposit money within the patient bank. Money is signed in and out with 2 members of staff in your presence so that we can ensure the safe management of your money during your stay.

RELIGIOUS, CULTURAL AND SPIRITUAL NEEDS

During your time at Adriatic we will support you to continue with your chosen method of worship. Appointments can be made to see the chaplain at a time convenient to you. Please speak to a member of the nursing team who will be able to arrange this for you. We also have an on-site multi-faith room.

COMPLAINTS

If you are unhappy with your care on the ward please let us know. Birmingham and Solihull Mental Health Foundation Trust has a complaints policy for patients and visitors.

Information about how to make a complaint is available on the ward. Every week there will be a community meeting where you can raise concerns. We also have an independent advocacy service. Please speak to a member of staff about this.

YOUR PERSONAL INFORMATION

All your information is kept securely on our record keeping system called RIO and this information is only shared with the people who need to know about your health and wellbeing as it directly impacts on them in their

capacity of caring for you. If you are 16 and over and deemed to have capacity within this decision, you will have the right to say if you want us to share your information with your parents or those who hold parental responsibility for you. This is often a very sensitive subject and difficult for parents if their child decides at that time they do not want their parent to know details of their care. Therefore the team at Adriatic will manage any situation of this nature with care and respect. We do however have a responsibility to inform your parents of your general well-being therefore your named nurse will discuss with you whom and to what degree you want your information sharing. They will receive weekly updates from the MDT about your well-being and care plan within the agreed plan made by yourself and your team.

ON-SITE FACILITIES

Ward based activity room and resources

Sensory room

Two courtyards attached to the unit (one with static gym equipment)

CFL with kitchen and technology and music rooms

Sports hall

Astro turf

Weekly shop

The Hub

Projector and screen for movie nights

Service User computer with internet access (Supervised and has no social media access)

Multi faith Room

Hairdressers

Library

GP surgery

All facilities at Ardenleigh are equally shared with the 3 services on site. The Lead Occupational Therapist has taken her time to ensure that all services have time allocated timetabled to get the most out of the facilities available to them, promoting a positive experience whilst under our care.

WHO ELSE CAN SUPPORT ME ?

See Me service user engagement

My experience, my service, my recovery

See Me service user engagement is a project that promotes greater involvement of service users in the planning and delivery of mental health services in Birmingham and Solihull.

What does See Me service user engagement do?

See Me service user engagement provides the following:

- Insight into users' views
- Feedback opportunities
- Regular user meetings or forums
- Encouragement to get involved in training, interviewing focus groups and project work
- See Me service user engagement ensures that users' views are represented at all levels of the trust
- See Me service user engagement workers have a place on all key trust meetings and support service users to attend many of these meetings as user representatives too

See Me service user engagement workers and user representatives get involved throughout inpatients, outpatients and functional teams.

See Me service user engagement maintains links with many voluntary organisations, user groups and campaigning groups. See Me service user engagement workers can guide users to support for their specific diagnosis, background, diversity or community support or involvement. See Me works

closely with the Recovery College and Peer Support colleagues to ensure opportunities to attend, be involved and co-produce work and courses.

Contact details

See Me service user engagement can be contacted by telephone on 0800 694 0212 or email bsmhft.seeme@nhs.net

BCA <http://www.bcadvocacy.org.uk/>

Building Community Advocacy is an independent organisation providing free advocacy since 1987. Our aim is to create equality and access to services which could be inaccessible because of prejudices and discriminatory practices. BCA is part of BID Services, a charity whose mission is to make a positive difference to the people we support.

We currently advocate within forensic settings (low to medium secure mental health hospitals) and can provide a transition service supporting people returning to life in the community.

We have experience with diverse populations and specialist groups including deaf and hard of hearing, BME, LGBT, older adults, child and adolescent, eating disorders, mother and baby units (mental health) and we also have advocates who are IMHA and IMCA trained.

We have over 20 years' experience of independent community advocacy, and would welcome any approach from Clinical Commissioning Groups, residential homes and private hospitals and care homes to discuss early intervention mental health services.

We welcome partnership working and would like to hear from public, private and third sector providers regarding collaborative opportunities.

An advocate will:

- raise your concerns
- make sure your voice is heard
- speak on your behalf

- empower you to act
- help you get information or services
- attend meetings/ward rounds/appointments with you

Conversations with you and the advocate are strictly confidential. The advocate will not give information about you to any other people unless you have said that it's ok or there is an indication of risk to you or other people.

Who can use our service?

The service supports and represents people using mental health services.

All of our advocates are IMHA trained with specialist skills in working with:

- People who are in safe and secure complex care
- People in crisis

