



Birmingham and Solihull **NHS**  
Mental Health NHS Foundation Trust

# Welcome to Ardenleigh

## Medium Secure Unit FCAMHS



Information pack for young people

## Welcome to Ardenleigh

Welcome to Ardenleigh FCAMHS. We appreciate that coming here is difficult and we want to make it feel as easy as possible. We have a big team of people who care about you and want to work with you to support your recovery. This leaflet aims to give you some of the key details you need to help you to settle in. All young people admitted to Ardenleigh are encouraged to read this information pack. It contains information you will find useful while you are at Ardenleigh.

We are a **F**orensic **C**hild and **A**dolescent **M**ental **H**ealth **S**ervice (FCAMHS) based in a **M**edium **S**ecure **U**nit (MSU) at Ardenleigh in Birmingham. We provide accommodation and 24 hour support to both male and female young people up to the age of 18 on two wards known as Atlantic and Pacific. There are 5 beds on each ward.

If English is not your first language, we can arrange an interpreter for you and request for a translated copy of this leaflet to be provided for you. Also, if you have any questions or need help to read this, please ask staff for help.

We understand that you may be feeling scared or worried, but we are here to help and support you to settle in and feel welcome.

## What we do and where we are located

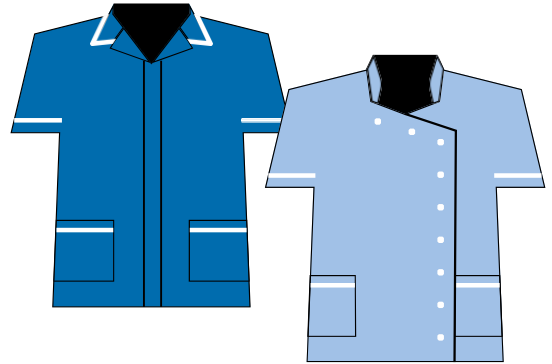
During your stay you will work with health care professionals to complete your initial assessments. After your assessment, our staff will work with you to create an individual treatment plan that best suits your needs. We will discuss and involve you in all the decisions that are made about your treatment.

### **Our postal address:**

Ardenleigh  
385 Kingsbury Road  
Erdington  
Birmingham  
B24 9SA

## Who will be looking after me?

Many people will be involved in your care during your time at Ardenleigh. They will all be involved in your assessment and treatment.



Some staff wear uniform:



### **Dark blue**

Ward manager  
Senior Nursing Team



### **Blue**

Deputy Ward Manager  
Nurse



### **Light blue**

Healthcare Assistant  
(HCA)



### **White**

Student Nurse  
Trainee Nurse Associate



### **Turquoise**

Nurse Associate



### **Green**

Occupational Therapist  
(OT)  
OT Assistant



### **Purple**

Complimentary  
Therapist



### **Light purple**

Domestic team



### **Dark purple**

Reception



### **Black**

Security

Some staff do not wear uniform:

Psychiatrists  
Social workers  
Family therapists  
Art therapists  
Administration staff  
Advocacy staff  
Finance staff  
See Me workers

Teaching staff  
Psychologists  
Speech and language therapists  
Physician associates  
GP  
Hairdresser  
Pharmacists  
Spiritual care staff

## The multidisciplinary team and clinical team meetings

We use a Care Programme Approach (CPA) to support young people. This means that 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 involved in 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.

CPA will ensure that all young people who are admitted to Ardenleigh receive the care and treatment from a variety of staff in a co-ordinated manner. This will be tailored to meet the needs of each young person.

We will review your care every Thursday, in a meeting called the 'Clinical Team Meeting (CTM)'. There is a rota for young people to attend the CTM meeting. Every week you are asked to give written feedback to the team about your week and your requests. After the CTM we will write you a letter and meet with you to give you feedback.

CPA meetings are a chance for your team at Ardenleigh, community team and family/carers to come together to review and plan your care. Your first CPA meeting will be within 6 weeks of your admission. CPA meetings are then held at a minimum of every 6 months.



## What happens when on your first day?

Nursing staff will show you around and introduce you to the other young people and staff. You will have your own bedroom, which has an *en-suite* toilet and shower. You can store agreed items in your bedroom. A locker is available to store other items that cannot be kept in your bedroom.

There will be a limit on how many items you can have in your room. This is for security reasons and also due to storage space available on the unit. This will be explained further on your arrival. There is a lockable bedside cabinet to keep items safe.

Please note that when you arrive, all your property will be searched by two members of the nursing team. They will remove restricted items for safekeeping and keep a record of the property you brought with you.

## What about access to facilities?

There is a laundry room where you can wash your clothes. We encourage all young people to keep their rooms neat and tidy. Staff will support and encourage you to clean your room on a regular basis. Electrical equipment that is permitted will need to be tested before it can be used on the unit unless it is new, boxed and unopened.

Access to facilities within Ardenleigh will be dependent upon your ongoing assessment and leave outside of the unit will also depend on your progress, Mental Health Act status and risk assessment.



## What is a typical day at Ardenleigh?

All young people take part in the therapeutic day.

During school term time, it is expected that all young people are up at 8am on weekdays as part of the structured therapeutic day. At 9:30am all young people will meet in the day area with staff and discuss the day ahead, looking at planning appointments and activities for the day.

All young people are expected to attend the Centre for Learning (CfL), which is the school within Ardenleigh. Your lessons will be on your individual timetable.

After school and at weekends there are activities available for you to take part in, either as a 1:1 with staff or with your peers. Programmes of varied events and activities are also planned during school holidays.

Also, we hold a weekly community meeting on each ward where we discuss all issues relating to the ward.

	<b>Term Time Weekday Day</b>	<b>Weekend/ School Holidays</b>
<b>08:00</b>	Wake up	Wake up
<b>08:30</b>	Breakfast	Breakfast
<b>09:30 – 9.45</b>	Plan of the day	Free time
<b>9:45 – 10.25</b>	CFL – Lesson 1	Free time
<b>10:25 – 11:05</b>	CFL – Lesson 2	Plan of the day
<b>11:05 – 12:00</b>	CFL – Lesson 3	Free time
<b>12:00 – 12:30</b>	Lunch	Lunch
<b>12:30 – 13:00</b>	Free Time	Free time
<b>13:00 – 13:40</b>	CFL – Lesson 4	Weekend activity
<b>13:40 – 14:20</b>	CFL – Lesson 5	Weekend activity
<b>14:20 – 15:00</b>	CFL – Lesson 6	Weekend activity
<b>15:00 – 17:00</b>	Activity/group programme	Weekend activity
<b>17:00 – 17:30</b>	Dinner	Dinner/Take away
<b>17:30 – 18:00</b>	Free Time	Free time
<b>18:00 -</b>	Evening Activity Programme	Feedback for CTM
	Supper	Supper
	Bedtime	Bedtime

## What about my school?

James Brindley Academy has excellent on-site facilities in the Centre for Learning (CfL). The school has eight purpose-built classrooms all equipped with desk top computers. There is a fully equipped kitchen for catering lessons and we offer PE lessons in the sports hall, gym and AstroTurf. Vocational lessons are offered in 'The Hub'.

On admission each student is allocated a key teacher. The key teacher will contact previous schools for educational information and they will attend care planning meetings for their student. The key teacher will also form a link to the student's home. A qualified SENCO within the school will address any special educational needs.

After an initial assessment period each student will receive a bespoke educational pathway in both academic studies and vocational studies. There are nine subject specialists within the school teaching a broad curriculum from entry level to A level. Maths, English and Science are covered alongside humanities, personal development, catering, music and art. We are a fully accredited exam centre. Our vocational pathway currently includes bicycle maintenance and horticulture. Teaching takes place in small groups of no more than three students. Where necessary, teaching will take place 1:1.

During the student's time at Ardenleigh, the teaching staff will assist them in their life after discharge. Teachers will help in college applications, preparations for interviews and attending open days at college. Assistance will also be offered if other pathways are sought, such as apprenticeships or jobs.

The aim at the Centre for Learning is to make education engaging and fun. Much pride is taken in the charity work that is done and from the successes in national competitions as well as from the academic achievements. The aim is for every young person to be a part of this.

## Meal times

Meal times are protected times, so no other activities will occur during this period. Each week you will be shown a menu planner, from which you can select your choice of meals for the 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 as this will give us time to organise this. A dietician is available if required. Breakfast is at 8am, lunch at 12pm and dinner at 5pm. Healthy snacks are provided throughout the day.

All meals will be served by ward staff at the designated meal times. However, the occupational therapy department also offers individual cooking sessions as part of your individual therapeutic programmes. Family can also bring in certain foods for you. Please speak to the nursing team for more information.





## Who can come to visit me?

During your time at Ardenleigh your family and friends may visit you. All visitors must be approved beforehand by the social worker on the team. They will then be placed on an approved contact list. Your family and friends must book visits in advance with ward staff. 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 children to visit you, this can be discussed. We do have special facilities for children's visits if they are 'approved visitors'.

All visitors and their belongings will be searched before entering the building. If a visitor is found to be in possession of a contraband item, a visit may be refused.

## Welcome meeting for parent/carers

Your parent/carers will be advised of your admission here and invited to a 'Welcome' meeting within 2-3 weeks of your arrival so that they can meet with the professionals here who will be supporting you. This will enable them to ask questions they may have and for them to visit you, for you to show them your bedroom *etc.* If you have any concerns or want further information about this, please speak to a member of staff so that we can discuss this with you.

## Contraband items

Contraband items for service users (young people), carers and visitors are items that cannot be brought into the clinic. There are some items that are only allowed after checking or have to be kept in a dedicated area on the ward.

Patients will be searched when entering the building. All bags and coats are subject to search. Inpatient visitors will be subject to search via handheld metal detector. In the interest of safety, all items brought in by visitors and service users will be checked by security staff. Please note that refusal to comply with search procedures may lead to a visit being cancelled.

**A list of the Contraband and Restricted items will be provided separately.**

This list is subject to review. You will be made aware of any changes as and when they occur.

Ardenleigh staff reserve the right to prevent any person or item from entering the premises.

## Restrictions relating to items of food

In the interest of food safety, hot food or food which has previously been heated is not allowed to be brought in for service users by visitors and carers. This is in accordance with the Trust's food hygiene policy.

Food requiring refrigeration or that has been refrigerated must not be brought into the clinic.

## Phone calls and mail

Mobile phones are not allowed on the unit. There is a phone where you can make and receive calls at designated times. The majority of young people make phone calls independently but sometimes we may need to monitor calls from your approved contact list if there is a suspected risk to you or others.

You are allowed to make calls during the day, but not during meal times, school lessons or therapeutic activities. Young people can also hold video calls using the ward laptop. Please speak to nursing staff for more detail. A booking system is operated to ensure everyone uses this fairly.

Young people are allowed to send and receive letters. Staff will not routinely read your letters but all mail you receive will need to be opened with a staff member present to ensure no contraband items are brought into the unit.

## Where can I buy things?

There is a shop within Ardenleigh which sells a range of snacks, toiletries, treats, soft drinks and other items.



## Where can I keep my money?

On admission a bank account will be opened for you at the general office within Ardenleigh. All your benefits can be paid into this account.

Your family can also pay money into your account. Nursing staff can explain this this procedure fully to you. You will be able to keep £5 in cash on the unit at any one time.

## Religious and cultural needs

During your stay at Ardenleigh we will encourage and support you to continue with your chosen method of worship. We have a multi-faith room where your religious needs can be met.

There is also a chaplaincy team who can come and visit you on request. Please speak to a member of nursing staff who will be more than happy to help you arrange this. A member of the team will also ensure spiritual and cultural needs assessments are completed with you.



## Photo gallery

**Sports Hall**



**The Hub**  
CfL activity space



**Gym**



**AstroTurf**



**Orchard**



**Library and  
multi-faith area**



**Studio room**  
CfL



**Sensory room,  
safe space**



## The Mental Health Act (1983)

All young people at Ardenleigh are detained under the Mental Health Act 1983 (amended 2007). When you arrive, your rights will be explained to you. Staff will go through these with you on a frequent basis. If you have any questions just ask a member of staff.

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. You have the right to independent legal representation for this and have access to an independent mental health advocate. A list of solicitors is kept on the unit should you wish to use it.

## How do I complain?

If you have any concerns or complaints during your time on the FCAMHS unit, please let us know. Birmingham and Solihull Mental Health NHS Foundation Trust has a complaints policy for patients and visitors. Information about making a complaint will be available on the ward.

Our trust works with the The Patient Advice and Liaison Service (PALS). This service is available to help when you need advice and have a complaint, concerns or don't know where to turn. PALS acts independently when handling patient and family concerns. They can liaise with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions.

Also, every week there will be a community meeting where you can also raise concerns (and compliments!) with staff or speak to an independent 'See Me' worker. We also have an independent advocacy service; please speak to a member of staff about this.



## Important things to remember!

### House rules

We operate a **Positive Behaviour System (PBS)** on the unit and encourage all young people to engage in positive/'green' behaviours.

We expect young people to engage in the following behaviours:

- Listening to staff and other young people
- Using manners, saying please and thank you
- Attending therapeutic sessions and school
- Getting up on time and going to bed on time
- Attending to personal hygiene needs
- Engaging in pro-social activities
- Following the house rules
- Using the games room appropriately
- Keeping the ward tidy
- Keeping your bedroom tidy
- Using coping strategies
- Talking about appropriate topics
- Attending plan of the day and engaging in mindfulness
- Supporting other young people
- Speaking openly and honestly to staff

We have zero tolerance for these behaviours on FCAMHS:

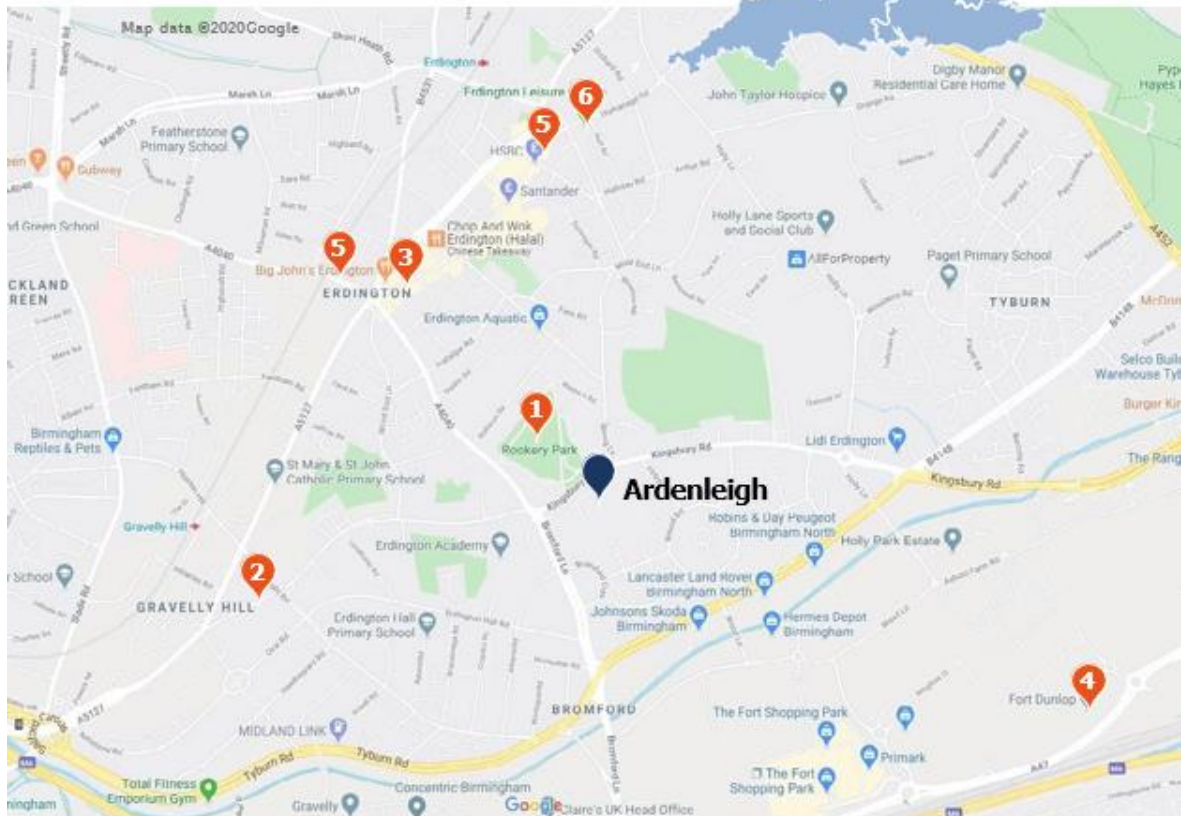
- Fighting with staff or other young people
- Name calling to staff or other young people
- Threats or threatening behaviour toward staff and peers
- Making racist comments
- Property damage
- Stealing
- Breaching security absconding, stealing passes etc.
- In possession of contraband
- Concealing risky behaviours (e.g., telling untruths, blaming someone else)
- Sexually inappropriate behaviour
- Sexually inappropriate comments
- Bullying
- Entering other young people's bedroom
- Whispering and colluding with other young people
- Climbing up the bank in the courtyard
- Throwing items
- Touching or taking pagers, radios or keys from staff

# Where are we?

Ardenleigh is situated in Erdington, Birmingham.

In the local area you will find:

1. Rookery Park - this is very close to the hospital with lovely gardens
2. Kingsbury Road
3. Erdington High Street
4. The Fort Shopping Centre
5. Erdington Library
6. Erdington Leisure Centre





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385 Kingsbury Road  
Erdington  
Birmingham  
B24 9SA

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