

Acacia Ward



Service user booklet

About us...

We would like to welcome you to Acacia ward.
Acacia ward is a 15-bedded Rehabilitation Ward located within the Tamarind Centre. Care and treatment on Acacia Ward is provided by a highly skilled and dedicated multi-disciplinary team.



Ward Philosophy

Our aim is to support each individuals' description of recovery. This will be accomplished through a joint understanding of each person's needs. We will work collaboratively with service users to enable them to progress in their journey to recovery.

It is important to engage our service users to understand their rehabilitation pathway and facilitate progress towards low security or discharge into the community. This will be guided by the SCALE Model & My Shared Care Pathway frameworks.

We aim to provide Compassionate Care by Competent staff who Communicate well and demonstrate Commitment and Courage to do the right thing to ensure the best outcomes for our service users.

Our commitment to is to provide a safe, caring, supportive, nurturing and enabling environment that is engaging and builds life skills. Our intention is to build a caring therapeutic relationship in a non-judgemental environment.

We follow the standards of a safe and enabling environment, where service users will feel a sense of belonging and have a voice to make change. Everyone will be treated with respect and dignity.

Service Users will have individualised treatment plans that will equip them to find meaning and gain control in their life. This will be through joint understanding of each individual's needs, planned opportunity and structured activities that will build confidence.

We are committed to working with families/carers and other stakeholders such as local authorities, to ensure that service users in our care are socially included, safeguarded and achieve their agreed outcomes.



Facilities

On Acacia, we are committed to caring for our service users with dignity in a safe, clean, comfortable and therapeutic environment which promotes the delivery of care in a compassionate and caring way.

Service users have their own bedroom with en-suite shower, ensuring their own personal space. Service users will be encouraged to personalise their bedroom areas. The ward has a large open lounge with a television and a DVD player, and access to a courtyard. There is a separate quiet room, with a television and DVD player, a beverage kitchen on the ward where service users can make their own drinks. Some services users will be allowed to keep TV's and DVD players in their rooms dependent on risk.

On Acacia Ward, we have a ADL kitchen for cooking.

Other facilities on the Tamarind site, accessible to service users on Acacia Ward include:

- Fully equipped OT department,
- A sports hall & Astro-Turf.
- Mirage shop.
- A Library and telephone conference facilities.
- Learning Resource (IT Suite/ education room).
- Activity/games room with computer access for service users
- GP surgery / Dentist



Your care team will be composed of the following:

Clinical Team

Different professionals will meet with you when you are admitted to Acacia. This includes psychiatrists, psychologists, social workers, occupational therapists, nurses and sometimes others. Each will look at ways to help you reach your goals and improve your health and wellbeing.

The professionals involved in your care and treatment will all meet with you regularly as a group. This is called the Clinical Team Meeting (CTM) and is to think about progress towards your goals. You can talk about what you would like to say with your named nurse before the meeting.

Named Nurse

On Acacia, you will have a named nurse to support you during admission. You can expect at least one session a week with your named nurse where you can talk about anything of concern, how you are feeling and treatment goals. All the Acacia staff will be ready to spend time with you, so if your named nurse is not available when you want to talk, there is always someone to support you. Alongside your named nurse you will have an associate named nurse & a support worker to offer further structure and support whilst you are at Acacia.



Physical Health

Service users on Acacia have access to physiotherapists, dieticians and health instructors. We have a visiting GP and dentist. If you would like an appointment, let staff know.

We can offer specialist advice and support with healthy living, weight loss, smoking cessation and exercise.



Spiritual Care Team

Spirituality is not just about religion. It is about experiencing a deep sense of meaning and purpose in life, together with a sense of belonging. On Acacia we strive to be accepting, integrating and see you as a whole person with spiritual needs. We have an inclusive, multi-faith, multi-cultural spirituality team that includes leaders from all faiths and none.

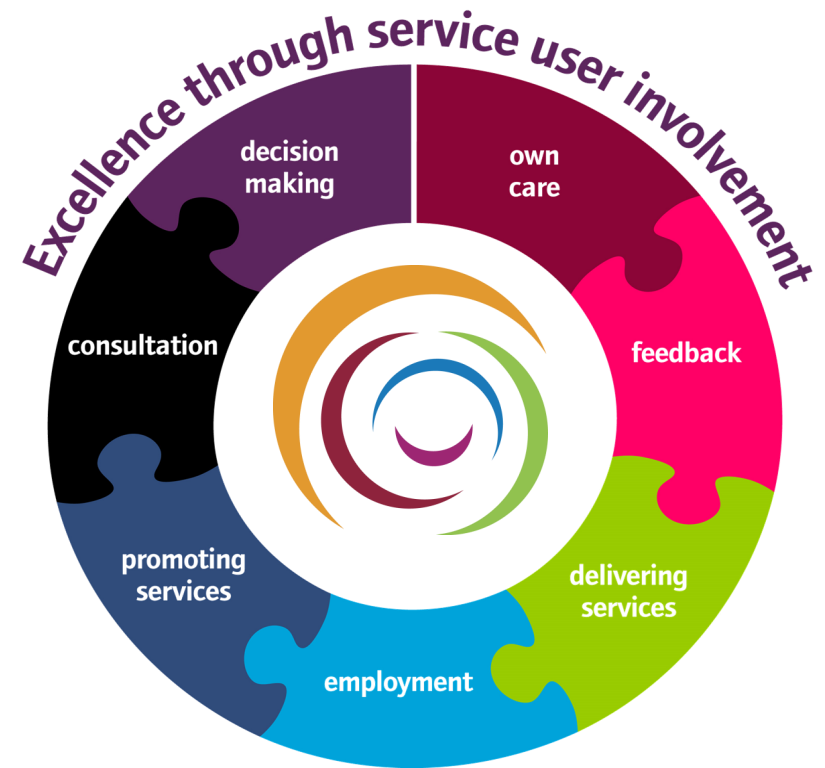




Advocacy

Sometimes it can be hard to put your point across in large meetings, or be sure you are getting the right care and treatment. An advocate is someone who will support you to put your point of view across, ask questions or even speak on your behalf. This can be during Clinical Team Meetings or at other times.

The Independent Mental Health Advocate is not employed by the hospital or the NHS. When you arrive, you will meet the advocate who will explain how they can help you.



Service User Involvement

On Acacia and the wider hospital, we ask our service users to get involved with many things to help us provide the best care. This includes meeting with hospital managers, helping with interviewing new staff, taking job roles in the hospital and in other ways too.

Service User Voice is the group that leads the way on this work. The User Voice Worker will meet you and explain the role.

Our Clear Mutual Expectations

- ♦ We will always listen to each other and be respectful
- ♦ We will also respect visitors to Acacia, the property, our environment and be mindful to clean up after ourselves.
- ♦ Anti-social behaviours such as abusive language, insulting words, play fighting, aggressive or threatening behaviours will not be tolerated. If you are feeling angry, politely ask to be left alone or walk away from the situation. But do try to provide an explanation when you feel calmer.
- ♦ Please be aware of the noise levels on the ward which may disturb others. Refrain from playing loud music.
- ♦ Everyone has a right to privacy. We will respect each other's personal space; including each other's doorways, rooms and the nursing station window.
- ♦ Acacia ward is a NO BULLY ZONE and we strictly subscribe to the principle of zero tolerance to bullying.
- ♦ There is to be no trading between service users - this is for the safety of everyone.
- ♦ Everybody should try to look after themselves, keeping themselves clean and well dressed. Staff will assist anyone who is unable to do so
- ♦ It is everyone's responsibility to maintain the tidiness of their bedroom and keeping our ward clean.
- ♦ We are all expected to contribute to the running of Acacia, all ideas are welcome and open to dialogue.
- ♦ Encourage each other to take part in structured activities.
- ♦ Staff are there to support every service user, by responding in a timely manner and help in providing a better quality of care.
- ♦ Service users are asked to please be aware that their actions while off the ward (during leave) may have an impact on their treatment plan –especially with regards to the use of drugs and alcohol or bringing back contraband



Communal area Etiquette

You need to be in communal areas, dressed appropriately at least one hour before going off the ward on any type of activity. This is to enable the nursing team to make an assessment of your health and well-being prior to leaving the unit. If the nursing team decides that it is appropriate for you to remain on the ward, then a full rationale for this decision will be provided.

It is not acceptable that you attend the mutual help meetings dressed in your night wear, please dress appropriately.

We discourage sleeping in the day area, especially lying on the sofa. There are 15 service-users on Acacia and it is unfair on others if you occupy more than one seat at a time.

Please do not make constant requests to your peers to engage in activities or chores that you are capable of doing yourself- such as making drinks/food, going to the shop or doing your laundry. If you feel that you are being pressured by others to do these things- then please speak to staff who will address this behavior.

Appropriate behaviour—i.e. no shouting, be mindful of the content of conversations, be aware living with others who are also here to get help.

Confidentiality

It is an expectation on Acacia that service users do not discuss sensitive issues regarding their care with peers. If it occurs you are encouraged to inform a member of the multi-disciplinary team who will support you in this.

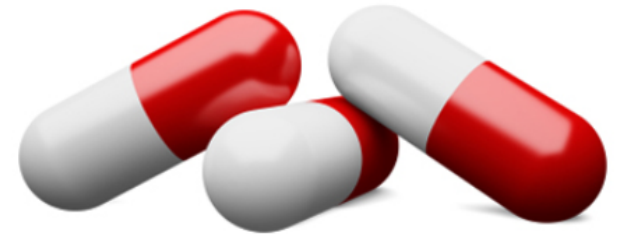


How will I know what's going on?

'Mutual Help' Meeting

There will be a meeting every morning for service users and staff to plan and organise the day, this is at 9am, Monday—Friday. Everyone is expected to attend and contribute. The aim is for you to plan how you can achieve your goals for the day and for staff to be able to support you. Things like therapy sessions, activities and leaves are discussed and there is an opportunity to book the rooms for cooking or using the laundry. Money can also be ordered from your account and any other issues discussed. There are no external shop runs facilitated for the service users, you can request to visit the on-site shop in the mutual help meeting. If you choose not to attend or communicate your needs, staff may find it difficult to facilitate your requests later in the day.





How does the day run?

Medication

As part of your care and treatment, you may take medication.

Medication is given at fixed times of the day, you will be required to attend the clinic to collect your medication.

The medication times are: 08:00, 12:00, 18:00, 22:00.

You will be expected to attend the clinic and collect your medication.

Patients have a responsibility to attend the Clinic when called for medication. Please be prompt so that the nurses can continue with their planned daily activities.

Please do not disturb the Nurses when they are dispensing medication. Remember everyone's medication is confidential. Give everyone time and space to get their own medication.

It is important you understand the role medication plays in your recovery. If you have any questions, the staff will be happy to answer these.

Meals

Meal times are protected. This means there will be no therapy, visitors or appointments during meal times.

Breakfast From 8:00

Lunch 12:00-13:00

Dinner 17:00-18:00

Supper From 9:00



All hot meals are to be consumed in the dining area, this includes toast.

We will accommodate any dietary requirements, for example halal, vegan, nut allergy. Meals will be served in the Acacia dining area or in the Garcinia Cafe.

Takeaways are limited to once a month. The first Saturday of the month.

We would politely request that you leave the dining area tidy after you have eaten your take-away food.

Due to Food Hygiene and Infection Control Policies, it is not possible for you to purchase Take away food and save it for later in the evening. All Take away foods must be consumed within two hours as per the Food and Hygiene guidelines; this is to prevent food poisoning. Any food left will be disposed of.

There is an ADL kitchen on Acacia for you to learn to bake or cook and to practice individually or in groups with staff supervision. This is dependent upon OT assessment and level of sharps clearance that you have. There is a beverage kitchen on the ward where you can make hot or cold drinks throughout the day.

Housekeeping/general ward tidiness

Both staff and service users have a shared responsibility to ensure that the unit remains tidy and presentable at all times. We ask that everyone tidy after themselves during the day and at meal times. Once a week, staff will check that your mattresses are clean and fault free. This may be a good opportunity for you to organise and tidy your bedroom.

Please also clean up after yourselves when using the kitchen. If the beverage kitchen is left in an untidy state then the Nurse in Charge may lock the kitchen and only allow supervised access.

Bedrooms

Your bedroom is your personal and private space. Service users are not allowed to enter each other's bedrooms.

When you are in bed, staff are permitted to enter or look in your rooms for observational purposes and to check your well being.

You will have a cupboard where you can lock away personal items for safety.

You are expected to keep your room tidy and change your bed sheets every week. If you are not sure about this, Acacia staff will help you learn.

Staff will need to access your bedroom regularly to mop floors and check for any damage.

No hot food is to be taken into your bedroom.

To keep Acacia as a safe environment, random room searches will take place.



Communal facilities

Telephone: There is a payphone in the day area. This is for the use of all service users. If you wish to phone your solicitor, benefits office or your social worker/ CPN you are allowed to use the unit phone. (Please speak to the nurse in charge).

Television: This is for the use of all service users. Please be mindful of the wishes of your fellow service users when using the television, politely ask if they mind changing the channel.

Laundry: There is a laundry room for you to wash your clothes. A member of staff will accompany you to the laundry room. This room remains locked at all times. Please remember to collect your clothes once they have been washed and dried so others can use the laundry. Please try to ensure that you stick to this time so that it does not cause any inconvenience for your peers when it comes to their turn to utilise the laundry facilities. Like the communal areas, it is your own responsibility to ensure that this area remains clean and tidy

Quiet rooms: this is for the use of all service users. To be used only during your free time. If you have a session or it is a meal time you must vacate the quiet room. In the quiet room we have a TV and a Xbox game console for you to use. Please be mindful of other service users and that they may also want to use this room. If issues arise from people using the quiet room outside of these rules, the NIC will take action with other members of the clinical team to assess the use of the room.

Searches

All patients returning from unescorted community leave will be searched in order to maintain procedural security. Service users returning from escorted leave do not have to be searched but may be subject to a rub down search depending on individual risk. Searches will also identify items purchased to be added to your property list.

Random room searches will be conducted to maintain safety on the ward.



Therapeutic Observations

When you are on Acacia, we need to know where you are and how you are. We will make visual checks called observations, and talk to you regularly.

When you first arrive you will initially be on Level 2 observation. This shall be reviewed continuously during your time here.

We need to do this for everyone, but different levels of observation are required depending on risks and how unwell someone is. If you want to know more about this staff who will be happy to talk to you.

E– Cigs Breaks



What can I bring with me?

Property

When you arrive on Acacia your property will need to be checked by staff. This will be done in your presence in a private room. A list will be made of your belongings, which you will have a copy of.

There is a limit to the amount of property you can keep in your bedroom. Any extra will be placed in storage. You can access the storage and swap items under staff supervision.

The following can be kept in your room unless of a specific risk to you or others means this is not appropriate.

- Clothing to fit in the provided wardrobe and shoes under the bed.

- Excess clothing can be placed in storage rooms.

15 entertainment items (DVDs, CDs, books)



Paperwork—a small bag, this must be kept tidy in your bedroom.

Some items are restricted. Please see the list of banned items for more details.

All articles of any value should be handed into staff who will record the item for safe-keeping into General Office. Any valuables kept on the ward/in your room are your own responsibility and are kept at your own risk. This includes DVD's and CD's.

Sharps Access...

There are certain times you can access your sharps throughout the day. Please check with Nurse in Charge if you are unsure what items are classed as Sharps. You will have an individual locker which will store your sharp items in, you are only to have a maximum of 10 items in your sharps box and these will be checked daily by the designated sharps nurse on the ward.

Money...

You will have the opportunity to order money in the **Mutual Help Meetings** everyday at **09:00**. You are strongly encouraged to attend this meeting.

If you require money, please make the request on the 'pink sheet' This is forwarded to General Office in the morning on a daily basis. The money will return on the same day. If you have a morning community leave planned, please make sure you have ordered enough money the day before- so that you are not waiting around for your funds to arrive from General Office. Service users are allowed to withdraw a maximum of **£150 per week**, any excess you will need to request via your CTM. You can order a maximum of £50 at one time.



Trading...

Trading between patients or between patients and staff is not allowed on Acacia.

Trading includes activities such as buying goods for each other, exchanging goods or giving each other money without prior approval of your clinical team are not allowed.

Having visitors

All visitors need to be approved through your fortnightly Clinical Team Meeting (CTM). Once approved, friends and family need to book visits 48 hours + in advance. More choice is available if you book a week in advance prior to community leave planning.

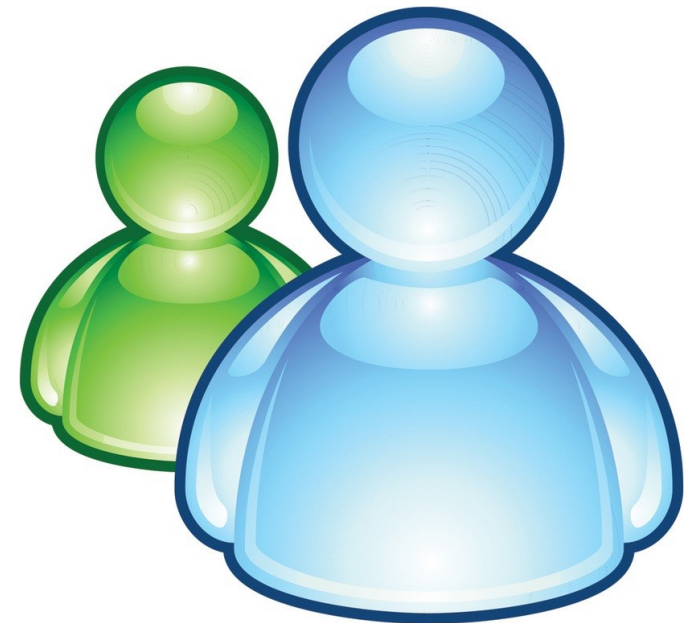
For booking of visits, your visitor will need to call the ward with the date and time of their intended visit and the staff can then make arrangements accordingly. Staff will schedule an hour slot for your visit. Visitors under the age of 18 will need to be approved through a special process. A social worker will talk to you about this and these visits will consist of 2 staff being present.

A maximum of three visitors are permitted per visit.

We will **not** be able to accommodate visits when CTM is taking place.

Visits can be cancelled at any time if there are concerns regarding risk.

Please also be aware that Service user's will be observed by staff throughout the visit.



Comments and complaints

We are always keen to hear your opinion on things we do well or need to improve. There are many ways of doing this:

Mutual Help Meetings

Talking to the advocate or service user voice worker

Filling out and posting a complaints form

Speaking to your named nurse team

Contacting the Patient Advice Liaison Service (PALs) on 0800 953 0045

WE LOOK FORWARD TO WORKING WITH YOU ON ACACIA.

