

# Welcome to Hibiscus Ward



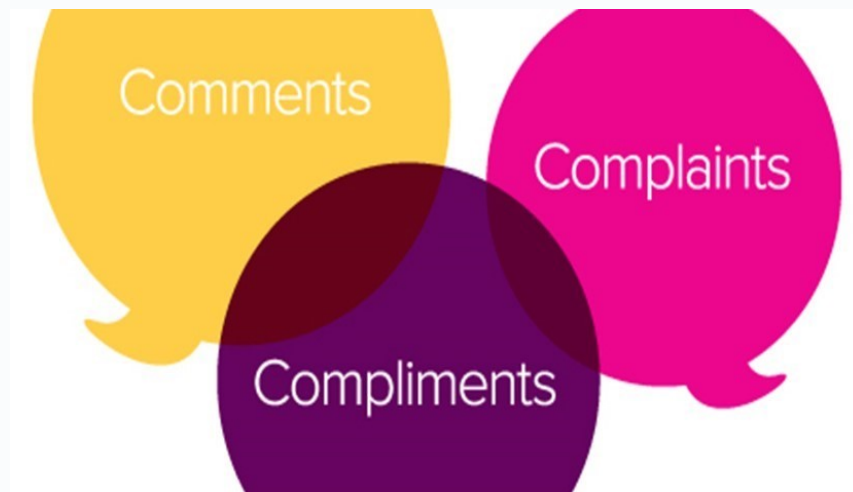
Tamarind Centre,  
Yardley Green Road,  
Bordesley Green,  
Birmingham,  
B9 5PU.

Ward number 0121 301 0585  
Receptions number 0121 301 0500



During your stay on the ward, you can expect the following:

- The staff will treat with you and your family/carers/visitors with respect and courtesy.
- We will respect your faith and cultural preferences and try to meet them as much as we can.
- We will respect your right to privacy and dignity.
- We will involve you as much as we possibly can in decisions about your care and treatment and keep you fully informed on any developments that affect you.
- We will listen to your views and concerns. Any questions, comments or complaints you may have to be attended to in a timely and sensitive way.
- The staff will promote recovery and work with you in an individualised manner. or a staff member to be available if you are distressed or need to talk.
- The staff also expect to be able to work in a safe environment.
- There is a Zero Tolerance policy regarding violence and aggression towards staff members. The Trust will not tolerate any form of violence to staff or damage to hospital property in any form. Staff and the Trust have the right to seek prosecution of any offender.
- The Birmingham and Solihull Mental Health Foundation Trust protects its staff from violence, abuse and illegal acts.
- Staff will not discuss private information about you to another patient or anyone outside of the care environment, unless there is a duty to do so by law.



Feedback about our services from people who have direct experience of them is an important way for us to make sure that we continually improve our practice. It is also a valuable opportunity for us to identify where services have not met expectations, and to put this right.

If you would like to make any general comments or share an idea you have had to improve our service, please complete a form (available for nursing office) and send it to our complaints department. You may also wish to send a copy to the Ward Manager, your see me worker or IMHA can also assist with complaints.

If you are unhappy with any aspect of the care or service you receive, please do not hesitate to approach any member of staff on the ward or ask to speak with the nurse in charge. We will do our very best to resolve your issue as soon as we practically can.

We also hold daily Community meetings on the ward at 09:15 where you can air your views and make suggestions for our service.

The Patient Advice and Liaison Service (PALS) is not part of the formal complaints procedure, but offers help, advice, support and information. You can ask any member of staff to arrange for you to see our local PALS link staff or you can write to PALS.



## About Us

Hibiscus ward is a rehabilitation unit at the Tamarind Centre.

- There are 12 beds on the unit. There will be 5 staff on shift during the day and a 4 staff at night. This number may increase/decrease at times.
- The nursing staff are on duty 24 hours a day, 7 days a week.
- You will be allocated to a 'nurse team' on your stay here.
- This will consist of your Keyworker, Co-worker and Support Worker. They will have 1:1 sessions with you weekly, help to draw up your care plans and write reports for Tribunals etc however you can speak to any of us at any time.
- There is a Domestic and Housekeeper on Hibiscus ward; they help keep the ward clean and will ask you for consent to clean your bedroom.

There are 3 medical staff who look after people on Hibiscus ward;

- A consultant,
- Specialist registrar
- Junior Doctor.

They are usually available Monday - Friday, 9am—5pm. There is also a 'duty doctor' who can be contacted out of hours but this will not be someone from your own team.

There is one Occupational Therapist, a Pharmacist and a Social Worker who will be available Monday Friday 9am—5pm.

Nearly all of the people mentioned will be present during your CTM, your CTM date will vary depending on your consultant.

Length of stay on the ward can vary. This will be individually decided and you will be supported by the staff for as long as required you are advised to discuss this during your CTM if you are unsure.

## E-cigarettes/Smoking

*09:00 – 9:15*

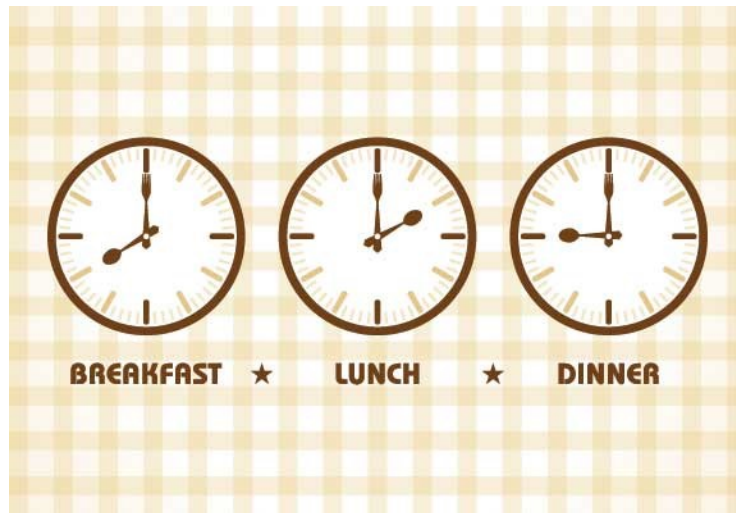
*12:45 – 13:00*

*15:00 – 15:15*

*17:45 – 18:00*

*21:30 – 21:45*

- You will have a personalised locker for your e-cigarettes which is kept near the courtyard door, only staff have access to this and this will be locked at all times
- Staff encourage patients to try their e-cigarette with staff witnessing, occasionally e-cigarettes can be faulty. Staff will not sign the ‘faulty e-cig form’ unless they witness it is not working straight away.
- Smoking happens in the ward courtyard ONLY, unless you are instructed otherwise by the staff. Smoking e-cigarettes is not allowed on the ward, e—cigarettes are also not allowed in your bedroom.
- At least one staff member will observe the smoke break at all times.
- You are not allowed to swap/trade/sell e-cigs from others and they must be brought by the hospital shop only.
- If you wish to quit nursing staff can provide smoking cessation and provide you with Nicotine replacement such as lozenges, micro tabs, inhalators and patches these however must be prescribed by a doctor first.
- Any e-cigs that have been shared with other peers will be disposed of immediately by staff due to infection control.



Break fast 08:00 – 08:45, 09:30-10:00.

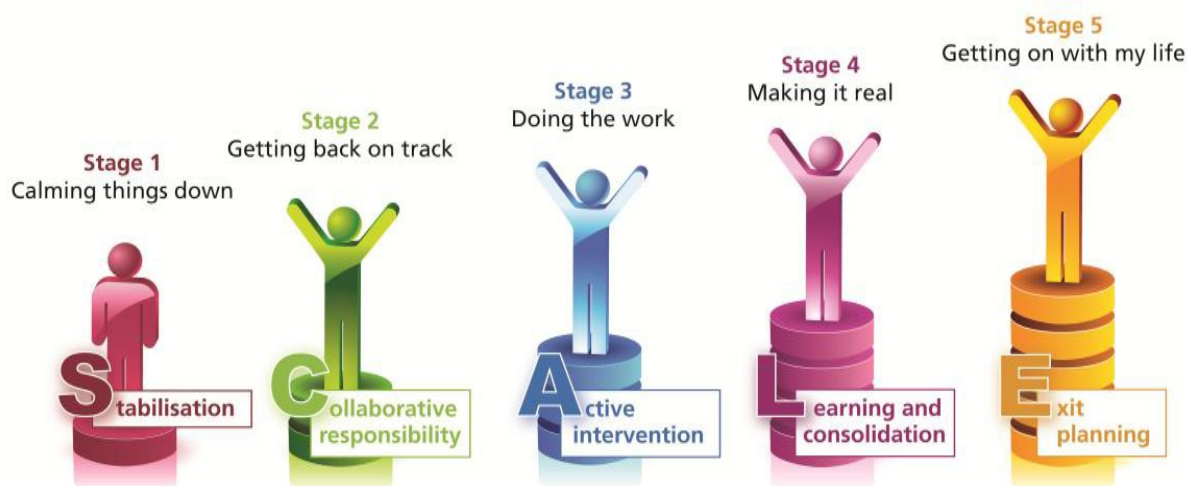
Lunch 12:00 – 13:00

Dinner 17:00 – 18:00

Supper 20:30 – 21:00

- Meals are eaten on the ward, in the dining room.
- The kitchen will meet your dietary requirements.
- All food should be eaten in the dining room.
- Regarding supper, patients can choose from cereal, toast, fruit and yogurts, in sensible quantities.
- If there is any exception to the above then this will be care planned individually with the agreement of the clinical team.
- If a patient is hungry snacks, bread fruit is available at any-time if patient is hungry do not restrict unless there is a
- care plan from MDT





On admission to a secure service, you often begin a journey in which moving from feeling in crisis and/or in conflict with their care team to a position of joint working on agreed goals. This requirement has led to the development of the SCALE model as a way of capturing the essence of the internal (psychological) journey that each person needs to complete in order to have a successful and rewarding recovery.

### **Stabilisation: Calming things down**

Service users admitted to secure services can be in crisis and many feel uncertain about their future. This can result in service users being unable to take full control of their mental health and wellbeing. At this stage secure services will ensure the safety of all service users and support them in regaining control of their life.

### **Collaborative responsibility: Getting back on track**

At this stage services users are assisted in developing a joint understanding of where they are in their lives, where they want and can go, and how to get there. These conversations are tailored to each individual with the aim of developing a joint understanding. The work also enables each service user to get to know their clinical team and how they can access help and support.

### **Active interventions: Doing the work**

By this stage each service user has an agreed treatment plan which supports them in actively completing the necessary work to achieve their goals. The pace of the work is matched to the capabilities of each service user. The hard work is acknowledged via the care programme approach (CPA) and where applicable via reports to the Ministry of Justice and Mental Health Act tribunals.

### **Learning and consolidation: Making it real**

Each service user demonstrates their progress by developing a safe lifestyle, which includes increasing freedoms and autonomy. This stage focuses on service users making personal choices in terms of their values, interests and preferences.

### **Exit planning: Getting on with life**

This stage focuses on the transition between hospital and community life. This is a time of increasing opportunity for service users to develop a safe life outside of hospital, whilst acknowledging restrictions that may be imposed by the Ministry of Justice.



## **Clinical Team Meetings (CTM)**

Clinical team meetings (CTMs) happen one different days for different consultants.

Dr Ahmed – Every Monday afternoon

Dr Memon – Every Tuesday morning

Dr Swarup – Every Tuesday morning

Dr Puri – Every Friday morning.

They are held off the ward a staff member will collect you from the ward when you are due to be seen. CTM is your opportunity to discuss your care and ask questions or concerns you may have, to request leave or other items.

If you wish a family member to attend then they will need to be invited by the Secretary (who will be present in the meeting). Advocates may also attend CTM with you if you request this. The CTM is attended by all the professionals who are involved in delivering care for you as well as yourself.



## **Phone Calls**

There is a payphone in the dining room for you to use so that you can call your friends and relatives. Unless you are currently not in receipt of any money from family or benefits, or you have just arrived and are awaiting on money to be transferred, you are expected to make calls using your own money.

Patients friends, family or solicitors may ring the ward requesting to speak to you. In this case calls can be transferred through to the payphone in the dining area. If you wish to speak to somebody in private.

These must be put through by staff into the interview room where there is also a pay phone.

## **Drug Screening**

Everybody on Hibiscus ward will be asked to provide random urine samples for drug testing, these are allocated randomly however you may be asked to complete one if there are any concerns.

Section 17 leave and courtyard leave may be suspended until reviewed by the clinical team if you refuse.

If you feel you have a drug problem or are “craving” drugs please speak to a staff member, or the substance use team at the Tamarind centre. We can refer you to our substance use team.

## **Searches**

Room searches will be conducted up to every fortnight, this is to ensure the safety of yourself and others and keep the ward safe, You will be asked for consent and are able to witness the search. Staff will also be respectful of your items.

# Onsite Visits

You may be visited by relatives/friends. For you to have a visit the person must be approved by the clinical team and booked in as per hospital policy. Your approved visitors will be documented on your care plan.

Visits on Hibiscus ward are carried out in the visiting rooms in reception and last for one hour.

Visits can be cancelled at any time if there are any concerns regarding risk. Some visits may be 'non-contact' but this will be made clear prior to the visit occurring.

Visit can either be supervised inside the room the amount of staff will be told to you in your CTM and care planned, or visits can be observed from outside the room by a staff member.

Visit with individuals under 18 will be supervised by an extra staff member.

Property that is brought in by family must be searched prior to the visit by the Security staff. Any items presenting as a concern will be removed at that time for correct storage/disposal. Visitors have to abide by a contraband list. If you have any concerns please raise with staff.

Professional visits can be carried out in the interview room on the ward. It is dependent on the professional as to whether staff will be required to sit in. Staff do not sit in on solicitor visits however may stand outside if there is risk present.

You are allowed up to 2 visit per week this is to allow others to have the opportunity to have them also. We advise your relative book them in advance to avoid the rooms being booked. We require at least 24 hours notice.

## **Visiting slots**

Visiting is now on a first come first served basis . The reception team will confirm the availability of the room. Please make sure that we have up to date contact details for patients family and that the visitor is approved on RIO . Please do form promptly

### **PROPERTY ROOM**

Available at the weekend for patients to check property

Swapping clothes , toiletries can be done anytime as long as staff are available

Items in the room must be in line with the property list and should be adhered to so when searches are done they don't take too long . Extra property should be sent back home or disposed off Overflow is one plastic container per person .



Courtyard leave/internal will need to be approved in your CTM. You may have escorted internal leave, unescorted internal leave, or internal leave for a certain amount of time per day.

Courtyard leave includes Gym, Shop, leave to group sports activities on the Astroturf, Music Room, Education and Multi-faith room.

All external leave will need to be approved in CTM, and sometimes the Ministry of Justice depending on your section if this is the case your consultant will need to apply for this.

Leave is granted on an individualised basis and is care planned to the individuals needs, a prescription on your online notes is created and needs to be signed by your consultant, staff check the prescriptions on Wednesday nights to try and ensure they are all valid and in date for you.

You must also attend the mutual understanding meeting in the morning at 9am on the days you wish to utilise leave.

You must spend an hour in the day area before you leave ward for any community leave

### Some general Expectations and Rules

We will listen to each other and be respectful

We will be mindful to try to keep light and noise to a minimum at night time

We will all respect and show care towards our environment. We will be mindful to clean up after ourselves when we make a mess

We will respect each other's property. Nobody should take anything that does not belong to them

Verbal abuse, threats, racist or homophobic comments, bullying and violence have no place on our ward

Others should take consideration of volume levels of music and televisions that is being played in bedrooms

Staff will attempt to respond to patient requests in a timely manner. Service users are asked to be patient whilst staff deal with their requests

Service users will respect each other's right to privacy and confidentiality by allowing others space when they are discussing their care with staff

**Any other questions  
please speak  
to a member of staff**