

CEDAR WARD SERVICE USER WELCOME INFORMATION



**CEDAR WARD
TAMARIND CENTRE
165 YARDLEY GREEN ROAD
BIRMINGHAM
TEL: 0121 301 0678/0675
WARD MANAGER: NATALIE TOOLAN**

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ABOUT CEDAR WARD

Cedar Ward is a 15-bedded, male Enhanced Rehabilitation Ward located within the Tamarind Centre.

Care and treatment on Cedar Ward is provided by a highly skilled and dedicated multi-disciplinary team, which includes Doctors, Nurses, Healthcare Assistants, OTs, Psychologists, Pharmacists and Social Workers.

Our aim on Cedar is to work collaboratively with you to enable you to progress in your journey to recovery.

We are committed to providing a safe, caring, supportive, nurturing and enabling environment.

All service users will have individualised treatment plans, which you will be involved in through working with your named nursing and clinical team.

Ward Mutual Expectations



Cedar Mutual Expectations

1. Ward staff will act professional at all times in the presence of colleagues, service users, carers and all other professionals on the ward.
2. Everybody will show compassion and concern for each other, particularly in times of crisis or hardship.
3. Everybody will show understanding to respect one another's differences. Differences are unique and should be respected.
4. Everybody will compromise with each other at the right time.
5. Everybody will be fair with each other. Staff will endeavour to ensure everybody gets the same service and service users are fair with one another.
6. Everybody will be honest with each other. Staff will be clear in what they are trying to achieve for our service users.
7. We shall all not stereo type others. Staff and service users will not pre- judge or use patient differences to offend or discriminate.
8. Staff will communicate clearly with service users and keep patients up to date.
9. Staff will ensure that all procedures are carried out as rapidly as possible.
10. Violence and aggression from service users will not be tolerated. Service users will be given 1:1 time with staff so that thoughts, feelings and emotions can be expressed in a safe way.
11. Staff and service users will have a positive attitude towards each other and make every contact with each other 'count'.
12. Staff will be open to hear the suggestions and ideas of service users and have the willingness to change where appropriate.

*'Cedar MUTUAL EXPECTATIONS' was created in partnership with Cedar service users, Cedar ward staff, User Voice, independent mental health advocacy and PALS**

 **compassionate**  **inclusive**  **committed**

Ward Facilities

Each bedroom has their own en-suite shower.

There is also a large shared bathroom on the ward, should you wish to use the bath ward staff will be able to open this for you.



The laundry room is located just off the ward.

There is a washing machine, tumble dryer and iron for your use. There is a timetable for laundry slots to ensure everyone has a chance to complete their laundry. This is displayed on the ward. If you speak to ward staff they can show you when your slots are. Laundry powder is provided however if you wish to purchase your own you can do so.

The Beverage Kitchen is available for you to make your own hot drinks. Tea, Coffee, Sugar & Milk will be provided on the ward. If these need replenishing ask ward staff. A cold water machine is located in the dining area for cold drink and squash will also be provided.



Therapeutic Observations

When you are on Cedar Ward the nursing team will need to know where you are and how you are. In order to do this staff will make visual checks which are called 'Observations' and talk to you regularly to check in with you. This will be recorded on an online system so you will see staff documenting this on a small computer tablet devices.

There are different levels of observations which will determine how often staff check on you. For example this may be every 15 minutes, 30 minutes or once per hour.

The level of observations you are on will be discussed with you and your clinical team and will depend on various factors including risk, mental health, and physical health factors.

If you have any concerns or questions regarding this, this is something you can discuss with your nursing team.



Ward Routine

Mutual Help Community Meetings

Monday—Friday 09:15 –09:30

This meeting is to discuss and plan daily activities, order money, discuss housekeeping issues, communicate any messages or feedback from other meetings and from the staff team. You can also inform the staff member conducting the meeting if you wish to go to the hospital shop that day so escorting staff can be arranged.



On **Wednesdays** the Mutual Help Community Meeting is an extended meeting, allowing more time for ward issues to be discussed. The Ward Manager and members of the clinical team will be encouraged to attend on Wednesdays also.



Medication

Medication Rounds will take place at
8am, 12pm, 2pm, 6pm & 10pm

You will be expected to attend the clinic hatch to receive your medication.

You are asked not to disturb the nurses completing the medication round at these times.

Hospital Shop

Cedar's slot to the hospital shop is **10:30 Monday—
Wednesday—Friday**

You can purchase snacks, drinks, toiletries, greetings cards, stamps and E-Cigarettes from the shop.

Staff will escort you to the shop.



Meal Times

Meal times on the ward are classed as protected times, this means no other activity can take place at this time.

All meals will be served at the hatch and must be eaten in the dining area, not taken to bedrooms.

You will be asked to order your meals a week at a time, staff can support you with this.



All dietary requirements will be catered for, please inform staff of any requirements you may have so they can discuss this with the kitchen.

Breakfast— 8am—8:30 am

Lunch— 12pm—1pm

Dinner—5pm— 6pm

Supper—8:30pm—9:30pm

Outside of meal times fruit will be available on the ward for you to have as a snack.

Additional Snacks can be purchased from the hospital shop. You are permitted to keep a small amount of these in your bedroom in the provided plastic snack boxes. Any additional food items will need to be stored in the ADL Kitchen where you may also put drinks in the fridge if you wish.

Takeaways can be purchased once per month, Cedar ward will have a Saturday per month when it is our turn. Menus for local takeaways are available on the wards.

Please ask staff for more details.

E-Cigarettes

Tamarind is a smoke-free site however service users are able to use e-cigarettes . Only e-cigarettes purchased from the hospital shop may be used.

These are stored in individual service user lockers., located in the day area of the ward.

Each patient has their own individual locker and key.

Service users are not permitted to keep e-cigarettes on their person or in bedrooms.

Service users may take these out on leave however they must be returned to the nursing office on return to the ward.

Service users can access the e-cigarettes at any times other than during protected mealtimes and between the hours of 12am and 6am.



Property

When you arrive on Cedar your property will need to be checked by staff in front of you and a list of your property will be made.

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

The following can be kept in your bedroom unless of a specific risk to you or others meaning it is not appropriate.

Clothing—to fit in provided wardrobe and shoes under the bed

15 entertainment items (such as CDs, DVDs, Books)

Paperwork—a small amount which must be kept tidy

Television/DVD player/Games Console—if approved at CTM

Any items of high value that you wish to keep in your bedroom will be your own responsibility. You will be provided with a key for the lockable cupboard next to the bed. However, for safe keeping you will be encouraged to keep such items in General Office.

See list of restricted/not permitted items over the page.



Tamarind Contraband List



Birmingham and Solihull Mental Health NHS Foundation Trust



Contraband Items for Service User (Patients), Carers (Relatives) and Visitors

The following items are completely **BANNED** from being brought into the clinic:

- All computer-equipment/ storage devices. This includes hand held computers, laptops and personal organisers
- Mobile phones & Sim cards
- Pirated DVD's/CD's
- Cameras/visual recording devices
- Laser pens / laser rings or any other laser device
- Pornographic material (FCAMHS)
- Explosives
- Petrol
- Firearms/imitation
- Weapons subject to risk assessment by security/clinic staff
- Alcohol
- Black/Illegal Drugs categories A B C (including Khat)
- All types of needle
- Matches/fire lighters
- Blue tack/equivalent
- Lanyards
- Pot Noodles or similar foil fided products
- Chewing gum
- Cans of pop including energy drinks Red Bull/equivalent
- Hair Dye (FCAMHS)
- Hair Removal Creams (FCAMHS)
- Tobacco/cigarette products (FCAMHS)
- Lighter and lighter fuels (FCAMHS)
- Games Console, except those on restricted items section
- MP3 players with voice recording
- Personal treading/cutlains
- 18 certificate films (FCAMHS)
- Aerosols (FCAMHS)

The following items are restricted:

- Prescribed or un-prescribed medication, paracetamol, aromatherapy oils, vitamin tablets etc.
- Pornographic material (Women's)
- All toiletries and perfumes/aftershave (refer to property list)
- Razors
- Lighters and lighter fuel (Secure & Complex Care)
- All Solvents (glue, butane gas, nail polish & remover)
- Canned or dried foods
- Glass bottles
- Crockery and cutlery
- Drink items must be in factory sealed plastic containers
- Cling film/tin foil
- High heeled shoes
- Scissors
- Sewing/knitting equipment
- Stringed musical instruments
- Nail clippers
- Hair clippers
- 2 litre pop bottles
- Wooden or metal coat hangers
- Films of an explicit sexual nature/humor films (FCAMHS)
- Aerosols (Women's)
- Bank cards and books

Note:

- Xbox – 1st generation/360 only subject to regular checks to ensure machine has not been chipped or modified.
- Play Station 1 or 2
- Wii consoles must have parental control switched on.

Restrictions relating to items of food- Hot Food or Food items that need re-heating must not be brought into the Clinic. In the interest of food safety hot food or food which has previously been heated is not permitted to be brought in for Service Users by visitors/carers (as per Birmingham and Solihull Mental Health Policy R&S 17 Food Hygiene Policy)

Patients will be searched when entering this building at all times. 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 liaison staff. Refusal to comply with searching procedures may lead to a visit being cancelled.

Andersleigh staff reserve the right to prevent any person or item from entering the premises. (Revised Nov 2011)

Chair: Sue Davis, CBE

Chief executive: Sue Turner

PALS Patient Advice and Liaison Service Customer Care (Monday to Friday 9am to 5pm)

0300 333 0045

Text: 07263 333 303

Email: pals@barnhfl.nhs.uk

Website: www.barnhfl.nhs.uk



getting better together

Sharps Access

Some of your property that is not permitted to be kept in your bedroom will be stored in your “Sharps”.

This includes razors, electrical shavers, aerosols, aftershaves, scissors, additional CDs/DVDs etc.

You can have access to the property in your “Sharps” between 6am to 11pm.

Access to some sharps items may need to be supervised, this will be discussed in your CTM.

At each point a ward staff member will be allocated to be in charge of sharps, they will have the keys to access the ‘Sharps’ lockers, located in the laundry room and will be able to support you to access these belongings accordingly.



Housekeeping

Everyone on the ward has a shared responsibility to ensure that the ward remains tidy at all times.

We ask that everyone tidies up after themselves and is mindful to keep communal ward spaces such as the beverage kitchen clean after use.

Changing Bed Linen and Mattress Checks will be completed on a **Monday afternoon**.

The ward does have housekeeping staff who will clean bedrooms once per week however you will be required to ensure all of your belongings are off the floor so that this can be mopped and that all rubbish is in the waste bins provided.



Money

Whilst at Tamarind Centre all money and bank cards will be stored in General Office. Staff can support you to have money transferred in to this account or set up benefits to be paid into your General Office account.

You may request money each week day morning as part of the Ward Community Meeting. When this arrives on the ward you will be asked to sign a 'Green Sheet' to confirm you have received this.



You are permitted to order a maximum maximum of £100 per week. A maximum of £50 can be kept on your person at any one time. If you wish to order more than £100 this needs to be agreed at CTM and general office will require 3 days notice to process.

If you require change for the payphone, this can also be requested.

Bank statements for your General Office account can be requested each Thursday.

If you wish to have access to your bank card or feel you need additional

Ward Activities

The ward has a large open lounge area with Television, DVD player, Pool Table, Table Tennis and Table Football. Another television is available to use in the quiet lounge. The ward has a collection of DVDs that you can borrow to watch.

The ward activity room has various resources that can be used including board games, cards, art & craft supplies and a karaoke machine.

A treadmill is located in the room at the bottom of the ward corridor.

There is a computer on the ward that can be used to access the internet for browsing, emails or online shopping etc.

There is access to two courtyards on the ward. There are outdoor activities you can use including footballs, basket balls, Skittles and Bicycles. The large ward courtyard also has some outdoor gym equipment you can use. The smaller courtyard is also used for some gardening that you can get involved in.

The ADL kitchen on the ward can be used for cooking and baking sessions.

Speak to ward staff about anything you may be interested in.



Tamarind Facilities & OT

Off the ward there are plenty more facilities that you will be able to have access to team including;

- ◆ Sports Hall
 - ◆ Gym
 - ◆ Astro-Turf
 - ◆ Hospital Garden
- ◆ Poly Tunnels & Horticulture Area
 - ◆ Woodwork Workshop
 - ◆ Education Room
 - ◆ IT Suite
 - ◆ Fully Equipped Kitchen
 - ◆ Library
 - ◆ Art Room
 - ◆ Music Room



If you are interested in any of the above or have any other hobbies & activities that you would be interested in please speak to ward staff or a member of the OT team who will attempt to support you in meeting your needs.

Your Clinical Team

The team of professionals involved in your care whilst on Cedar Ward are;

Dr Furtado— Responsible Clinician

Dr Knight— Associate Specialist Psychiatrist

Natalie Toolan— Ward Manager

Occupational Therapist— Amaan Halim

Psychologist & Assistant Psychologists

Heather Kelcey— Pharmacist

Donna Smedley—Social Worker

You will meet with your clinical team as
a minimum of every 3 weeks at your
Clinical Team Meeting [CTM] on Mon-
day afternoons from 1pm.



You will also have a named nursing team. Your allocated Key Workers will be displayed on the notice board in your bedroom. If you are not aware of who this is please speak to the ward staff. Your named nurse will meet with you as a minimum once per week where you can discuss how you are feeling, your progress or any concerns.

Physical Health



Your physical health is important and we have various ways in which you can be supported to maintain your physical health.

Every Saturday a “Well Man” clinic will be run on the ward which will involve your physical observations such as blood pressure, pulse, temperature, weight etc. being taken and recorded.

If you feel unwell at any time speak to a member of the nursing team who will complete some physical observations and will be able to contact a Doctor for you, if needed.

Whilst on Cedar you will have access to various other professionals who can support your physical health including; a Physiotherapist, Dietician, Podiatrist, Health Instructors, GP, Dentist and Optician. If you would like an appointment please speak to ward staff who can make a referral on your behalf.

Family & Friends

Whilst on Cedar there are a number of ways that you can keep on touch with family and friends.

Ward Payphones—You can use the ward phones to make calls. You can also give the ward telephone number **[0121 301 0678 or 0675]** to your family & friends for them to telephone the ward and calls will be transferred to the phone for you.

Video Calls—There is a ward mobile telephone available which can facilitate video calls via ‘Whatsapp’. Ask staff for more information about this.

Mobile Telephones—Service users are permitted to have a mobile telephone whilst on the ward. This is only permitted to be a hospital approved mobile phone and will need to be assessed on an individual basis. If you are interested in this you will need to discuss this at your CTM.

Visits—Family & Friends will need to be approved as a visitor. You can request this at your CTM and provide the clinical team with contact details of who you wish to visit. Visitors under the age of 18 years will need to be approved through a special process, the team social worker will be able to support you with this.

Visiting

Once approved to visit, all visitors will need to contact the ward to book a visit, as there are time slots and a form will need to be completed by ward staff.

All visits will take place in the visiting suite near to Reception.

Visits will be supervised by staff.

All visits are for 1 hour.

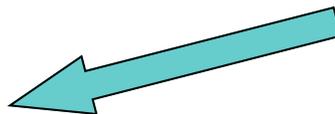
A maximum of 3 visitors are permitted per visit.

Visitors are permitted to bring in food, snacks and belongings for you. However please refer to the contraband list for items that are not permitted in the building.

Hot food (take away or home cooked food) can be brought in for you however this will need to be eaten during the visit and is not permitted to be taken back to the ward.



This is an image of one of the visiting rooms located near Reception.



Spiritual Care Team

Spirituality is not just about religion. It is about experiencing a sense of meaning and purpose in life and can mean different things to different people.

There is an inclusive, multi-faith, multi-cultural spirituality team that includes leaders from all faiths that you can have access to and meet with should you need to.

Your spiritual care needs are something that can be discussed with your named nursing team who will be able to support you in meeting these needs.



Comments & Complaints

On Cedar we are keen to hear your opinion on things that are going well or areas that need improvement.

There are a number of ways of you doing this;

- ◆ Discussing any issues in Ward Community Meetings
- ◆ Raising issues with the Nurse in Charge or Ward Management Team
 - ◆ Talking to an Advocate or See Me Worker
 - ◆ Filing out and posting a Complaints form
- ◆ Contacting the Patient Liaison Service (PALs)

If you require support with any of this please speak to a member of the ward team who can direct you with this.

