

There is a mental health legislation team that will be able to support you if you wish to appeal against your detention. Your key-worker will also inform you of your rights under the mental health act on a regular basis.

There is a Compliments, complains and suggestions box is just outside the main ward.

PALS

How the Customer Relations Complaints/PALS service can support you - If you have a question or query regarding a service, or need to know who to speak to about an issue, please feel free to contact PALS for advice.

How to contact the Complaints/Pals service - Customer Relations contact details: Call: 0800 953 0045. Email: [bsmhft.customerrelations@nhs.net](mailto:bsmhft.customerrelations@nhs.net)

# Sycamore Ward



# Welcome Pack

# What are we?

Sycamore has 8 Bedrooms in total, We are called an ICU ward, this is where Service Users often start their Journey with us. Tamarind also has several other different wards including acute and rehab wards. This leaflet is designed to provide general information about the ward. Please speak to one of the Nursing Staff if there is anything you are unsure of.

## Clinical Team

Whilst on the ward you have a clinical team made up of a Consultant psychiatrist (Known sometimes as an RC—Responsible Clinician), Team Doctors, Psychologist, Occupational Therapist, Pharmacist, Advanced Nurse Practitioner, Activity Worker, Qualified Mental Health Nurses and Health Care Assistants, you may also see other professionals from time to time.

Every Monday at 1pm onwards there is a CTM (Clinical Team Meeting) where you can speak to your whole team and make any requests.

Every Thursday at 2pm there is the a “Mutual Help Meeting” which is your opportunity to discuss how things are going on the ward and any suggestions you have.

## Ward Phone Number

0121 301 0554

# Psychology Groups



## Coffee and Culture

Every Monday at 11am we all meet for a catch-up with coffee (or tea!). It is a space where we can talk about our week, what is going on around the ward and hospital, and in the wider world.

Each week we focus on a different country or culture from around the world. We learn different facts about the country, share our own knowledge and experiences and have a fun quiz at the end.



## Psychological Well-being Group

Every Wednesday at 2Pm we hold a group which focuses on psychological well-being.

Each week we have a different activity that promotes all types of well-being (physical, emotional, mental). Here is just a small selection of what we do:

### Origami



???



### Understanding emotions



### Tai Chi

### Meditation



### My Life Story

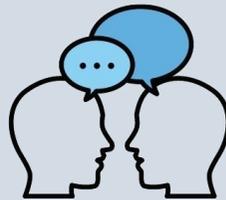
# Psychology

## Who are we?

The current team consists of a qualified Clinical Psychologist (3 days per week) and an Assistant Psychologist (2.5 days per week)

## What do we do?

We offer talking therapies which are designed to help people in coping with distressing thoughts, feelings and memories.



## How will this help me?

Talking therapies are designed to help people in various ways. This might include:

- Managing strong and changeable emotions
- Reducing distress from past events
- Discussing unusual experiences
- Talking about court cases/ being in hospital
- Helping to manage risk



## What do I need to do?

We offer our services to everyone on Sycamore. This might be individual sessions or group sessions (see next page), supporting your keyworker, speaking to you in the clinical team meeting.

We are often the ward, so if you ever want to meet or have something on your mind we can offer you time to talk.

Birmingham & Solihull Mental Health NHS Foundation Trust is a non smoking hospital.

To support those who previously smoked we offer a range of nicotine replacement therapies, please speak to staff about this.

You can also purchase E-Cigarettes from the Tamarind shop at £3.10 each. E-Cigs brought elsewhere are not permitted.

E-Cigarettes can be used at set times on the ward



There are 5 ecig breaks throughout the day, morning, lunchtime, mid afternoon, evening and suppertime.

# Advocacy

There are advocates available to you whilst your are in hospital there are our own in house advocates called "See Me Service User Engagement Workers". There are also independent advocates who work outside the trust who can come to see if you wish. You can call yourself or staff can refer you. More information & telephone numbers are available on the ward.

See me workers: [Office \(0121\) 301-0808](tel:01213010808)

# Leave

Leave off the ward enables you to participate in activities within the Tamarind such as Gym, Visiting the shop and Library or just a leisurely walk around the hospital grounds. We have daily garden slots to enjoy some fresh air

At first you may not be granted leave from the ward, however when you do it will be granted initially as 2:1, meaning 2 staff will accompany you, it may also then be reduced to 1:1 meaning only 1 staff will accompany you. Eventually you may be given group leave  
You are requested to be up for 30minutes in day area before any ac-

# Meal Times

**Breakfast 08:00-10:00•Lunch 12:00-12:30•Dinner 17:00-17:30**

**•Supper 20:30-22:00**

**Take away once per month**

**You are welcome to purchase/ have brought in none perishable foods which can be stored in the kitchen and accessed 24 hours per day**

# Payphones

Friends and family can ring the ward to speak to you between the hours of 6am and midnight. Staff will put all calls through to the payphone.

The payphone accepts most coins– you can request change from general office

There is a private payphone available on request

Staff will put calls through to professional agencies such as your solicitor, police, advocacy, bank, Department work and pensions etc.....

# Other Things To Know

- Staff at times may search your bedroom or you may be asked to provide a urine sample for drug screen. Please do not be offended by this– this is done to ensure you, your fellow peers and staff are all kept safe
- You may hear alarms at times– please don't worry about these!
- The fire alarm is tested Wednesdays at Tamarind– please follow staff guidance in the event of a real fire alarm.
- You will be asked to fill out a menu sheet daily. Please do this otherwise staff may have to choose for you and you may not like their choice!
- You may spot the drug dog from time to time on the ward.
- Chaplaincy is available, they will often come onto the ward but you can request a specific visit from your chosen faith leader
- There is a narcotics anonymous group that runs weekly.
- Please be patient with staff, there has to be 3 staff at all times in the day area for your safety and the safety of others, you may be asked to wait until staff members return to the ward. We will try to complete tasks as soon as possible.
- After a period of time on Sycamore your clinical team may feel you are ready for an acute ward, a nurse may come over to see you from these wards to talk to you about moving forward.
- Finally, if unsure, worried or want to have a chat please don't hesitate to speak to the staff on the ward. They are here to help.
- There is a variety of groups run by the psychology team, some will be on the ward for everyone to join in, some groups run outside of the ward and your psychologist will discuss these with you they feel they could benefit you.

# Keyworker

On arrival to the ward you will be allocated a key worker team, this is your named person on the ward. They will discuss things with you such as your care plan, any reports such as tribunal or managers hearing reports and go through your section rights with you. They are also there for a friendly chat to see how you are progressing.

# Medication

Nursing staff will dispense medication at its prescribed normally morning, afternoon, evening and night. There are information leaflets on the different medications available on request.

If you are unsure about your medication please speak to staff and they will support and advise you.

# Physical Health Monitoring

The team Doctors will advise how often your physical observations should be monitored (this is your blood pressure, oxygen saturation, pulse, temperature and respiration rate)

At times you may be asked to have a blood test, ECG or other medical tests– the Dr's will discuss this with you

There are several services available to your at Tamarind they include

- GP, Dentist, optician, podiatry, dietitian and tissue viability

Please speak to nursing staff if you need a referral to these services.

## *Sharps Access is defined by 3 levels*



### **RESTRICTED SHARPS**

- **Spoon only**
- **Finger toothbrush**
- **No shoelaces/ drawstrings**
- **Toiletries in lockers not in bedroom**
- **Wireless headphones only**



### **Full Sharps– Clinical Team, to approve.**

- **Full Cutlery**
- **2:1 Toothbrush**
- **Shoelace, Drawstrings & ICU Belt**
- **Toiletries in bedroom**
- **Wired headphones**



### **HIGHER SHARPS- Clinical team to approve**

- **Everything from silver sharps plus**
- **2:1 razor access**
- **Unsupervised toothbrush- toothbrush to be kept in sharps when not in use**

# Observations

You will be prescribed a level of “Therapeutic observation “ by your clinical team– This means staff will check on you over a prescribed amount of time, this could be from every 5 minutes to every hour. Sometimes staff may be with you all the time. This is to ensure your safety and well being whilst on the ward. It will be reviewed weekly by your clinical team.

# Money

At the Tamarind Centre we have a general office in which you can receive your funds from, it is like a small bank. You can transfer money into this account from an outside bank account or receive money directly into your general office account

Depending on your legal status staff will support you in making applications for benefits whilst in hospital. Friends and Family can also transfer money into this account if they wish .

You can order money Monday-Friday in the morning. You can order a maximum of £50 per day and a maximum of £100 per week. No more than £50 should be kept on your person at any time.

If you would like to request more than £100 this will need to be requested in CTM.

Items can be purchased via the general office from a variety of different retailers, please speak to nursing staff about this.

# Sensory Room



Sycamore has a sensory room on the ward which has lots of different pieces of sensory equipment that you can access.

This is a room which is available to you throughout the day and allows you to access a relaxing and quiet space.

The Occupational Therapist can work with you to put together a “Sensory Passport” or “Sensory Plan” so that the staff know how to best help you to make the best use of the room.

# Occupational Therapy

Occupational Therapists work with people through the therapeutic use of activity to develop, maintain or improve; functional skills, confidence, social skills, interests, roles, healthy routine and habits.

## The role of an OT

- Assessing daily living skills and providing advice and support to increase independence.
- Assessing sensory processing and supporting the development of coping strategies
- Providing structure, routine and increasing motivation and engagement with purposeful activity.
- Supporting to develop healthy and leisure activities that develop positive habits and roles

## Activity Worker

Activity Workers aim to provide a therapeutic ward environment, implementing a structured activity timetable on the ward. This is done through one to one and group sessions. Benefits of engaging in activities include:

- Reduce boredom and increase motivation.
- Speed up your recovery and transfer to acute wards.
- Socialise and engage with new people.
- Develop existing skills and develop new skills.
- Develop or maintain healthy habits.

# Visiting

If you would like someone to Visit you on the ward please ask them to become an “Approved Visitor” in CTM– You will need their Full Name, Date of Birth and Address for approval. People under the age of 18 need special approval to visit, please discuss this in your CTM.

Visits are for 1 hour with a maximum of 2 people visiting and up to twice a week. Please ask your visitor to ring the ward to book a visit as there are set visiting times.

Visits will either be observed by 1 or 2 staff members. Your visitors are welcome to bring you in hot food on a visit but this must be consumed on the visit. Visitors can also bring you items in as long as it does not breach the contraband list and is not an excessive amount. Perishable items will also not be accepted.

There are 3 Family and Friends Days throughout the year where you can invite people you care about to a social event in the sports hall.

Tamarind also has a dedicated Advanced Nurse Practitioner for Carers.

## Tamarind Shop

Tamarind Centre has its own shop which is open 3 times per week— Monday, Wednesday and Friday (excluding bank holidays) Sycamore’s time slot is 10:45am (subject to change)

There is a selection of drinks, snacks, toiletries and other products. E-CIGS are also available for purchase. There are limits on quantities of some items.

Don’t worry if you have no leave— staff will go on your behalf.

# What can i have in my room?

## Clothing

- 7 x Tops (Mixture of, t-shirts. polo shirts, vests, sweat shirts)
- 7 x Bottoms (Mixture of jeans, jogging bottoms, shorts and trousers)
- 3 x Outwear (Mixture of jackets and hoodies)
- 3 x Head Wear (Mixture of woolly hats, baseball caps and religious ware)
- 1 x Dressing Gown

1 x Pyjama's

A suitable amount of underwear and socks.

4x Footwear (Trainers, pumps, slippers)

## Toiletries

- 1 x Bar of Soap
- 1 x Shower Gel
- 1 x Shampoo
- 1 x Conditioner
- 1 x Face wash

1 x Moisturising cream (Not oil based products such as baby oil)

1x Roll on Deodorant

## Other

5 x Books or Magazines

MP 3 Player in line with Policy

A small amount of snacks / drinks– no more than 2 bottles of pop



**For your privacy we ask that you do not enter other peoples bedrooms**



**Laundry facilities are available on the ward. Fresh linen is also available on request**

**\*\*Anything not on this list can be reviewed in CTM**

# Leisure

Resources available on the ward:

- Outside Gym in ward courtyard, Table Tennis, garden games, exercise DVDs and WII sports
- Ward Computer /Skype
- PS4, XBOX 360, Nintendo Switch
- Variety of arts and crafts
- Board games and cards
- Books and DVDs
- Large TV in day area and TV in the activity room



**Have an idea for an activity....let us know!!**

There is a health and wellbeing team within the hospital consisting of health instructors and activity workers. They run a health and wellbeing timetable throughout the week, including weekends, this timetable is available to you on the ward. Sports activities offered include; football, basketball, badminton, cricket, golf and others depending on the timetable.

Sycamore has 3 gym slots a week; Tuesday 4pm, Thursday 1pm & Saturday 2pm. Please ask your Occupational Therapist if you would like to attend the gym, you will need to complete a Physical Activity Readiness Questionnaire and your doctor will need to sign you off for exercise, then a gym induction can be booked in for you.

The Tamarind Barber visits monthly, please ask staff when he is due to come in so that you can arrange money for this and book an appointment.

There is a variety of different events going on throughout the hospital during the year; including; visits from animal man, Black History Month event, drama performances etc.