

# Welcome to Lobelia Ward



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

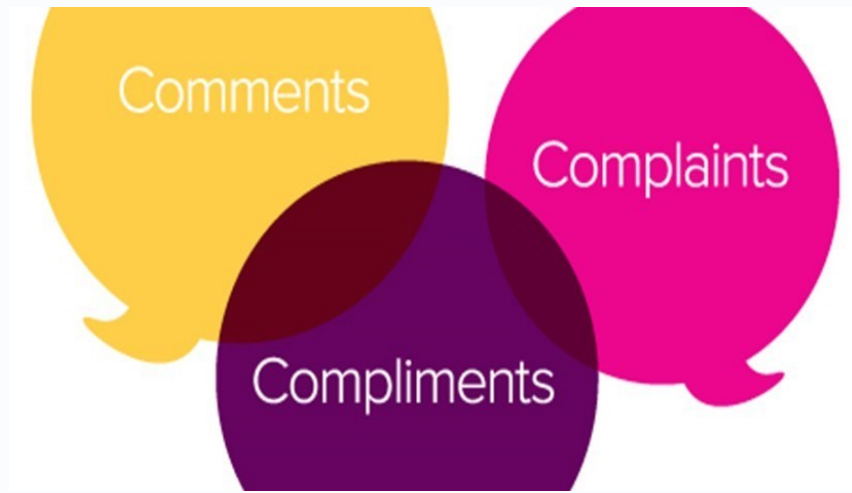
Ward number 0121 301 0645  
Receptions number 0121 301 0500





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 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, Tracie Adkins your see me worker 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 09:00 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

Lobelia ward is a rehabilitation unit at the Tamarind Centre.

- There are 15 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 lobelia 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 Lobelia 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

08:45 – 9:00

12:45 – 13:00

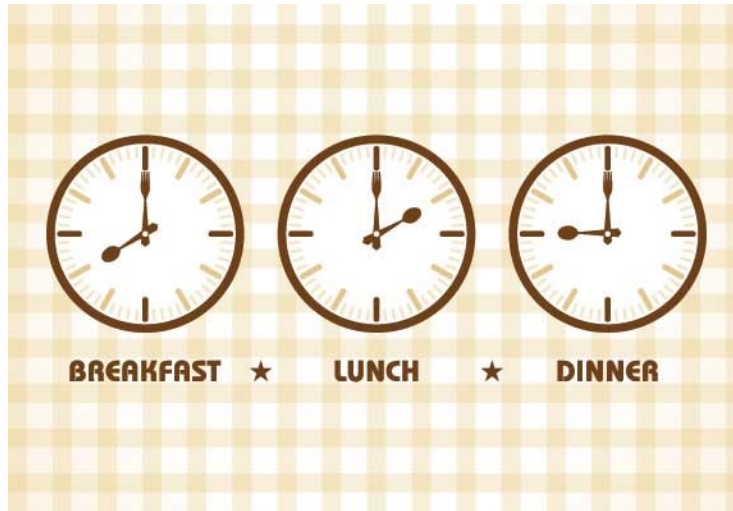
15:30 – 15:45

*(Only On Weekends & Bank Holiday)*

17:45 – 18:00

21:45 – 22:00

- You will have a personalised wallet for your e-cigarettes which will be kept in the nursing office, you are allowed two in there at one time.
- You are allowed others/spares in your property box which is located near the entrance of the ward in a room, when you run out of one from your wallet, it is your responsibility to ask staff for it to be replaced.
- This cannot be done during protected meal times.
- Once you have opened your e-cigs it is your responsibility to ensure your name is still written on the packaging. If your name has been ripped due to it being opened you should ask staff to re-write your name.
- Smoking happens in the ward courtyard ONLY by the pool table, 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/buy 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 08:30 – 9:00*

*Lunch 12:00 – 13:00*

*Dinner 17:00 – 18:00*

*Supper 21:00 – 21:30*

We visit the hospital canteen for meal times on Lobelia ward, and so do Acacia ward therefore we take this in turns on a weekly basis to go first or second.

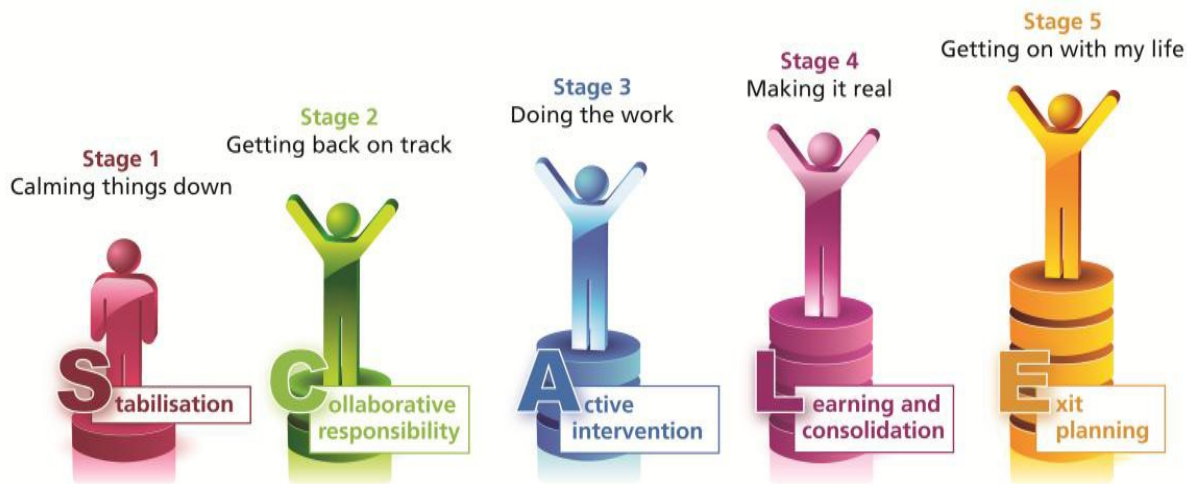
You should only eat ward food from the kitchen at meal times. No other food outside of this except for fruit (and your own food).

All food should be eaten in the dining room.

No toast will be given outside of meal times.

Regarding supper, patients can choose from cereal, toast, fruit and yogurts, in sensible quantities. E.g. Your 3 slices of toast as a maximum, or 2 small boxes of cereals, /3 Weetabix as a guideline. Between midnight and 06.00 only squash or water is available.

If there is any exception to the above then this will be care planned individually with the agreement of the clinical team.



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 service 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 other Monday afternoon

Dr Memon — Every other Tuesday morning

Dr Swarrup — Every other Tuesday afternoon

Dr Puri — Every other 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.

Night staff complete the report ready for CTM if you have any requests please let them know, they will also ask you if you have any requests.

If you wish to request money this also must go through CTM on top of your usual £60 per week, this can take 3 working days to be arranged so please ensure you allow enough time to request money.



## 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 Lobelia ward has to provide random urine samples for drug testing at least once a month, these are allocated randomly however you may be asked to complete one if there are any concerns.

When asked you have two hours to provide one, if you do not this can be perceived as refusal/positive result.

Section 17 leave may be suspended until reviewed by the clinical team.

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.

# 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 Lobelia award 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 within the room.

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 3 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.



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.

Lobelia ward start off with escorted leave with a staff member — Local area, then this gradually builds up to St Andrews retail park then city centre leave. Ask staff if you require more information regarding 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.

Friday—leave planners are given to service users Sam.B and Vickie complete the planner over the weekend ready for Monday. If you do not complete your leave planner on Friday you run risk of your leave not being facilitated the next week. **Leave cannot be changed including unescorted leave.**

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

## **Some general Expectations and Rules**

Clothing and items in your personal property store may be accessed daily however not during protected meals time or during the middle of the night. Staff will access this for you.

Do not enter your peers bedrooms.

Do not whisper or collude with your peers—staff have a duty to monitor conversations between service users if they are concerned.

Please try to be polite and respectful— the staff are expected to act in this way also.

We know it can be frustrating at times to live in a ward environment. However, please be patient if you make a request that cannot be met immediately; staff will do this as soon as it is safe and they are able to do so.

If you have money in a hospital account, you can order £20 a day (to a maximum of £60 a week)

All e-cigarettes will need to be purchased from the hospital shop; Lobelia have access to the shop from 09.45-10:00 every morning. The shop is closed on weekends and bank holidays.

Clothing orders can be placed through general office. All orders will need to be approved by the CTM and signed by the ward manager/management.

We aim to promote a healthy sleep pattern on Sycamore. Everyone will be asked to retire to bed at mid-night and asked not to spend time in day areas until 6am, the quiet room also cannot be accessed until 07:30.

Staff may ask to search you and your room. This will happen randomly usually once a month or if staff have concerns regarding contraband or safety. All personal searches will be performed by a male where other patients cannot see.

Copyrights photos;

[https://en.wikipedia.org/wiki/Lobelia\\_erinus](https://en.wikipedia.org/wiki/Lobelia_erinus)

<https://www.theecsgroup.co.uk/blog/2017/10/a-welcome-to-our-new-starters>

<https://www.choice-housing.org/contact-us/comments-compliments-and-complaints>

<https://www.globalsources.com/gsol/l/Disposable-electronic/p/sm/1155227217.htm>

<http://watchfit.com/general-health/mental-health/benefits-of-walking-2/>