**Welcome to Cilantro.**

It can be very daunting to come into hospital, but staff and patients here try to make the community here as friendly and supportive as possible. Everybody comes into hospital with a range of different needs, so do not be worried if staff ask lots of questions. You will need time to get used to the ward and work out how it can help you, as the staff need time to get to know you and how best to support you. This is why the first fortnight of your stay here is known as a two-week assessment period. At the end of this time, you will meet with the team of people responsible for your care and decide on your future treatment program.

Life on the ward can be boring and frustrating, but there are some things which help, and staff are very supportive. Different groups run throughout the week. It is normally a compulsory part of your treatment program to attend these. During the groups, you are welcome to share your experiences and struggles, or listen and say nothing at all. Patients find it helpful and inspiring to hear about others’ perspectives on challenges they are facing.

**Groups**

**Inpatients Support Group –** every weekday from 9.30am, all patients meet with staff to talk about any issues they are facing that day, or any general issues. Patients can also request to have a support group on a weekend if other patients also feel this would be helpful.

Some of the following groups run each week, depending on the rota and staff availability: -

* Nutrition group
* Motivation for change group
* Self esteem group
* Thoughts and feelings group
* Body image group
* Meal challenging group
* Assertiveness group
* Life with ED

**Community Meeting –** A short, informal meeting each week to talk about any issues relating to the ward with staff and other patients. Everybody is welcome to write anything they would like discussed in the Community Meeting Book, which you can request from the office at any time.

**Optional Groups: -**

* Craft group
* Reading for well-being
* Spirituality group
* Relaxation group
* Association time
* Creativity for well-being

Talk to staff and patients for more information on when groups happen and what happens at each one.

**Medication**

The Doctor will speak with you about both your current medication and other medication you might need when you are fist admitted to hospital and this will be kept in the clinic. During your treatment, if you feel you need your medication to be changed, or you feel unwell, please talk immediately to nursing staff. At the start of your treatment, you may be prescribed vitamins, minerals, or other supplements, which are designed to help your body adapt to eating a healthy diet again. Nurses or the Doctor will discuss these with you before you start taking them. You will also have an ECG test and regular blood tests.

**Weigh Days**

Every Monday and Thursday from 6am a nurse will ask each patient in turn to come to the clinic to be weighed. You are weighed in your underwear, in private, by a female nurse. Staff are available to support you individually if you find being weighed distressing.

During the day on Mondays and Thursdays you can ask to see the dietician, or she might ask to see you to review your diet. At the start of your treatment, you will also agree on up to three ‘dislikes and any dietary requirements, so that no one has to eat food which they genuinely dislike or which triggers an allergy. Every patient has an individual diet plan, but you will all eat together at set times in the dining room. Drinks (tea, coffed, squash or any drink from the menu) are served with every meal and you can also request up to three extra drinks per day when you speak with the dietician.

**Expectations in the dining room**

**You will have 15 minutes to complete a snack and 30 minutes to complete a meal.**

Every Thursday you are asked to choose meals for the following week. The breakfast menu and snack lists are in the lounge – please write your breakfast choices for the following day on the menu and choose each snack during the day a minimum of 20 minutes before the snack is due to be served, to give staff time to prepare them for each patient.

At breakfast, staff will expect you to put all the milk in your jug on your cereal and to use one complete butter or margarine sachet on each slice of toast. You can also have various optimal jams and spreads at breakfast and salt, pepper, and sauces with other meals.

**Meal and Snack times: -**

* 8.15am Breakfast
* 10.15am Snack
* 12.30pm Lunch
* 3.15pm Snack
* 5.30pm Tea
* 9.00pm Snack

**Sitting Time**

It is part of every patient’s treatment to sit in the lounge for one hour after meals and for half an hour after each snack. Feel free to bring books, puzzles, knitting, art materials, etc into the lounge to use during this time. There is a drawer in the lounge with your room number on where you can keep these. You can also watch TV or films. The ward has a huge range of books and DVD’s etc which you are welcome to borrow at any time during your stay here – please ask patients or staff to show you these. Outside there is a courtyard where you can sit. However please respect other patients’ privacy and do not bring phones or laptops into the lounge or courtyard. Nursing staff can offer support if you find sitting after meals difficult.

**Named Nurse**

Each patient is assigned a Named Nurse and an Associate Named Nurse. They oversee your treatment and should meet with you regularly. However, you can ask to speak to any nurse at any time if you are struggling with anything or need someone to talk to.

**Ward Round**

Every Wednesday between 1.30pm – 4.30pm the Cilantro Staff Team and other specialities involved in your care will meet to discuss your progress. You will complete a ward round form on Monday or Tuesday with your Named Nurse, where you can say how you feel your treatment is going and request any changes you would like made, including leave. You will also be invited into ward round to speak to the team if you wish.

**Visitors**

Visitors are welcome at any time between 9am – 9pm except for during meals, snack, and group times. However, if your visitors would like to leave the ward during these times and return later there is a café in the Barberry building (by reception) and Costa Coffee and a restaurant in the main QE hospital nearby.

**Internet**

There is WiFi in the Barberry building and you can connect to it using an internet dongle. There is also a computer on the ward which you can ask use.

**Multifaith Chapel**

There is a multifaith chapel in the Barberry building open 24 hours a day and offering a quiet space for reflection or prayer. All are welcome at the services held every other Sunday.

**Laundry**

There is a rote on the laundry room door to ensure that everybody gets a slot to do their washing. Bed linen and towels are sent away to an off-site laundry. Please strip your bed on Saturday mornings. Staff or patients can show you the linen cupboard, for clean sheets and towels and extra blankets if you are cold. Infection control policy means that in most circumstances, only hospital bed linen can be used by patients, but please speak to staff if you feel that doing this is a problem.

**Sharp Items**

Again, as this is a hospital sharp items such as razors and scissors need to be kept in the clinic and staff will ask you to hand these items in. However, you can ask to use them at any time. They are kept in the drawer labelled with your name in the clinic.