

MOTHER AND BABY SERVICE

CHAMOMILE SUITE

THE BARBERRY

IN-PATIENT INFORMATION

A GUIDE FOR PATIENTS



Welcome to the Perinatal Mental Health Service. This service provides care and treatment for mothers who are experiencing mental health problems both before and within a year of giving birth.

This booklet will provide you with information about the Chamomile Suite Inpatient unit which is part of the Perinatal Mental Health Service. We hope it will answer some of the questions you may have however you are welcome to ask any of the nursing team about aspects of your care. We also hope that this booklet will enable you to have a positive experience with us.

We welcome any feedback from you, in order for us to be able to evaluate your stay with us. Nearer to your discharge date we will provide you with one of our inpatient questionnaires, which we would very much appreciate if you could complete and hand to the nurse-in-charge.

Contact details

Address:

Perinatal mental health service unit
Chamomile suite
The Barberry
25 Vincent Drive
Edgbaston Birmingham
B15 2SG

Ward telephone: 0121 301 2190

Patients' payphone: 0121 301 1239

Barberry reception: 0121 301 2002

Introduction

The Chamomile Suite opened in 2008 having moved from the QEPH where there had been a Mother and Baby Unit since 1992. The inpatient service offers conjoint inpatient admission for women and their babies in situations where a mother is suffering a mental health problem and support and treatment cannot be provided at home.

The Chamomile Suite is a purpose-built, nine-bedded unit which provides en-suite accommodation and 24hr care from a multi-disciplinary team. The unit also has a semi-independent flat, which can accommodate families and can be useful for some mothers as they prepare for discharge.

There is a crèche on the unit, which is used by the nursery nurses for group and individual work. It is also used for the care of infants, either inpatient or community patients when the mother is attending appointments.

Alongside the inpatient service there is also a perinatal community team, therapeutic group programme and outpatient department which provides support and treatment to women in the community.

Aims

To offer a comprehensive assessment to all service users referred to the service. To provide a safe and therapeutic service to all mothers and babies. To improve the maternal mental health of mothers referred to the service. To minimise risk through multidisciplinary assessment. To provide sensitive and individually planned care and treatment to support mothers in their recovery and in their role as caregivers. To provide education and support to the families of women under the care of the service. To work in partnership with local authority social services and Children and Families Teams to support families in safeguarding their children's wellbeing. To work in partnership with local authority Adults and Communities to support mother's in safeguarding their wellbeing and promote social recovery and rehabilitation.

Philosophy

The inpatient unit views service users as individuals in their own right. We believe that throughout your treatment you should feel respected and staff will maintain your privacy and dignity at all times.

We feel it is important that your views are heard throughout your care, working with you collaboratively in planning your care and providing space for your views on our service to be heard. We encourage service users to share in taking responsibility for their care.

We understand that every individual's needs are different and therefore offer a multidisciplinary approach, with many of our interventions being delivered by a number of disciplines.

Confidentiality

We endeavour to maintain confidentiality for all service users accessing the perinatal mental health service.

What does this mean to you?

Within the unit any information you may disclose to an individual member of staff will be shared with the inpatient multidisciplinary team and if relevant, mental health community workers involved in your care. This is so that the best treatment can be provided that is in your best interests. This also applies to any temporary staff member including students, bank staff employed by the trust's temporary staff service and staff seconded here on a short-term basis.

All interventions and observations are documented in the multidisciplinary team notes. Nursing staff and nursery nurses will make entries during every nursing shift. We will not share information with family members without your permission. If you are too unwell to consent however, we may need to share information with your nearest relative in order to help us provide the best care for you at that time.

Your Care and Treatment

Multidisciplinary team The perinatal mental health service has its own multidisciplinary team which provides specialised care to our service users. Our clinical teams are comprised of a number of professionals including:

Medical staff,
Nursing staff,
Nursery nurses,
Clinical psychologists
Occupational therapists,
Community psychiatry nurses (CPNs)
Pharmacists

Each discipline has key roles that they perform for the patients using our service. The multidisciplinary team holds weekly ward rounds where you are invited to discuss your care and treatment. A representative from each discipline also attends a weekly multidisciplinary team meeting to review the care being offered to all service users. In addition to this meeting, you can also access one-to-one time with one of the doctors outside of these meetings.

Medical team

You will be allocated to a consultant psychiatrist, Dr Berrisford or Dr Brownsett, who will have overall responsibility for your care and treatment whilst you are an inpatient. Your consultant will hold ward rounds on Monday afternoons and Tuesday mornings. Members of your family and other professionals involved in your care are welcome to attend. If an interpreter is needed, the staff will be happy to assist in acquiring one for you.

Your consultant is also supported by a junior doctor, also known as a Senior House Officer (SHO) or a Core Trainee (CT), who will be working a rotation on the ward as part of their specialist training in psychiatry.

Named nurse and nursery nurse

On admission you will be allocated a named nurse and a named nursery nurse. Both will have a special responsibility to coordinate your care whilst you are an inpatient and they will see you regularly in one-to-one sessions to find out how you are doing, assess your progress and to do some therapeutic work.

Your named nurse will:

Collate and coordinate the information gathered from assessments and ward rounds and communicate this to you.

Work with you in agreeing a plan of care each week for everyone to follow.

Provide one-to-one support and advice in order to support your mental health and help you manage your symptoms.

Provide information on mental health problems encountered following the birth of a baby.

Provide a point of contact for discussing your care and experiences whilst an inpatient on Chamomile Suite.

Your nursery nurse will:

Offer support with your baby's care

Support with health visitor Input into your care plan in relation to your baby's care

Support with baby routines

Advise on weaning, bottle making, bathing and sterilising.

The nursery nurse team are also able to provide:

Therapeutic play sessions

Artistic activities

Baby massage

Separation work

Bonding work

Child development sessions

All members of the team will be aware of your care plan and will be involved in supporting you and your baby. In the absence of your named nurse or nursery nurse, other staff members will be happy to discuss any issues that arise.

What you can bring to the Chamomile suite

Comfortable day clothes, night clothes, slippers, toiletry bag containing toothbrush, toothpaste, soap, flannel, shampoo, sanitary towels (if needed) and your own soap powder.

You are permitted to bring electrical items with you such as radio, portable television, hair dryer and electric shavers. Due to health and safety reasons the electrical items will have to be checked by our estates department before use on the ward.

On admission you will be asked to sign a disclaimer as unfortunately, we are unable to take responsibility for the loss or damage of any items you keep within your possession on the ward. For any cash or valuable items however, a small safe is provided in the rooms. Staff will show you how to set up a pin code to lock your items away. There is also the opportunity to open an account with the patient bank where your money and valuables can be kept safely. The patient bank is open on Mondays to Friday between 9am-2pm. Ward staff can access cash for you during these times however you will need to give 24 hours' notice if you wish to draw out more than £20 per day.

All razors or other sharp objects will have to be handed in, along with any medication you may have brought with you. You will be able to request your razor when you wish to use it, unless you have an electric razor, which you may be permitted to keep.

You may wish to bring small change for the pay phone, vending machine and shop.

We have a laundry room equipped with a washer, dryer and ironing board.

What to bring for your baby

Sterilising tablets/liquid
Bottles and baby milk
Baby clothes
Nappies
Dummy,
Muslin blanket
Baby wipes
Toiletries (for example shampoo, olive or sunflower oil)
Bottle brush
Baby nail clippers
Baby food
Moses basket (if needed)
Pram/buggy, although we do have some buggies on the ward, available to use
Car seat.

You should also bring any medication your baby is on and their personal child health records (red) book. This is required for the fortnightly baby clinic with the paediatrician and health visitor.

Steriliser containers are provided for all inpatients to use within the milk kitchen. Please do not bring in steam or microwave sterilisers as we do not have the facilities for these to be used.

We also ask that you do not bring in cot bumpers or baby walkers.

What not to bring to the ward

Our Trust pharmacy will provide us with any medication which your doctor prescribes. Any medication brought in must be stored safely in our locked drug cupboard in the clinic and it will be returned to you on discharge. In order to keep everyone safe, you must not keep any medication or take any medication or supplements without this being prescribed by a ward doctor. With your permission personal medication can be sent to our pharmacy department to be destroyed or you may prefer to send it home with a relative.

Alcohol and illegal substances are not allowed on the unit.

Whilst the use of mobile phones is permitted, we ask that you do not use camera phones to take pictures whilst you are an inpatient. This is to protect privacy and dignity.

Smoke Free Trust

We are a non-smoking NHS Trust, so it is not possible for you to smoke within the hospital or the surrounding grounds. However, our staff can provide you with support to help you not to smoke during your time on the ward. For example, they can provide you with Nicotine Replacement Therapy, which includes the provision of patches, gum and lozenges. Non-rechargeable E-cigarettes are permitted in one area of the ward – please ask a member of staff if you would like more information. Staff members are unable to escort service users off the premises to smoke.

Mental Health Act

Service users are admitted to our inpatient service on either a formal or informal basis. Informal admissions mean the service user agrees to accept care and treatment and chooses to accept admission. Equally they can then choose to decline further inpatient treatment and leave the ward.

Formal admission under the Mental Health Act (MHA) requires by law that the service user is to remain in hospital for assessment and/or treatment, even if this is against their wishes. Service users subject to the MHA will be provided with written information about their rights and how to appeal.

Carers who are nearest relative, under the terms of the Mental Health Act, have particular rights including seeking discharge of their relative if they do not agree with the detention. The nearest relative should receive a copy of the information leaflet about the Mental Health Act section under which the service user is detained. Please ask to speak to the nurse in charge if you need any assistance with this.

Advocacy

All service users detained under the Mental Health Act have the right to access an Independent Mental Health Advocate (IMHA) in order to support them. An organisation called Voiceability have been commissioned to provide this independent service in Birmingham. Their contact number is 0121 3928731 and further information is displayed around the ward. Other advocacy services are available across Birmingham for all service users. For further details, see trust leaflet 9 which is displayed outside the ward office.

Observation levels

On admission, the doctor and nurse making the initial assessment of your needs will discuss with you what level of observation you will require whilst on the ward. The aim of observations is to provide you with the appropriate level of support to safely meet your needs and the needs of your baby. We may initially start with higher levels of observation as we get to know you and can make a better assessment of your needs. You will be involved in the planning and decision making process for observations and will be given a copy of your observation care plan.

We will try to carry out observations in a supportive way and try to limit the impact it has on your privacy.

Observation levels are explained below:

Level 1 Your whereabouts are checked and recorded on an hourly basis so that staff members are aware of who is on the unit and monitor the wellbeing of each patient.

Level 2 Your whereabouts and activity is checked and recorded more frequently, for example every 15 minutes or every 5 minutes. When being checked, staff members are required to be able to see you and be satisfied that you are safe and well. It is an opportunity for staff to assess how you are doing and offer support you may require at that time. At night staff will need to check whether you are asleep or not but will try not to disturb you too much.

Level 3 The mother or baby has a member of staff allocated to them at all times throughout a 24-hour period. This may be because there has been some concern about their safety and it ensures there is a member of staff available at all times. The service user must be kept within eyesight at all times and may or may not have privacy, depending on current concerns. The aim is for staff to actively engage in supporting the service user themselves or providing a high level of support to them with baby. Babies admitted newly to the ward are always observed on level 3 observations initially so that staff can assess how much help and support is needed.

Level 4 A member of staff is within arm's reach of the mother at all times during a 24-hour period. This would be because of increased concerns about a mother's safety. There may be occasions when more than one member of staff may be required to carry out this observation.

With both level 3 and level 4 observations, we recognise that these interventions are very intrusive and therefore will continue these for the shortest time possible to maintain people's safety.

Reviewing observation levels

Observation levels will be reviewed regularly by the multidisciplinary team. All nurses have a responsibility to increase levels of observation should they become concerned about the safety of a patient or their baby. Where things have changed and levels of observation are no longer felt to be required, observation levels can be reduced by senior clinicians.

Treatment and Care for You

Ward reviews are held weekly and will typically be attended by a nurse, Dr Berrisford, the ward doctor and the Clinical Psychologist. These will usually take place on Monday afternoons however all of the professionals working in your care will have met together to share information about your progress earlier that morning. Every 6 weeks, a larger meeting known as a Care Programme Approach (CPA) meeting will be held. These are held on a Tuesday afternoon instead of the weekly Monday ward review. Your Health Visitor, GP and any other community professionals who will be supporting you once you leave hospital, will be invited to attend the CPA meeting.

Prior to ward reviews and CPA meetings, you will have the opportunity to make your wishes known in a pre-MDT meeting with a nurse. This information will be shared with the team. During the ward review you will have opportunity to ask questions of the team. You will be asked some questions about your health and together, a plan will be made for your on-going care and treatment.

Family members and partners are welcome to attend these meetings if you would like them to.

Leave from the ward

On admission, it is likely that we will encourage you to remain on the ward. This will help us make an accurate assessment of your needs and ensure your safety and the safety of your baby. We will review this regularly and negotiate periods of leave as part of your plan of care. Patients subject to the mental health act will require a written authority to leave the ward, signed by the consultant psychiatrist and this will be discussed in your ward round.

The doors to the ward are locked to help maintain everyone's safety and the security on the ward. If you are an informal patient or have leave granted under the mental health act (section 17), please ask a member of staff should you wish to leave the ward and they will open the door. The staff member will ask you to complete a short form detailing your contact details whilst you are on leave and making sure that you have everything you need to spend some time off the ward.

Treatment and Care for Your Baby

Whilst you are staying in Chamomile Suite, you will be supported in planning your baby's care by our team of nursery nurses. Your baby will also be seen on admission by our liaison health visitor who can then arrange to see your baby again if your own health visitor is unable to keep regular contact during admission. You will be supported in taking your baby to any G.P. or health visitor appointments at your local surgery. In the event of your baby becoming unwell whilst on the ward, one of the hospital based doctors will see your baby and, if necessary seek advice from a health visitor or the Children's Hospital. Should your baby require medical attention either at your G.P. or the Children's Hospital and you are not able to attend, ward staff will ensure that your baby is taken there promptly. In order to do this, it is important that you give us permission to take your baby to receive any care and treatment. We will therefore ask you to sign a consent form to show that you have given us this permission however you have the right to withdraw this permission at any time.

Chamomile Suite Crèche

Our qualified nursery nurses offer you a warm welcome when using the Chamomile suite crèche.

Crèche sessions are generally available Monday to Friday between 9am and 4pm. Please speak to a member of staff who will be happy to arrange for you to spend some time in the crèche. enjoy the toys, video and soft play. The only thing we ask is that you tidy up the crèche after use.

If you wish to leave your baby in the nursery's care, please give the crèche staff 24 hours' notice, otherwise it may not be possible to accommodate your child at short notice. If you wish to leave your baby in the crèche for a short period of time - while you leave the unit for occupational therapy, lunch or to have a cigarette - please tell one of the nursery nurses how long you will be away and ensure you return at the agreed time.

If you are leaving your child in the crèche, could you please make sure that the nursery nurses have access to the following items before you leave:

Nappies

Baby wipes or cotton wool

Milk and other suitable drinks and snacks for your baby

A change of clothes

Feeding equipment

Visiting times

Visiting can take place between 11am and 9pm every day. However, we do operate a protected mealtime policy, so please check with ward staff. Partners are welcome to come from 9am and during mealtimes however are asked to vacate the dining room for the adult meal times. We ask that visitors be limited to small groups of no more than 3 at a time.

Children are allowed to visit relatives on the ward but must be supervised by an adult visitor at all times. At times, restrictions may be put in place to ensure the safety of visitors and patients. It is advisable to discuss any planned visits with children with the Nurse-in-Charge prior to the visit, to avoid disappointment.

We ask that all visitors sign in and that dates of birth are recorded for visitors under the age of 18. This is to help us in maintaining everyone's health and safety whilst on the unit.

Visitors can use the multistorey car park, which is situated on the Queen Elizabeth Hospital Birmingham site or the car park within the Oleaster site.

Meal times

We operate a protected meal time policy between 12pm and 1pm and 5pm to 6pm. This is to enable you to enjoy your meal times without interruption from health care professionals and visitors.

If your baby is weaning, his/her meals will be served at 12pm and 5pm. A nursery nurse will be there to support you with mealtimes. Partners are also welcome to support you in feeding baby in the dining room at these times.

Adult meals are served at 12.30 and 5.30pm. All visitors are asked to leave the dining area at this time.

We will do our very best to cater for your dietary needs. Please tell the nurse in charge if you have any special dietary requirements, to enable us to order it from the kitchen when you are first admitted on to the unit. You will be able to select your own meal from a daily menu, which will be presented to you. Your meals are usually brought up on a hot trolley at set times during the day.

The pantry is open 24 hrs a day for snacks and drinks.

Therapeutic Activity

Details of the therapeutic activity programme are on the activity notice board. This comprises a variety of activities organised by our occupational therapist, physiotherapists and nurses. There is also opportunity for you to share your own ideas about activities in the weekly community meeting.

Occupational Therapy Occupational therapy encourages recovery and promotes independence by supporting people to carry out the day-to-day activities they feel are essential or important to their lifestyle.

Sessions offered by various members of the team include: reading for well-being yoga or tai chi, gym, craft sessions, baby massage, baby singing, community outing, kitchen skills, and complementary therapy

The occupational therapists also work individually with service users to improve confidence in everyday life skills, such as:

- Shopping
- Cooking
- Budgeting and community work
- Work and further education
- Leisure planning
- Relaxation and coping skills.

Physiotherapy

The Physical Therapy team visit the ward to complete physical assessments if they are required and provide physiotherapy to our service users. They also run a weekly exercise group on the ward and offer individual fitness sessions in the gym. Please ask a member of staff to make a referral should you be interested in their service.

Complementary Therapy

The Complementary Therapy service works as part of the Physical Therapy Team. They focus on helping to alleviate service users stress, anxiety and stress related problems, through offering a range of therapeutic treatments including Aromatherapy massage, Indian Head Massage, Reflexology, and Reflex hand massage. All treatments are carried out by fully qualified Professional Complementary Therapy Practitioners.

Community meetings

These are held on the unit every Wednesday afternoon. These meetings allow mothers here to discuss aspects of their care and their experiences on the unit. You are encouraged to participate however if you would like to discuss your views of the unit on a one-to-one with the ward manager, please let a staff member know.

See Me

Birmingham and Solihull Mental Health Foundation Trust believes it's important that people using its services have the opportunity to get involved in the planning, delivery and monitoring of the service they are receiving. Placing you, the service user, at the heart of everything it does.

As a user of the mother & baby service you are invited to attend meetings where your views and opinions are very much valued.

The aim of the meetings is to help improve the mother & baby service through feeding back your experience of the service and any ideas you may have. If you so choose there are further opportunities within Service User Involvement which can further help shape the kinds of treatment you receive and the ways in which they are delivered.

See Me exists to promote greater involvement of service users in the planning and delivery of mental health services in Birmingham and Solihull. All of our representatives have first-hand experience of services either as service users themselves, as former service users, or, as carers of close relatives whom experience mental health difficulties.

Debbie can be contacted either on 0121 301 2009 or a member of staff can arrange for Debbie to visit you on the ward.

Faith Services

The hospital has a multi-faith centre and team of chaplains and representatives from a variety of faiths. One of the team runs a weekly drop in session on the ward. Information regarding these services and contact details are displayed on the patient information board. Please ask the nursing staff for further details.

Other services available

Depending on your needs, the Chamomile Suite also has access to a variety of services which may benefit you whilst you are an inpatient. This includes clinical psychology, liaison with social services, a diabetes specialist nurse and a dietician. We will also encourage and support liaison with your local health visitor and community midwife service whilst you are an inpatient.

PALS customer relations

PALS are here to help when you need advice, have concerns, or don't know where to turn as a patient, relative or carer. Sometimes you may need to turn to someone for on-the-spot help, information advice and support. This is where the PALS customer relations service come in.

They provide confidential, advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. PALS customer relations focuses on improving the service to NHS patients.

The service aims to: advise and support patients, their families and carers, provide information on NHS services listen to your concerns, suggestions or queries, and help sort out problems quickly on your behalf.

PALS customer relations act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. If necessary, they can also refer patients and families to specific local or national based support agencies.

PALS customer relations

Freepost RLXJ-XLRU-GGY

Birmingham and Solihull Mental Health NHS Foundation Trust

PALS Ardenleigh

385 Kingsbury Road

Erdington Birmingham

B24 9SA

Tel: 0800 953 0045 (Monday to Friday, 8am to 8pm)

Queries and complaints

We are continually trying to improve the service we provide. Clients are encouraged to raise any queries, comments or complaints with their named nurse or ward manager, who will do their best to address any issues raised.

The trust has a complaints procedure, which you can access if you prefer. A complaints form has been placed in this pack for your use should you need to use it. Further information can be found within trust leaflet 6 which is displayed outside the ward office.

Joli Overton
Ward Manager
Chamomile Suite
25 Vincent Drive
Edgbaston
B15 2FG

Complaints department
BSMHFT
Trust Headquarters
50 Summerhill Road
Birmingham
B1 3RB

Tel: 01213012190

Tel: 01213011080

Further Information

Further Information about our trust and some of the services available can be found in the top 10 leaflets which are displayed outside the ward office and cover the following topics.

Please help yourself to these:

Leaflet 1 - Welcome to our trust

Leaflet 2 - How our trust and staff work

Leaflet 3 - Care Programme Approach

Leaflet 4 - Access to your care records

Leaflet 5 - Inpatient and outpatient services and your care

Leaflet 6 - Comments, compliments and complaints

Leaflet 7 - Patient Advice and Liaison Service

Leaflet 8 - User Voice or See Me

Leaflet 9 - Advocacy services, self-help guides, books and helplines

Leaflet 10 - Finding translated information and interpreters

Ward leaflets

We also have some shorter leaflets for patients considering admission, visitors and carers. These are located near the entrance to the ward:

What to Expect from an Admission to Chamomile Suite

Visitors Information

Family and Carers information