Carers Welcome Pack

Hertford House

A brick building with a blue door

Description automatically generated with low confidence

Our location and contact details are:

**Hertford House Steps to Recovery Hospital**

**29 Old Warwick Road**

**Olton**

**Solihull**

**B92 7JQ**

**Telephone: 0121 301 4860**

**Description of Unit**

Hertford House is a 10 bedded male unit set within a residential area of Olton Solihull. Hertford House is part of the Steps 2 Recovery Service with Birmingham & Solihull Mental Health Foundation Trust which helps guide residents through a bespoke recovery pathway.

Hertford House is very rehab focussed and offers a range of groups both on the unit and within the local community to support skill development, education and social aspects of daily life.

At Hertford House our aim is to support residents to develop their independence and confidence and to equip them with the relevant life skills and coping strategies for them live as independently in the community as possible. We aim to support our residents to find the right accommodation with the appropriate level of support so that they can return to living their life the way they want to following their admission to hospital.

**Multi Disciplinary Team (MDT)**

Hertford House is staffed by an experienced MDT covering a variety of professions.

Ward Manager: Tracy Barrett

Psychiatrist: Dr Mbong Ohaeri & Dr Amit Gupta

Psychologist:

Occupational Therapist: Marie Holman

Each resident is provided with a named nurse and health care assistant who is specifically allocated to work with them and support their needs whilst in hospital.

**Care Co-ordinator Role**

Our residents are encouraged to maintain contact with their care coordinator and community teams whilst in hospital as this helps maintain good working relationships and a better discharge from hospital.

**Care Programme Approach (CPA)**

Hertford House works within the CPA framework which offers to assess the needs of our residents and identify the appropriate support to help with their recovery. CPA meetings are held within the first 6 weeks of admission and then at three monthly intervals. The meetings support with identifying strengths, difficulties goals and support needs.

**What You Can Expect From Us**

***We aim to treat everyone with respect, courtesy, consideration and dignity.***

Hertford House has a diverse staff group to support residents during their stay, providing bespoke care in the least restrictive way.

Consent will need to be obtained from the person you are a carer for to share information about their care with yourself. The level of involvement that staff have with carers is led by the resident. Staff will of course listen to and respect the views of carers and involve them wherever appropriate.

**What We Expect From You**

We would ask everyone who visits, lives and works at Hertford House to respect the privacy and personal safety of others. Any behaviour that puts others at risk will be dealt with according to Trust Policy.

Abuse, harassment or physical violence directed towards others are behaviours that damage the process of recovery for everyone and are not tolerated. Carers acting in this way will be asked to leave site and future restrictions on visits and involvement may be affected.

**Zero Tolerance**

Birmingham and Solihull Mental Health NHS Foundation Trust have a zero-tolerance policy towards verbal, physical and racial abuse including threatening behaviour.

Following these behaviours appropriate action may be taken which could include notifying the police.

**Mobile Phones**

We ask if you bring mobile devices into Hertford House whilst visiting that the recording devices both audio, picture and video are not used without prior consent. This is to help maintain the privacy and dignity of all those in Hertford House.

**Smoking**

As Birmingham and Solihull Mental Health Foundation Trust is a non-smoking trust, smoking is not permitted anywhere on Hertford House premises.

If you do smoke in public we ask you to be considerate of our neighbours and put all rubbish and cigarette ends in the bin.

**Protected Meal Times**

As Hertford House is an inpatient unit we practice protected meal times so that staff are available to support everybody. We ask you kindly not to book any visits during these times.

Protected meals times are observed as the following:

**Breakfast: 8:00am – 9:00am**

**Lunch: 12:00pm – 13:00pm**

**Evening meal: 17:00pm – 18:00pm**

**Supper: 20:00pm – 21:00pm**

The Trust wishes to encourage healthy food choices and recommends service users and visitors consider healthier snacks such as fresh fruit. Individual dietary needs can be discussed with a Trust Dietician.

Drinks and snacks are freely available and there is generally no reason for extra food to be brought in. However, if service users or their relatives/friends do wish to supplement the hospital diet with additional items, it is essential that they follow these simple rules. In the interest of patient food safety and comfort, the Trust requests all Visitors/ Carers inform ward staff of any food items bought in.

• Do not permit hot food or food which has previously been heated to be brought in for service users.

• Trust cannot provide refrigerated storage for food and drink brought in.

• Trust cannot reheat or keep warm brought in food.

• Trust cannot accept any responsibility for untoward effects resulting from eating or drinking brought in items

**Medication**

Medications are administered at the following times, therefore if planning visits and leave, please allow for administering of medication.

**Medication Times:**

**Morning – 8am**

**Lunchtime – 2pm**

**Teatime – 6pm**

**Night Time – 8pm and 10pm**

Any medication that is brought into hospital will be sent to the pharmacy department, only prescribed medications can be administered whilst in hospital.

**Visiting**

Visiting the ward is permitted by appointment only, this allows staff to prepare an appropriate area and to ensure the environment is suitable supporting both privacy and confidentially. Visiting is not permitted during protected mealtimes.

Visiting with children will need special consideration and will need to be arranged in advance with the team.

**Drugs and Alcohol**

No alcohol and illicit substances are to be brought into Hertford House.

It is also inappropriate for you to enter Hertford House under the influence of drugs or alcohol as you put yourself and others at risk.

**Multi Disciplinary Team (MDT)**

The MDT ward rounds are held on a Tuesday mornings.

Residents are allocated a fortnightly appointment to meet with the consultant and the team however other arrangements can be made to support attendance outside of these times. Here you are given the opportunity to discuss any concerns e.g. recovery support needs, any leave, medication issues. If you would like to attend ward review we will seek consent from the person you are carer for. Prior notice will need to be given so that suitable arrangements can be made. Our MDT meetings can be joined via Microsoft Teams or telephone however attendance in person is preferable. MDT meetings are held on the third floor, there is no lift available.

**Confidentiality**

Information which may be provided by yourselves will be kept confidential and at times can remain undisclosed to the person you are caring for. There are leaflets offering further information about the trust confidentiality policy available from staff should you require one.

**Your Views**

Your views are important to us and at any time, any suggestions or worries can be discussed with any member of the staff team.

We welcome feed back and actively encourage engagement in our friends and family tests to allow us to continuously evaluate the care and service we provide and to make improvements where we can.

**Complaints**

If you feel you need to make a complaint, then please speak to any member of staff who will deal with the matter via the trust’s complaint procedure or PALS link worker. Alternatively, you can address any written complaints to:

C/O Complaints and Litigation Department,

Birmingham & Solihull NHS Foundation trust,

50 Summerhill Road,

Birmingham,

B13RB.

**Patient Advice and Liaison Service (PALS)**

PALS offer information and support to service users, their carers and their families. PALS link workers offer time to sit and listen. This service is confidential.

PALS link workers can refer you, if necessary, to a PALS worker or to Solihull Advocacy Services.

You can call the PALS team on 0800 953 0045.