



**NHS**

**Birmingham and Solihull  
Mental Health**  
NHS Foundation Trust

# Rookery Gardens

**Patient information booklet**



 **mind**  
for better mental health  
**Birmingham**



## Welcome to Rookery Gardens

Rookery Gardens is a partnership between Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT) and Birmingham Mind, that will provide you a range of specialist services that will be supporting you during your stay with us.

We are able to offer you an intensive rehabilitation service based on the core principles of recovery, which will help you on your journey towards mental wellbeing.

The support you receive will be based on your own aspirations and goals, and we will help you to maintain essential links with your friends, families and communities. We will listen and work together with you, and anyone else you would like to be involved in your care, to ensure you can return home as quickly as possible.

We promote a high level of independence here, but there are also some rules to make sure that you, and everyone involved in your care, remains safe.

If you have any questions, please just ask any of the team.



## Your care

During your stay with us, we will:

- treat you as an individual and build support around your needs
- respect and maintain your dignity
- involve you in decisions about your care
- listen to you and welcome feedback
- protect you from abuse and mistreatment
- give you as much independence as possible
- enforce a 'zero tolerance' policy on any abusive or violent behaviour.

## Your responsibilities

Abusive language and aggressive behaviour will not be tolerated from anyone.

We must treat each other with the same courtesy and respect that we are shown by others.

We expect that you will work with staff members who are helping you along your recovery journey.



## Your accommodation

There are three types of accommodation:

- Room in a shared assessment house.
- Two people sharing one house.
- Self-contained flat.

Throughout your care at Rookery Gardens, you may live in more than one of these accommodation options.

## Catering

Everyone cooks for themselves at Rookery Gardens and you will be supported in planning, shopping for ingredients and cooking your own meals in fully equipped kitchens.



## **Your occupational therapist**

We have an occupational therapist working at Rookery Gardens, who will offer you a cooking assessment, identify your strengths, and support you to look at a range of activities to fill your day and support you towards independent living in preparation for discharge.

When you first arrive, an occupational therapist will work with you in the assessment kitchen to provide staff with an idea as to how much, or how little, support you may need.

## **Meeting with your care team**

Every two weeks, you will have a meeting with the care team to discuss your progress. The day before this meeting, you will be asked about your views and any concerns that you may have.

You can write your views down or ask a member of the team to do this for you. This will help the care team to understand how you are feeling and work with you to plan the support that you may need to reach your goals.

Every six months, you will have a Care Programme Approach (CPA) review with your named worker to make sure we are on the right track. Your named worker can be your care co-ordinator, advocate if you have one, or carer.

## Recovery support

The Recovery Navigators who work for Birmingham Mind are employed to work with you to develop a personal plan that helps you identify what you are good at and what you want in your future.

They will then:

- help you maintain links with friends, family and local communities
- work with you about where you will be living when you leave Rookery Gardens
- support you to get involved in community activities such as gym, cinema, adult learning
- encourage you to continue with any activities that you may have done prior to your care with us.

You will be given a community information pack. This pack will give you more information about what is available in and around Rookery Gardens.

## Getting out and about

If you are detained under the Mental Health Act during your stay, your psychiatrist will grant you section 17 leave. This can be escorted or unescorted and will usually have conditions attached to it such as:

- where you can go
- how long you can go for
- how often
- what time you are leaving.

You will be expected to sign your section 17 leave form, agreeing to the conditions of your leave. This is a legal requirement under the Mental Health Act (1983) and needs to be done before you are allowed to start your leave.

If you are not detained under the Mental Health Act during your stay, you can take leave whenever you like. Please inform staff of where you are going and when you will be back, as we have a duty of care regarding your safety and we must document all leave requests. You can complete the leave form yourself, or a member of staff can complete this for you.



## Complaints, compliments and suggestions

We value all of your feedback. If you would like to make any comments, or share an idea you have to improve our services, please speak to the manager.

If you are not satisfied with any aspect of the care or service you receive, you can speak to your named worker or request a meeting with the manager. We will do our best to resolve your issue as soon as possible.

A dedicated See Me Worker is based at Rookery Gardens. They can arrange regular meetings that will give you the opportunity to share your experiences and provide you with details of a number of engagement opportunities that you may want to get involved with.

If you wish to make a formal complaint, please ask your named nurse for a copy of BSMHFT's leaflet number 6: Comments, Compliments and Complaints. This booklet contains all of the information you will need, including details of our Customer Relations Service, and a member of the team will assist you if you need it.



## Your personal property and valuables

For your safety, and that of others, it is necessary to check through all of the belongings you bring in with you. This will always be done with you and in the privacy of your room. A copy of your property list will be given to you to keep.

You are advised to leave items of high value at home and to place any large amounts of money in the hospital finance department, which can be used like a bank.



Sharp implements such as scissors, hair clippers, and razors, will be placed in the laundry room for safe keeping. When you need to use them please ask a member of the team.

## Smoking

**Smoking is not allowed inside Rookery Gardens or anywhere within the grounds.** You will not be able to bring cigarettes, tobacco, lighters or matches when inside the building. This is in line with national smoking regulations.



If you do smoke, this must take place outside of Trust grounds. Smoking will not be permitted, at any time, when you are on escorted leave with a member of staff.

If you are considering giving up smoking, we are able to offer you support and provide nicotine replacement therapy to help you quit and improve your health. For further advice, please speak to your named nurse.



## Visiting

When family or friends visit Rookery Gardens, they are permitted to see you between 10.00am and 9.00pm. They need to sign in and out of the visitor book each time they visit you, as part of our health and safety policy, and must adhere to all rules and regulations whilst at Rookery Gardens.

Visits by children and young people under the age of 18 are by appointment only. All agreed visits must be accompanied by an adult at all times.

We would also like you to remember, and remind all friends and family, that we are a non-smoking Trust and smoking is not permitted anywhere on Trust premises or grounds.

There will be no circumstances that require friends or family to spend the night at Rookery Gardens and we ask all visitors to leave Trust grounds by 9.00pm, please.

We thank you for your co-operation when visiting Rookery Gardens.

## Useful resources and contact numbers

BSMHFT Customer Relations .....	0800 953 0045
CAB (Citizens Advice Bureau) .....	0121 384 2738
CAB Advice Line .....	0121 248 4950
CAB Mincom.....	0121 683 0401
Birmingham Mind.....	0121 608 8001
Carers National Association .....	0345 573 369
Samaritans (24 hours a day) .....	0345 909 090
Birmingham Mental Health Directory.....	0121 608 2221
Asian Advocacy .....	0121 685 7120
Birmingham Citizens Advocacy .....	0121 440 2029
See Me Representative .....	0121 301 7353
Mind Infoline .....	0300 123 3393
Saneline (advice and support on mental health matters).....	0845 767 8000



**Rookery Gardens**  
Ardenleigh Site  
385 Kingsbury Road  
Erdington  
Birmingham  
B24 9SA  
Tel: 0121 301 4655  
Fax: 0121 301 4651



**Website: [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)**  
**Main switchboard: 0121 301 0000**