

Endeavour Court



Service User Welcome Pack

**Endeavour Court**

**210 Reservoir Road**

**Erdington Birmingham**

**B23 6DJ**

**0121 301 7350**

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Here at Endeavour Court we aim to support you with your rehabilitation needs as part of your recovery journey. We have a range of staff with specialist skills and we offer a variety of approaches and interventions to support your needs. You are expected to be actively involved with your rehabilitation and care programme to make sure we support your aspirations and goals. We are committed to working with you, your families and carers to support your recovery.

C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\VEBGESIQ\MC900370486[1].wmf**Our Philosophy**

Our philosophy is straight forward, to help people get better and to create a service that we are all proud to recommend to others. We practice “person centred co-ordinated care”, this means providing high quality safe services that talk with each other and listen to your feedback. Our aim is to promote independence and self-reliance we are committed to your empowerment.

**What to expect from our staff and what we expect of you.**

We will aim to ensure that you are treated with courtesy, respect and dignity at all times during your stay with us.

We will treat you as an individual, listen to your ideas and concerns and support you as much as we can in you making decisions about your care.

“***No decision about you, without you”***

In return we expect that you will treat other service users, staff and visitors with the same courtesy and respect.

Abusive language and aggressive behaviour will not be tolerated.

Where there are genuine cases of unprovoked, substantive violence from service users (or their visitors) against employees of the Trust we will enforce a policy of ‘zero tolerance’. The management will actively support employees to report the incident to the police and in subsequently seeking a prosecution against that person or persons.

**Our Facilities**

Endeavour Court has 13 fully en-suite rooms with a personal shower, toilet and sink and 1 accessible room with separate bathroom facilities. All rooms have hand washing facilities.

We have a TV lounge overlooking the spacious courtyard, a large newly refurbished dining area with enclosed patio, payphone, laundry room, one large bathroom, an area to relax and a courtyard garden which are shared by everyone who lives here.

You have your own room, with a hand wash basin, desk, bed, bedside cabinet, shelving unit for clothing, notice board and TV aerial point. You can bring a TV, radio, computer, laptop in for personal use in your own room, although these will need testing by our estates team to ensure they are electrically safe to have.

You will also be issued a locker for your personal items. A lock can be purchased by yourself to ensure that only you have access to your items. Items that cannot be stored in your room safely must be stored in your locker.

**Personal Property & 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.C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\XKZQJBRV\MC900083081[1].wmf

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

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Sharp implements such as scissors, hair clippers, razors etc. will be placed in your locker for safe keeping, when you need to use them please ask a member of the team.

C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\XKZQJBRV\MC900280971[1].wmf**Laundry**

The ward has washing, drying and ironing facilities. Following your recovery care plan you are expected to manage your laundry and the general cleanliness of your room independently, however staff will assist you if required.

You will be allocated a laundry day once during the week although extra laundry can be done at your request providing the facilities are not in use.

Bedding and towels are provided weekly, washing powder is also provided for your convenience. If you require extra towels or sheets please ask a member of staff.

**Protected Meal Times**

We provide three meals a day and an evening snack.

Breakfast **8.30 – 9.30 am**

Lunch **12.00 – 1.00pm**

Tea **5.00 – 6.00 pm**

Supper **8.30 – 9.30pm**

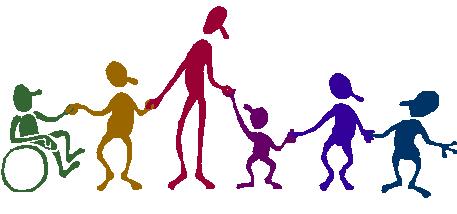
Mealtimes are protected which means there are no visits or escorted leave at these times. This allows staff to be on hand to assist in the delivery of a relaxed mealtime experience for you.

The menus are displayed daily on a notice board in the dining area.

C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\US1CNQ9H\MC900112428[1].wmfDietary needs are taken into account and there are a range of Vegetarian, Halal and Caribbean options that are available. Please talk to staff regarding your needs.

You will be able to access hot and cold drinks at all times including tea/coffee. There is also a cold water dispenser on the ward for your convenience.

Fruit is readily available throughout the day.

**Visiting**

Endeavour Court has set times where families and friends can visit you.

Daily visiting hours

**2-3, 3-4 pm & 6 – 7.00pm**

Visits will require booking in advance to enable the visiting area is available for you and your visitors. Bookings are generally for an hour so that there are more opportunities for visiting.

Your visits may be supervised by a member of staff.

Visits with children under the age of 16 are by prior arrangements only.

Children’s visits must be supervised at all times by an appropriate accompanying adult.

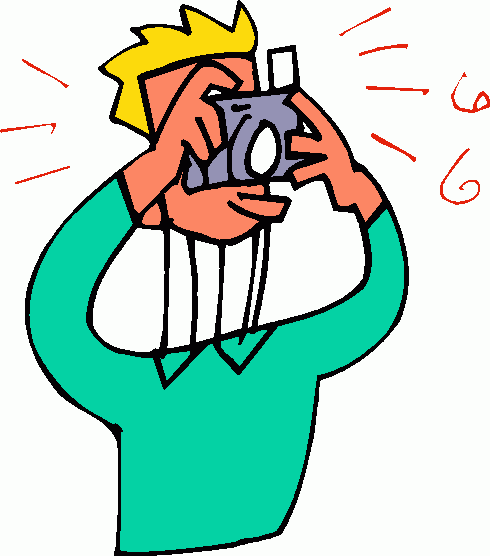
ID maybe required if your visitor looks under the age of 16 years and is unaccompanied by an adult.

**Taking leave**

**C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\1BVNLWEG\MC900056597[1].wmf**Section 17 leave will be authorised as part of a discussion with the Multi-Disciplinary Team (MDT). 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,
* Not smoking whilst escorted with staff,

Each week you will be allocated dedicated 1:1 time with staff to support you with your needs in the community. During this time you may choose to visit family, meet with friends, go to the barbers, shop for new clothes, eat a meal out, go to the library etc.

Leave is recorded electronically, if you would like a copy please request one from staff.

You will need to have a photo taken for our records before using your leave for the first time.

If you have a mobile phone please give your number to staff prior to leave so that you can be contacted if needed.

If you are not detained under the mental health act during your stay you can take leave whenever you like. We would ask that you to inform staff of where you are going and when you will be back, as we have a duty of care regarding your safety

**Health & Safety**

**Alcohol & Drugs**

Alcohol and Drugs of any kind are not to be brought onto Endeavour Court. The police will be called if we have evidence of illegal drug use; this may result in criminal prosecution and suspension of section 17 leave.

Staff are allowed to search your property if we believe there are grounds to suspect such activity.

We can also request random urine tests and search you and your property to help to maintain a safe environment for everybody on Endeavour court.

C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\IM6FXBB8\MC900053956[1].wmf**Smoking**

**It is illegal to smoke in a public building, this includes hospital.**

Smoking is not permitted anywhere on site, this is in line with Birmingham and Solihull Mental Health Foundation Trusts smoking policy. You are not allowed to have lighters, matches, cigarettes, tobacco or any other smoking paraphernalia on your person when you are inside the building.

**You are only permitted to smoke whilst on unescorted leave away from the ward and off site.**

Electronic Cigarettes (e-cigs) can be purchased for you to have during your stay in hospital they are available locally and cost approximately the same as a packet of cigarettes. **These must be disposable and cannot be recharged**. Vapour pens and rechargeable e-cigs are not permitted on the ward area and cannot be charged and bought in for your use.

If you choose to try and stop smoking whilst on the ward there are specially trained staff available to help you with your needs.

Nicotine Replacement Therapy (NRT) will be offered to you and your own stop smoking plan can be drawn up. NRT is provided by the ward at no cost to you and there are many different varieties of NRT available such as patches, inhalators, sprays and lozengers.

If you are found to be lighting Cigarettes by use of concealed matches, lighters or by any other means and accidently start a fire, charges of arson may be bought against you. These charges can carry lengthy sentences as you are not only endangering the safety of yourself but other residents, staff and visitors.

**Fire Alarm**

The fire alarm test takes place on a Monday morning, if you hear a fire alarm at any other time please assume that it is not a drill. Staff will assist you to leave the immediate area, if we have to leave the building staff will escort you to the nearest fire evacuation point depending on where the fire is. Staff will check that everyone is accounted for. No one will be allowed back into the building until the fire brigade or fire marshals give the all clear. If you detect a fire please tell a member of staff immediately and do not attempt to tackle the fire yourself.

**Contraband Items**

These items are not to be brought on to the Unit for the Health and Safety of all who live and work here. Below is a list of some of the common contraband items, this is not an exhaustive list and you will be informed if an item is deemed unsuitable to be kept in your room.

* C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\IM6FXBB8\MC900389548[1].wmfGlass Bottles/Cans
* Hand mirrors
* Medications
* Lighters/matches
* Cigarettes/Tobacco/Pipes/Rolling Papers
* Plastic bags
* Drugs, Alcohol /other intoxicants [legal highs]
* Cameras/Video recording equipment
* Aerosol sprays/Adhesives [glues]/Gas canisters, Lighter fuel
* Gym equipment [hand weights]

All property brought in to Endeavour Court will be searched by ward staff. Illegal items may be destroyed or retained as evidence on the advice of the police.

C:\Documents and Settings\m-holman\Local Settings\Temporary Internet Files\Content.IE5\Z50JLGCU\MC900290954[1].wmfItems which cannot be used safely during your stay need to be sent home.

**Medication**

Your doctor may prescribe medication for you to take as part of your treatment. Nursing staff will explain to you all about your medication and provide you with helpful leaflets to answer any questions that you may have.

Medication is given out from the ward clinic between the following times

**8 - 9.30am 12.30 – 2pm**

**5.30- 6pm 8.30-10 pm**

If you are self-medicating please be aware that your medications are kept in the clinic and you will need to approach staff for access.

**Meeting with the Care Team**

It’s all about you!

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

You can write these down for yourself or ask a member of the team to do it with you. This helps the care team to understand how you are feeling and to plan with you the support that you may need to reach your goals.

Every 12 weeks you will have a Care Programme Approach (CPA) review with the ward team, care co-ordinator, advocates if you have one or carer if you wish to make sure that we are on the right track.

**Your Consultant is: ­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your Named Nurse is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your Psychologist is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your Ward Manager is: ­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The Multi-Disciplinary Team**

The staff based on the ward will be responsible for the majority of your care and consists of Nurses, Health Care Assistants, Activity workers and housekeepers.

You will also have access to clinical psychologist, Physiotherapists and podiatrists. Members of the Physical therapies team visit the ward throughout the week offering physical health clinics, advice and exercise sessions tailored to your needs and goals. You can also access weekly complimentary therapy sessions where treatments are available for many complaints such as anxiety, stress, sleep problems, aches and pains and relaxation.

We have a dedicated see me worker who is happy to take feedback regarding the service offered and an advocacy service to assist you when you need extra help and support during your stay.

**Physical Health**

We will work in partnership with you and your GP to make sure that any physical health care that you may need is available to you. We have dieticians, physiotherapists, podiatrists and specialist liaison nurses to help you with all your physical health needs. You may be required to have regular blood tests to monitor your medication, cholesterol, blood sugars. The nursing team may also request to weigh you regularly to ensure that you remain health during your stay with us.

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**Activities**

Situated next to Endeavour Court is the Core Activity Centre (C.A.C). Staff will work with you to find out and develop your interests.

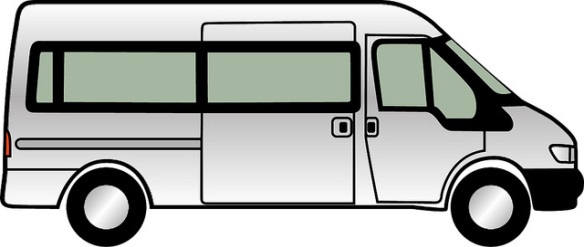
The C.A.C has a Multi Faith Room, Gym, Pool Table, Table Tennis, All Weather Pitch, Art Room, Library facilities, games consoles, computer facilities with internet access and much more. (please see brochure).

This area can be used at any time upon request, although a staff member needs to be present during its use.

There is also a kitchen which you can use to prepare snacks and meals with the supervision of the team.

Activities are also organised in community settings such as gym sessions, football, basketball, gardening and walking, bowling & cinema groups.

There are shopping trips to shopping centres, the local high-street and retail parks. The ward has access to community allotments where you can grow a selection of fruit and vegetables during your stay.

Leave to the local shops is facilitated each morning for finance and shopping for your essentials. There may be a limit to the amount of sugary snacks and drinks that you can purchase depending on your dietary requirements.

We have regular access to a vehicle but we do encourage you to apply for a concessionary bus pass, which will help you to get out and about more easily and independently.

The C.A.C organises regular social events such as Karaoke, Discos, Themed celebrations, and Cultural events.

There are many community facilities close to Endeavour Court including 2 leisure centres (Kingstanding & Erdington) there is also a local Library and 2 community centres.

Whilst you are here you are encouraged to continue with any activities that you may have done at home or with your community teams.

**Occupational Therapy**

Endeavour Court has a dedicated Occupational Therapist (OT) who will assist with helping you to plan your day, budget and offer help developing your Activities of Daily Living Skills (ADL) such as planning your day, meal planning, activity planning, cooking, and helping with community outings.

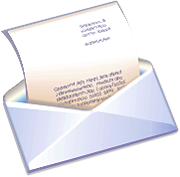
The OT will be required to complete a number of assessments during your stay in order to enable the most suitable placement to be found for you. It is highly beneficial that you engage with the OT and the nursing team to enable your stay in hospital to be as brief as possible.

**Regular Meetings**

Regular service user forums are held on the ward as a chance for you to air your views and address any problems that you may be experiencing during your stay. They are an opportunity to offer suggestions and improvements and ideas for new activities. These also provide an opportunity to feedback to staff what is working well and what you are enjoying.

There are also regular meetings regarding your rights whilst in hospital. Staff will be able to assist you with any questions, queries and complaints regarding this subject should you have any.

**Complaints, Compliments & Suggestions**

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

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

A complaints box an leaflets are located in the main reception area of the ward.

If wish to make a formal complaint please ask your named nurse for a copy of BSMHFT leaflet #6 *“Comments, Compliments and Complaints”* which contains all of the information you need. A member of the team will assist you in this process should you need it.

This leaflet will also help assist you if you have a compliment or any comment that you would like to make regarding your care.

Patient Advice & Liaison Service (PALS) offers help, support, advice and information. You can ask any member of the team to arrange for you to see the PALS link worker. Or you can contact them directly at

PALS

Ardenleigh

385 Kingsbury Road

Erdington

Birmingham

B24 9SA

0800 953 0045