Service User Welcome Pack Hertford House

A brick building with a blue door

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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 and will help guide you through a 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 you to develop your independence and confidence and to equip you with the relevant life skills and coping strategies for you to live as independently in the community as possible. We aim to support you to find the right accommodation with the appropriate level of support so that you can return to living your life the way you want to following your admission to hospital.

**Who is looking after me?**

Named Nurse:

Co-Named Nurse:

Named Health Care Assistant:

Ward Manager: Tracy Barrett

Psychiatrist: Dr Mbong Ohaeri & Dr Amit Gupta

Psychologist:

Occupational Therapist: Marie Holman

**Care Co-ordinator Role**

You are encouraged to maintain strong links with your care co-ordinator, this usually consists of on-going communication, attending CPA meetings and ward rounds and the involvement in your discharge plan. You should have contact with them at least once every 28 days. We will actively encourage your team to visit you during your stay.

**Care Programme Approach (CPA)**

Whilst at Hertford House you will have a CPA review after 6 weeks and then every 3 months. This helps you gain a review about your progress and helps you to set goals for your stay and for the future.

**What You Can Expect From Us**

On admission to Hertford House you will be allocated a named nurse. This nurse will be responsible for coordinating your care plan with you.

The care plan outlines the care and support you will receive whilst at Hertford House and is agreed between you, and all of the people who work with you, such as your care coordinator, occupational therapist and nursing and HCA staff. You are able to set yourself tasks and goals within this care plan and are encouraged to work with the team to create a bespoke care plan that supports and meets your needs.



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

Hertford House has a diverse staff group to support you during your stay however, should you require a gender specific member of staff to support you we will endeavour to ensure these request are met.

**What We Expect From You**

We would ask everyone who 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. Anyone behaving in this way will be breaking the guidelines and their stay at Hertford House may be reconsidered.

There are also a number of areas you will be encouraged to engage in during your stay at Hertford House:

* You will be encouraged to participate in activities that are facilitated on the ward and within the local community.
* You will be expected to do your own laundry and ironing with assistance, if required.
* You will be encouraged to maintain your living space to an appropriate level on a weekly basis. This includes changing bedding, completing laundry tasks, and a ensuring safe environment.
* You are encouraged to attend to their personal hygiene on a daily basis.
* We also promote good sleep hygiene, this allow you be ready to attend meetings, ward-based and community based activities the next day.



**Admission**

Upon admission to Hertford House all residents have a right to:

* Have any proposed treatment explained, including any risks involved and any alternatives available before you decide whether you agree to the treatment.
* Expect to be able to ask for an explanation of your diagnosis in plain or your preferred language and ask for more information if needed.
* Be informed about any medication you are prescribed including possible side effects.
* Be informed of any other therapies that are available other than medication.

Also:

* You will be allocated a named nurse but you may not be seen by them immediately.
* You will be asked if you would like to be present whilst having your property searched, this is to ensure that no contraband items are bought onto Hertford House.
* Sharp objects will be placed in a designated locker specifically allocated to you.
* A personal search will be conducted, to ensure everyone’s safety.
* Any valuables or money can be placed in the safe on the ward for safekeeping although we encourage you to not have large amounts of valuables and cash on your person.

**Coming and Going**

I you are at Hertford House on an **informal**basis and are able to leave the unit at any time, although we ask that you inform staff before leaving.

If you are receiving care under a section of the Mental Health Act (1983), please check your Section 17 leave status with the nursing staff before arranging any leave off the unit.

Section 17 Leave arrangements can be discussed with the team at Hertford House at any time, you can discuss your leave requests directly with your consultant at Ward review on a **Tuesday mornings**.

Staff may record or take a picture of what you are wearing and will ask where you are going, along with your expected time back. This is recorded on the Trust’s inpatient portal. We also ask you to make a phone call to notify staff if your plans change or any issues arise.

**Smoking**

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

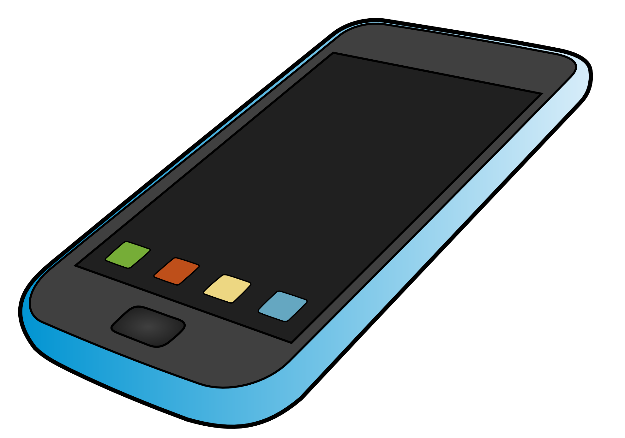
If you do smoke in public we ask you to be considerate of our neighbours and put all rubbish and cigarette ends in the bin.

This helps to minimalize disruption on the

unit and to promote a healthier lifestyle.

If you would like help and support in quitting or reducing your smoking please speak to staff. We have a dedicated smoking cessation lead available who can offer support with coping strategies, managing cravings, accessing nicotine replacement therapy and signposting to local stop smoking groups.

**Mobile Phones**

You are allowed to bring your mobile phone to Hertford House, it is your responsibility to take care of your own mobile phone. Hertford House will **not** accept responsibility for any loss, theft or damage that may occur.

If your mobile phone has a camera or video recording device these functions must **never** be used whilst in communal areas as this could be a breach of patient confidentiality. If you are observed using these functions on your phone, then staff may request that you hand the phone in to staff for safe keeping.

**Budgeting**

Upon admission to Hertford House staff will work with you and support you with any budgeting or financial needs that you may have, such as ensuring you are on the correct benefits and are able to manage your finances including any debt.

**Please be aware Personal Independence Payment (PIP) can not be claimed 4 weeks after admission to the unit.** If you continue to claim PIP you may be required to pay this back which could affect your ability to manage your finances in the future. Staff can support you to place your PIP claim on hold and then reinstate this closer to discharge from hospital.

**Living arrangements**

On admission you will be allocated a bedroom. Rooms have a TV aerial point. On the ground floor, there is a large shared bathroom with a toilet. On the first floor, there are two shared shower rooms, one with a toilet then there is a third shared toilet near the second floor.All individuals are given a key to their room, so they can lock it when they want. You are asked to always respect each other’s privacy and not enter each other’s bedrooms. There are two communal areas within the building with TV’s and recreational equipment for all people to use. We ask that you take care of the environment and notify staff if there are any issues so that they can be dealt with/repaired in a timely manner.

**Skills Associated with Independent Living (SAIL) Flats**

There are two SAIL flats at Hertford House where you may be offered a chance to develop and demonstrate your skills

During the time in the SAIL flat residents follow an individual programme including a series of assessments completed by the occupational therapist and ward staff. These assessments are designed to measure a person’s skills and are used to develop an understanding of what further training, support or other interventions are needed to support with discharge from hospital.



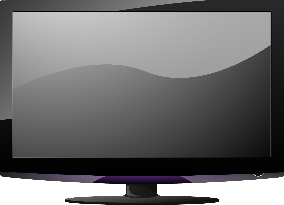
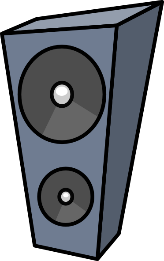
**Laundry**



There are washing and drying facilities available on site which you may use.Upon arrival staff will show you the functions of the washing and drying facilities to help you carry out these tasks as independently as possible. If you are unsure, please feel free to consult a member of staff to assist you if necessary. You will have a dedicated day to complete laundry tasks however there is always other availability to use the facilities such as evenings and weekends.

**Electrical Items**

You are allowed to bring electrical items into Hertford House however they will need to be checked by our electrician before you can use them.





**Religious Worship**

We recognise the importance of faith and worship during your stay at Hertford House and have a dedicated Spiritual Care lead who is available to support and answer any questions you may have. We have an area/room available for prayer/meditation. More information is available on the notice board by the stairs including a list of places of worship within the local area.

**Meals**

We offer a full rotating 4-week menu which you can choose from.

We cater for a range of different dietary requirements, including vegetarian, diabetic, halal and vegan. We also offer flexibility for those who may be fasting due to religious reasons. There is a large communal dining area and we ask you not to eat in your rooms so that staff are available to support should you need it. Food cannot be stored in bedroom’s due to health and hygiene reasons.

There are also 1-1 supported cooking sessions that are offered on a regular basis. You are able to book the large kitchen to cook and prepare meals of your choice however this is timetabled to allow everybody the opportunity.

You are able to purchase your own snacks and soft drinks and these can be stored within the kitchen at Hertford House or your own locker. You can access these at any time during your stay.

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.

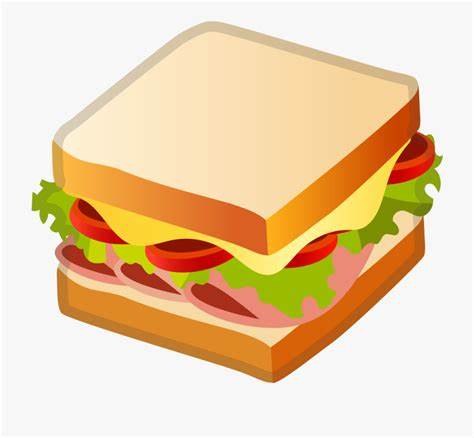
Protected meals times are observed as the following:

**Breakfast: 8 – 9am**

**Lunch: 12 – 1pm**

**Evening meal: 5 - 6pm**

**Supper: 8 – 9pm**



**Activities**

There are a wide variety of activities offered on the ward, as well as offering groups from external providers e.g. Recovery College, Stone Hall College and Creative Support. These groups support with managing your not only your mental and physical health, educational, vocational and social need but also help to add routine and structure your day.

A few of the activities offered are:

* Well-being group
* Poetry and creative writing groups
* Community groups e.g. pool and bowling
* Come dine with me experience
* Films & Cinema trips
* Relaxation
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* Hearing Voices
* Men’s Group
* Current Affairs
* Play station
* Gardening
* Pool competitions
* Music Group
* Moving forward Group
* Back to Basics Group
* Walking Group
* Craft & Art groups

You will be encouraged to attend daily groups and activities and will be supported to create your own personalised weekly planner.

**Medication**

You are encouraged to take responsibility for your treatment and to be present on the unit at the relevant times for medication.

**HM00343_Medication Times:**

**Morning – 8am**

**Lunchtime – 2pm**

**Teatime – 6pm**

**Night Time – 8pm and 10pm**

Any medication you bring in with you will be returned to pharmacy.

**Searches**

During your stay there may be occasions where staff will need to perform personal and room searches. This ensures that the environment remains safe for yourself, all patients, visitors, and staff.

Personal searches may be carried out each time you return from leave as outlined in your care plan.

**Safe and Well Checks**

As part of the 24-hour service provided by Hertford House, safe and well checks are carried out on an hourly basis throughout the day and night. Please speak with staff if you have concerns with this and they will try to support you to ensure the minimum disruption.

**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.

You will be allocated a fortnightly appointment to meet with your consultant and the team however other arrangements can be made should you need to see them more frequently. Here you are given the opportunity to discuss any concerns e.g. recovery support needs, any leave, medication issues. A form is completed beforehand in which you are able voice any concerns they you have about you care, highlighting any requests or goals. During ward round you also have the right to select who you wish to bring in the room for support and can request that students are not present.

**Confidentiality**

The Trust keeps a record of what happens to you during your stay at Hertford House. In Hertford House there is a set of notes about each person. In these notes there is information your mental health needs and what steps are agreed to help aid your recovery.

All members of staff at Hertford House have to share information with the team if they are worried that you may be putting yourself or somebody else at risk.

There are leaflets offering further information about the trust confidentiality policy available from staff.

**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 and ultimately movement to another unit.

**Your Views**

At any time, any suggestions or worries can be discussed with any member of the staff team.

There is a mutual help meeting held every morning, Monday to Friday to support you to voice any concerns, worries, eissues with your environment and plans for the day. This meeting helps to communicate any other information between staff and residents.

Hertford House holds a residents meeting each week. During these meetings you can air any views or raise any concerns that you may have. Guest speakers may be invited to these meetings to offer support and information on any issues that may have been raised.

**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. On admission an information pack will be given containing useful numbers and leaflets. 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.

**Advocacy**

Advocacy services are available for you to access however you will require a referral for this service, staff are happy to support with the referral process.

Advocates help and support you to express your wishes and views and can support you with making informed choices about your care and what’s available.

They can attend meetings, ward rounds and assessments with you and provide you with information to help you make the right decision for yourself.

**USEFUL RESOURCES AND CONTACT NUMBERS**

Care Co-ordinator……………………………….

GP Name………………………………………….…

GP Address…………………………………………..

Friend/Relative…………………………………..

Neighbourhood Office………………………….

Benefits agency……………………………………