

# Welcome to Assessment and Treatment Services



Towards Outstanding

We're on a journey...

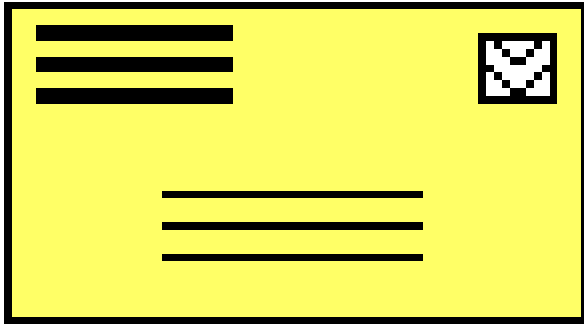
CQC Organisational Rating - GOOD



**HSJ** VALUE AWARDS 2018

WINNER

Pharmacy and Medicines Optimisation



Assessment & Treatment Service

Harplands Hospital Site

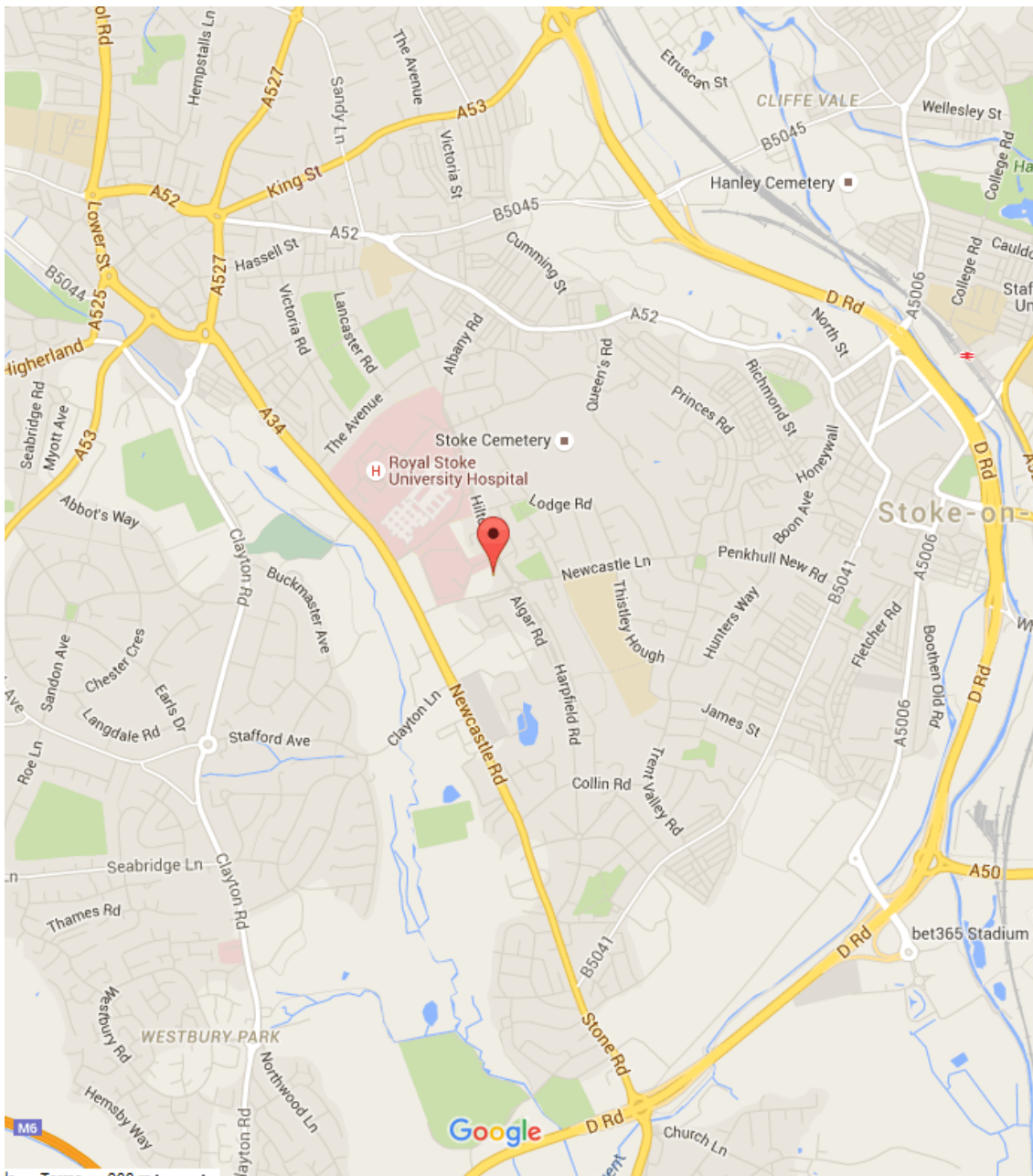
Hilton Road

Stoke on Trent

ST4 6TH

Telephone

01782 427 432



Where to  
find us



# The Assessment and Treatment (A&T) Unit



Is a unit with 6 beds. That helps people who have learning disabilities and complex health needs when they are unwell and cannot be supported in the community.



The unit has a kitchen, dining room, large and small lounges, activity room, shower and bathroom, private visitors room and garden with summer house that you can use.



You will have your own bedroom, with double wardrobe for your clothes, sink, chair and TV.



The Assessment & Treatment Unit is both **male and female**. Staff will help you to make you feel comfortable and cared for. There are spaces where only females or only males use, which you can access if you want time away from mixed client group, these include a lounge and dining room.

# What can I bring with me to A & T ?



You can wear your own clothes on the unit.

When you arrive on the unit a list of your things will be made. If you want more things bringing in you can and these will be added to your list.

Please wear slippers or trainers on your feet when you are walking around the unit.



Your bed will have pillows, sheets and duvets provided. You can only bring your own if they are fire safe please check with unit staff.



Staff will help you with your washing and ironing or your family can take your clothes home for washing.



You can bring your own electrical items to the unit but they must be tested to see if they are safe.



When you arrive on the unit staff will talk to you about looking after your money. Your money will be kept in the unit safe and staff will give it to you when you need it. Staff are not responsible for your money unless it is kept in the safe. Please do not bring in large amount of money or expensive items.

# “What is the food like on the unit”



A variety of food and drinks is available daily.

Staff will speak to you about what type of food you like and what you do not like.

If you need any special types of food the staff can arrange this for you

Drinks and snacks are available during the day.



**8:30AM**

**Breakfast** - cereal, toast & fruit



**12:30**

**Lunch** - snack type meal (Sandwich, soup, beans on toast)



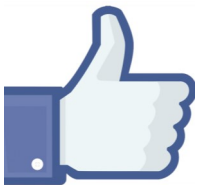
**5PM**

**Tea** - cooked meal( Curry, roast dinner, fish & chips)



**9PM**

**Supper**— Hot drink and fruit or yoghurt



Like

Tell us food drinks that you

do not like



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## “Can I Use the phone or my mobile?”



You will be able to make and receive phone calls between 9am and 8pm. Ask the nurse when you want to use the phone.



You can use your mobile phone on the unit.



No photo's can be taken on the ward using your phone

## “ Can I Smoke whilst on the ward”?



The Harplands Hospital is a no smoking zone, therefore your visitors cannot smoke whilst visiting you on the ward or within the hospital grounds.



Staff can help you if you want to give up smoking with the support of vapes, patches etc.



If you smoke staff can support you to leave the grounds for a cigarette.

Your cigarettes will be kept in a safe space for you.



## “Can I have visitors”?



We understand the importance of relatives, carers and friends visiting while you stay here.

We help you plan visits so that we have time to do our assessments around your visitors. You can have 2 visitors at a time

Children can visit you in the family room at the Harplands. Staff will arrange this for you.

## “Can I visit home”?



You will be able to talk about leave with your Care Team and relatives. This will then be discussed at your weekly meeting.

## “What does Locked Door mean for me”?



The access and exit doors are locked at all times to support patients safety.

Other areas within the ward are locked for safety and you will be supported to access these when you need. Staff will be with you in areas that are locked.





We try to keep a safe environment for all patients.

Your bedroom is your private space. The door will be locked to give you privacy and protect your personal belongings.

# Observations

When you are in hospital staff will check on you to keep you safe and the help you with anything you need. These checks are called observations

Staff will support patients to keep active while you are in hospital, this is called active support.

	Level 1	This means Staff will check on you every hour.
	Level 2	<p>This means staff will check on you more often.</p> <p>The MDT will tell you how often you will be checked in an hour.</p>
	Level 3	<p>This means a member of staff needs to be able to see you all the time.</p> <p>When you need to use the bathroom you should be observed by a member of staff who is the same sex as you.</p> <p>When in bed your door needs to be open so that staff can still see you.</p> <p>Your head needs to be above the covers when you are in bed.</p>
	Level 4	<p>This could mean that the staff need to be in arms reach at all times</p> <p>Or</p> <p>This could mean more than one staff will observe you.</p>



# Medicine



When you come on the unit the doctor might talk to you about taking medication to help you feel better.

If you already take medication the doctor may talk to you about changing it.

You will get information about your medication.

Staff will work with you to make a health action plan.

You will have a general physical health assessment on admission.



## STOMP

STOMP is a project in England to stop the over use of psychotropic medicines. We won an award for supporting with this.

These medicines are used to treat mental health conditions.

Sometimes they are also given to people because their behaviour can sometimes be challenging.

People with a learning disability, autism or both are more likely to be given these medicines than other people.

**STOMP is about everyone working together to make sure people get the right medicine when they need it.**

It is also about making sure that people get the other support they need. This might mean they are less likely to need this sort of medicine.

STOMP is about helping people to stay well and have a good quality of life.



# “What activities will there be”?



Staff will talk to you about things you like to do.

The Unit has a activity room and sensory room were you can

- a pool table,
- darts
- football table,
- a Wii and play stations
- large selection of table top games
- arts and crafts
- DVD's & TV
- Listen to music.

Outside there are gardens for activities in the summer or you can sit and relax.

We have wood work room for you to make something

You could use the gym or sports hall at the Harplands Hospital .

Near by there are shops and places to eat where you could go with staff or you family or carers.

**Tell us the things you like to do:**

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## **“Who are we”?**



### **Dr Uppal—Consultant Psychiatrist**

He is a doctor who helps people with mental health problems and may ask you to take medication.



### **Dr Ruth Richards—Clinical Psychologist**

She will help you feel better through talking therapies and help you if you have difficulties with your thoughts and feelings.



### **Stuart Fisher—Modern Matron**

He can help to sort out any problems you may have.



### **Amy Hincks - Team Manager**

Is a senior nurse and responsible for the running the unit and makes sure of good practise



### **Dave Simcock - Deputy Nurse Manager**

Helps everyone on the unit to work together

# Different Nursing Top's?



Matron



Ward Manager

Nurses support your physical and mental health needs.

They can help you when there are behavioural problems.



Deputy Manager



Nurse

They will try to understand what makes you upset by working with you in different places then suggest ways of helping

You will have your own lead nurse, named nurse and support worker who will work closely with you during your stay and talk to you about your care. You will be given photographs and names of your team



Associate Nurse



Student Nurse



# Who else might I see



OT

## **Occupational Therapist (OT)**

will work with you to find out your abilities to do things. They can also help you in finding activities you may enjoy



HCSW

## **Healthcare Support Worker (HCSW)**

will support you through out the day, helping with your personal hygiene needs, completing activities with you and assisting the nursing team with any observations you may require.



Domestic

## **Domestic Staff**

They help to keep the unit clean and tidy. They will also prepare you lunch and evening meal.

# Who else I might see



## **Advocate**

An advocate is someone who can support you at your care planning meetings or speak up for you at any time.



## **Speech and Language Therapist (SALT)**

Supports people with communication and swallowing difficulties.



## **Social Worker**

Will help you and your family.

They will help you with your rights and well being.



## **Dietician**

Will give you advice on healthy eating



## **Community Nurse**

Will work with the team to help support you when you are discharged.

# “What will happen”?



Your stay on the unit will be short then you can return home.

We will try to keep your stay no longer than 12 weeks.

The Assessment and Treatment team will work with you to try and find ways to help you with your problems.

We will contact you before you come to get any information that will help you get ready for coming.

# Your Care Meetings

## Care & Treatment Reviews



You will have a **Care Treatment Review (CTR)** where all your information is put together to help us make your treatment plan which will be reviewed at further meetings.

The Care Treatment Review Team will be your :

- **Clinical Team**
- **Commissioner for your area**, who is someone who helps pay for your care
- **Social worker**
- **Family**
- **Care Provider**—The manager of your care home or day care
- **You**, if you want to

Please see information in your pack

## Care Programme Approach



If you have **complex needs** you might need support with lots of different things.

You will probably need support from lots of different people including professionals, family and friends. These people are known as your care team.

If you have complex needs like this we will use the **care programme approach (CPA)** to support you.

You will have a **named nurse** to help you plan all the support that you need. This person will be your **care coordinator**.



# What is a Review of Care?"



All patients admitted to the unit will have a **treatment and discharge plan**. This gives us the reasons for your admission, what your treatment will look like and how you will be supported when you leave.



We will discuss this with you and with the **Multi-Disciplinary team (MDT)** at your weekly meetings to see how you are doing so that you can return to the community as soon as possible.



You will have a **positive behaviour support (PBS) plan** which helps your carers to understand the reasons you may display some risk behaviours and how to support you well.

**A discharge letter** with future recommendations will be sent to your carers. You will also have support from your **CPA care plan**.

If you cannot attend or find it difficult to express your views during the meetings we will support you in other ways to express your views. We will use best interest decision making, patient story's and patient journeys in a more accessible version.

You are able to meet with your named nurse or any of the care team at any time during your admission.



# “Will I have any say in my Care”?



There will be a team of people to look after you, this is called your **‘Care Team’** who will meet with you regularly. They are:

Doctors

Nurses

Psychologists

Occupational therapist

Social worker

Healthcare support workers



You will be able to talk to anyone in your Care Team about your care.

You will have a weekly meeting to discuss your care.



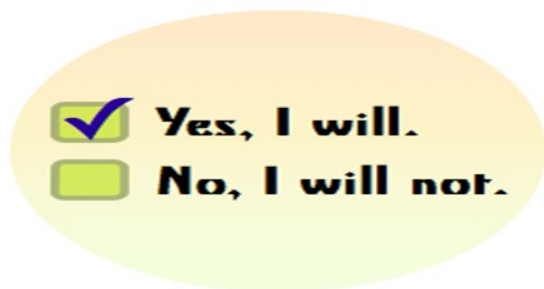
We will support you in making your needs known and you will have access to an advocate if you wish.

This is a person who finds out what is important to you and shares this with the Care Team.

## Will my Family/Carers be involved in my treatment ?



We understand the importance of involving your family/carers in your care and treatment. They will be invited to come to your meetings and have input in your plans of care.



We will work together with your family/carers, if you agree, to keep you up to date with your progress during your stay.

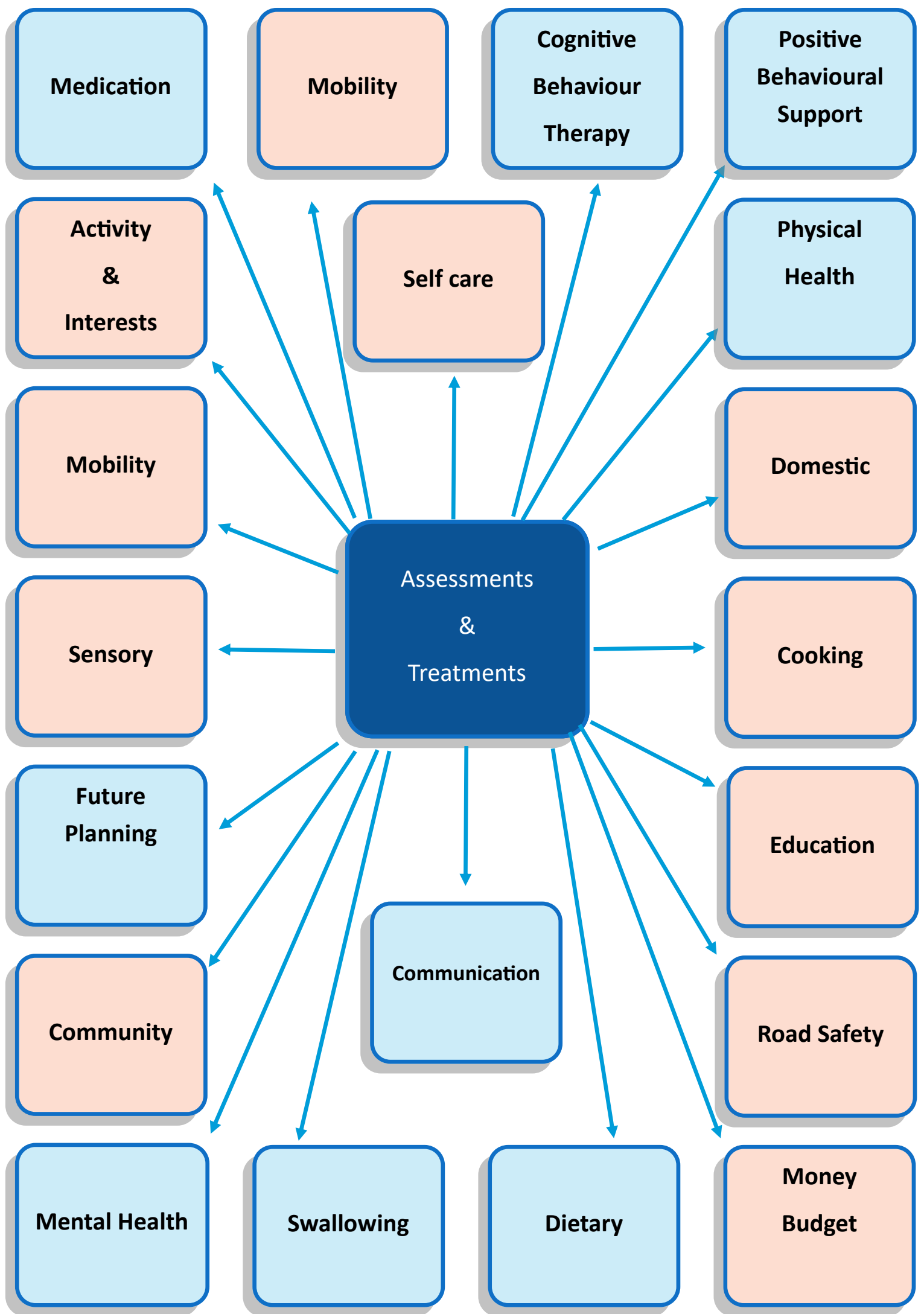
Your  
Opinion  
matters

**We will ask for your views and opinions** and what you hope will happen to give you the best care .

## Service User Meetings



We have service user meeting on the Assessment Treatment Unit. At these meetings you can talk about what **you like** and what **you do not like** on the unit.





# Supporting your Religious Faith



There is a multi faith room at the Harplands Hospital which you can use; or you can pray on the unit, staff will support you with this.

The Pastor visits the unit on Tuesday morning if you want to see her.

## Making a Complaint



Making a complaint means speaking up about something you are not happy about.

You can talk to staff if there is something you are not happy about on the unit.

You can contact the patient experience team on 03001231535, staff can help you do this.

There is a leaflet that tells you how to make a complaint and tells you the people who can help you make a complaint.

## Your rights to appeal your Section



Mental Health Act 1983

You have the right to appeal your Section of the Mental Health Act.

Please speak to staff who will help you do this.

Staff will read you rights with you regularly to help you understand.

There is a leaflet in this pack explaining your rights.

# Will all the Information about me be shared with everyone or will this be kept confidential?



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We will share all information about you with people that are looking after you. This will help them to support you with getting better.



We will not share your information with anyone who does not need to know.



If in your future plans, you need a new home staff we will share information about you with your new staff.

This will help you to stay well and to support you from returning to hospital.



Staff will always ask and show you what they want to share about you with other professionals.