

Post Discharge

A follow up appointment will normally be conducted in the first few days following discharge, and will often entail discussing a post-discharge plan for the community. We encourage patients to keep in contact with their community teams during their stay.

Once discharged, we will send a discharge summary to your GP to ensure they know of any medication changes and so that they are aware of the care we have provided.

Raising concerns

If there is anything that you are not happy with or have concerns about please speak to the nurse in charge who will try & alleviate these concerns.

You can also request to speak to the ward manager.

The patient experience team are also available to help & will support you to raise concerns through the PALS or Complaints process.

Patient experience team– 01782 275031 or 0800 389 9676

Email: patientexperienceteam@combined.nhs.uk



Supporting you in your recovery



Information about The Edward Myers Unit at Harplands Hospital

Welcome to the Edward Myers Unit at the Harlands Hospital.

Our Ward

We are an in-patient detox service for those who misuse drugs and/or alcohol. We accept referrals from community drug and alcohol services (e.g. CDAS, Humankind/STARS, CGL), and we also accept private referrals for in-patient stays which require self-referral and incur a cost.

Once placed on our waiting list, our bed manager will contact you when we have a bed available for an in-patient stay. Due to the nature of the service, we are normally unable to give an extended period of advanced notice.

On admission you will be allocated a named nurse who will help co-ordinate your care.

You will normally stay with us for a week, however the length of stay can vary due to patient needs and the community teams involves.

Students and Research

During your stay on the ward, you may encounter medical and nursing students. We encourage patients to engage with the students to support your own recovery and the learning of our students. We will always request consent for a student to be involved in your care.

North Staffordshire Combined Healthcare NHS Trust is a research active organisation, offering patients an opportunity to take part in high-quality research continues to be a top priority. The Trust is committed to supporting the best patient care through new treatments and therapies by active involvement in innovative research and developing and harnessing new ideas. Our portfolio covers a range of specialities, offering patients the opportunity to take part in a wide choice of research. For more information on how to get involved in open studies and/or find out more about research please contact research@combined.nhs.uk

Restrictions

Due to the type of environment there are some restrictions that are in place for the safety of patients staff & visitors. The most significant restriction is the main entrance to the ward being locked. As all the patients at Edward Myers are informal the ward is not locked on the inside, and patients can leave at any time. If you wish to leave early and not complete your treatment, please inform the ward staff before you leave. Leaving without completing your treatment may affect you aftercare and your recovery.

Any restrictions that specifically affect you can be discussed with the nurse in charge at any time, the team try our best to work in an open manner but due to the mixed nature of the patient group the following items (this list is not exhaustive) are not permitted to be kept on your person on the wards:

- Glass (bottles, mirrors, photo frames)
- Scissors or tweezers
- Hair dye
- Razors

These items will be kept in a locked room on the ward. Some items may be used on the ward if returned to staff straight after use. This should be discussed with the team on the ward.

Deliveries of any kind need to be agreed with the nurse in charge, prior to their delivery.

How We Care For You

During your stay on the ward, we will assess you for signs of withdrawal, and will provide you with any necessary medication to ensure you have the safest possible detox. Our 24/7 team will be there to support you and answer any questions while on the ward, and can help prepare for when you are discharged from the ward.

We aim to provide as many groups as possible during your stay, including relaxation, acupuncture, walking, crafts and relapse prevention. If there is something you particularly would like to do while on the ward, please do not hesitate to ask a member of staff. There are always staff members on the ward for any 1:1 time you may require, and to discuss any concerns or issues you may have.



Admission

The team knows admission can be a scary & unknown process.

The team will try & explain everything that happens & offer reassurance to you.

You will be seen by a doctor to be “clerked in”, and a nurse will continue the admission process with you.

Due to current circumstances, you will be covid swabbed upon admission, and will have to isolate in your room for 72 hours and will then be re-swabbed, and can move around the ward when these results have returned.

Observations

Every patient is observed by staff hourly as a minimum. This is to ensure your wellbeing & offer support.

Staff may use the observation windows or knock & enter the room to complete these checks.

This may be increased if there are concerns for your welfare.

The team understand that being observed can be distressing & any level of observation will be discussed with you & included in your plan of care.

Smoking

Smoking is not currently permitted on the wards.

Advice to stop smoking and NRT will be offered to smokers during their stay. E-cigarettes can be smoked in the ward garden. It is against the law to smoke on NHS premises.



Phones

Most patients will have their own mobile phone, however if you don't there is a pay phone which can be used.

Mobile phones must not be used to take photos or videos of other patients or staff. Staff may intervene & delete these if necessary.

Searches

On admission we search your belongings with you present, to ensure no contraband is brought onto the ward. There may be occasions when the team need to search your belongings & bed space. This is for the safety of you & the fellow patients. This does not take place very often, and will be discussed with you before hand.

Keeping your belongings safe

The team discourages patients bringing in anything of emotional or financial value.

Each patient has a small safe in their bed space, which staff can support you to use. Doors can be locked at your request, and we do not allow patients in other patient's rooms. Each patient has their own private room.

You are responsible for any belongings you retain during your admission.

Your safety

Our priority is to make you feel safe during your stay on the ward. If you have any concerns about your safety please speak to a member of staff as soon as possible.

Physical Health Checks

To help us ensure you are receiving the best support & treatment during your admission we will complete:

- Blood Pressure
- Urine test
- ECG
- Blood tests
- Skin checks
- Physical examination



We will discuss these as they are completed with you & may offer advice & support. We may liaise with your GP to ensure adequate follow up care.

Family & Carers

On admission we will ask you to identify who you feel are your carers & who supports you most often.

We will ask you to identify a next of kin to contact in case of emergencies.

Visiting Times

We are currently not accepting visitors of any kind due to the current coronavirus pandemic. If visiting is reinstated we will inform patients on the ward.

What to Bring

We suggest that you bring to the ward some comfy clothes, some books or an iPad, something to keep yourself occupied whilst isolating in your room. We request that you bring in toiletries, however the basics can be provided if necessary. We supply towels on the ward therefore you do not need to bring these in. You may bring in snacks and drinks if you desire, however we request that these are sealed and in date, and we do provide meals during your stay. You are not required to bring in medication as we will prescribe any medication from our ward supply or our hospital pharmacy.

Patient Meetings

Patient meetings are held every Sunday.

They are an important part of your admission as they are key for the sharing of information.

It is also your opportunity to give us feedback about what we can improve.

We complete discharge planning in the weekly meetings, so it is important you attend and participate.

Continuity of Care

We work closely with other services involved in your care, such as mental health services, to ensure continuity of care is provided and we provide the best care to suit your needs. If you come onto the ward without any other services involved, but feel you require some support with your mental health or your financial situation, for example, please speak to staff and we can give you the relevant information and support you to access the help you need.

Liaison with Community Teams

Most people who have been involved with our community drug and alcohol teams before admission will normally already have a key worker when they are admitted. Your key worker will be updated during your admission and will be ready to support you after discharge.

For private patients, with your consent we will refer you to a community team in your area in order to receive support when discharged. They will often contact you while you are on the ward to conduct an initial assessment for their service.

Discharge Planning

Whilst on the ward you will work with staff to complete discharge planning. This plan will help you set goals for your recovery & will help the staff to identify how to support you most effectively. We will provide you with a copy of this plan to take home on discharge.

Ward Based Teams

Our team includes:

- Ward Manager
- Deputy Ward Manager
- Consultant Psychiatrist
- Ward Doctors
- Ward Clerk
- Staff Nurses
- Healthcare Support Workers
- Medical and Nursing Students

Confidentiality

The team will do their utmost to protect your personal information at all times.

We will ask your permission before we share information with friends & relatives.

There may be occasions when we need to share your information with other teams for example to complete a referral or if there are safeguarding concerns, this will always be discussed with you.

Named Nurse Time

You may request time with your named nurse at any point during your stay, however 1:1 time is provided by any member of staff on the ward. This is time to discuss your thoughts & anxieties.

Below is a list of things the staff can support you with:

- Benefits
- Care Plans & Risk assessments
- Incidents
- Leave
- Discharge
- Medication
- Your mood & emotional wellbeing
- Ward reviews
- Complaints & compliments

Ward Activities

We aim to provide as many groups as possible during your stay, including relaxation, acupuncture, walking, crafts and relapse prevention. If there is something you would particularly would like to do while on the ward, please do not hesitate to ask a member of staff.

Ward activities have many aims;

- To prevent boredom
- To promote recovery; many groups will help you identify what was unhelpful prior to admission & what can help to keep you well in the future.
- Education; many groups focus on skills & advice that can help you stay well at home.
- To promote social engagement both on the ward & in the community.

To ensure that admissions are purposeful some participation in group activities is expected.

