



Service User Handbook

A guide to life at St Andrew's Healthcare Birmingham



A charity leading innovation in mental health



St Andrew's
HEALTHCARE

BIRMINGHAM



St Andrew's Healthcare, Birmingham

The language used in the handbook is accessible for a range of peoples needs, including the deaf community. Your Care Co-ordinator will be able to answer any questions you may have about the guide.

There is a glossary at the back of this handbook to help explain what some words mean.

This handbook is available in other languages and in Braille, on request.

Produced by St Andrew's Healthcare in collaboration with service users.

All quotes, artwork and many of the photographs within this booklet have been provided by service users and used with their kind permission.

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Welcome from Philip Sugarman, Chief Executive and Medical Director

A warm welcome to St Andrew's. I hope this booklet will answer some questions you may have about your stay.

If you would like more information, please ask the staff in your area.

Staff are available to give you support and assistance when you need it.

We hope that you feel welcome, as you begin your journey with us.

Best wishes

Philip Sugarman



About this booklet

This booklet will give you information about St Andrew's Healthcare. It aims to answer your questions and tell you about the resources that are available to you during your stay.

About St Andrew's Healthcare

St Andrew's Healthcare is a charity. It aims to be the UK's leading independent provider of specialist mental health care and works in partnership with the NHS.

St Andrew's has built a strong reputation for the quality and range of its specialist assessment, treatment and rehabilitation services. The services are for men, women, and young people with needs in mental health, learning disability, brain injury and/or neurological impairment.

St Andrew's opened in Northampton in 1838. In recent years the organisation has expanded and opened additional units on the Northampton site, in Essex and in Birmingham.

St Andrew's Healthcare aims to provide a safe and friendly environment in which you have the opportunity to develop. When new services are being planned a great deal of consideration is given to creating comfortable accommodation. The idyllic grounds provide a beautiful and peaceful haven for patients receiving treatment.

How do I find my way around St Andrew's?

This is a map of the Birmingham site. It shows where service user facilities are located.

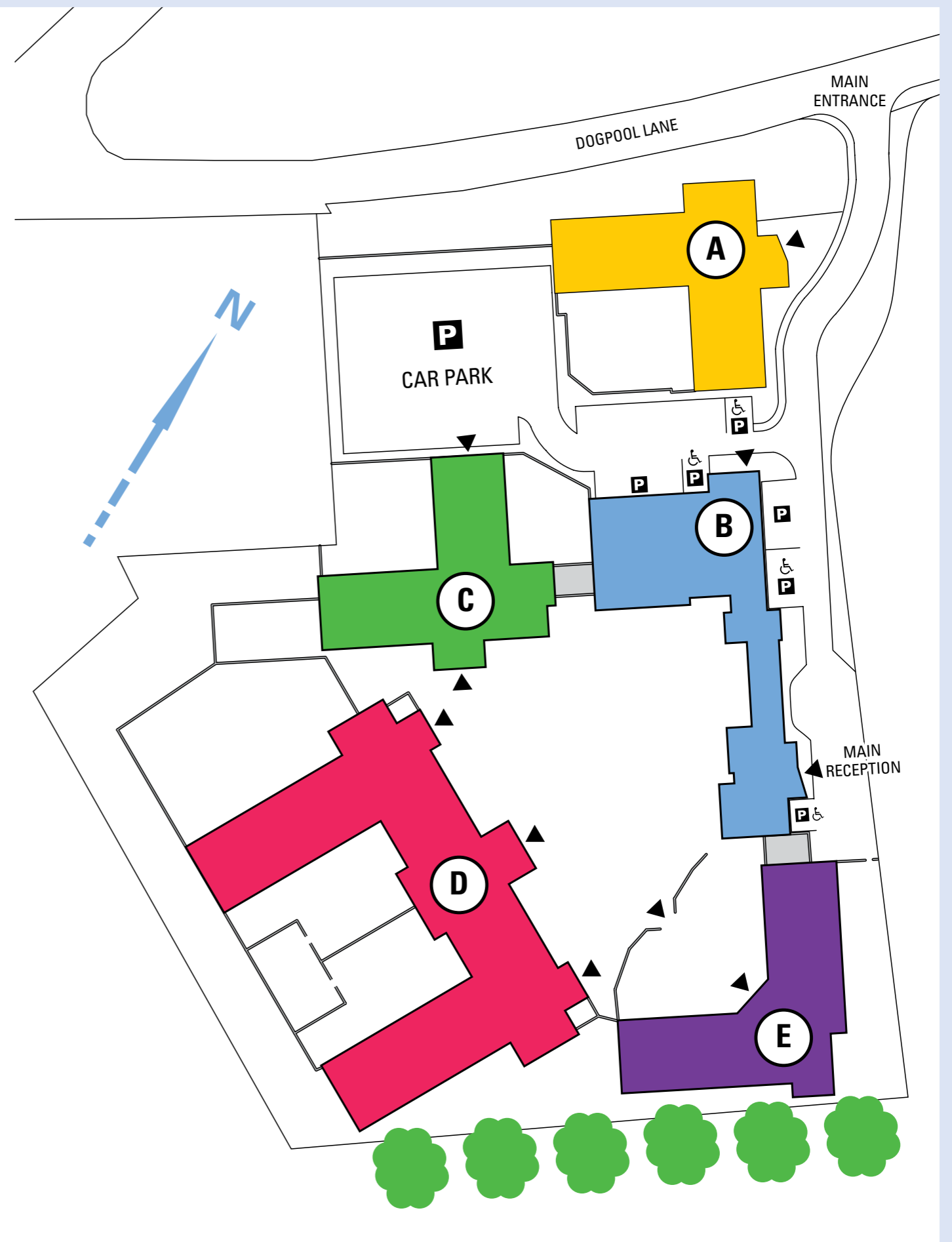
About St Andrew's Healthcare, Birmingham

St Andrew's Healthcare, Birmingham opened in March 2009 and provides units for men with Mental Health disorders and Autistic Spectrum Disorders. In total there are 128 beds ranging from medium secure through to pre-discharge.

The site is situated in Stirchley, just South of Birmingham city centre.



- A** Moor Green Ward
Northfield Ward
- B** ADL Kitchen
Arts & Crafts Room
Cafe & Shop
Gym
IT & Activity Room
Main Reception
Multi-faith Room
Therapy Areas
Visitors Room
Workshop
- C** Hurst Ward
Lifford Ward
- D** Edgbaston Ward
Hawkesley Ward
Hazelwell Ward
- E** Speedwell Ward



Your Healthcare

What is a Service User?

A Service User is someone staying at St Andrew's Healthcare for treatment of a mental disorder, learning disability or acquired brain injury.

How common are mental health problems?

Research has shown that mental health problems are far more common than many people realise. For example, during their lifetime, one in two people will talk to their doctor about an emotional or mental health disorder. One in ten people will consult a psychiatrist and one in twenty people will be admitted for mental health care.

Where can I find more information on mental health?

For more information on mental health, you can ask your doctor or nurse, or any other member of staff involved in your care. There are also other resources available to you such as the MIND booklets on mental illness and related issues. These can be found in the Patients' Library. Alternatively ask your Ward Manager who can make these books available.



What is the Mental Health Act?

People who choose to have mental health treatment here at St Andrew's (sometimes called 'informal patients') have the same rights as patients who are in a general hospital for treatment. The Mental Health Act 1983 (updated 2007) is the UK law that says that a person must stay at a mental health hospital even if the person doesn't want to (sometimes called 'formal patients'). The part of the Mental Health Act that links with your situation tells you the reasons why you are at St Andrew's and how they can help you with your treatment.

The reasons for having to stay at St Andrew's are because of your mental health situation and also for your own safety and/or other people's safety. You will be told about what your rights are when you arrive at St Andrew's, and while you stay here. The Mental Health Act gives you a chance to argue about why you do not want to stay at St Andrew's and it makes sure that you get the right level of care. You can ask to have a look at what is written about you. You can also ask for help from the Advocacy Service, and have legal help when you need it.

For more information about The Mental Health Act, ask a member of staff or the person who helps you (such as an Advocate).

Who will be looking after me?

St Andrew's Healthcare has over 2000 staff. These are people who are committed to providing exceptionally high standards of care. There is an emphasis on ensuring that every service user receives and responds to a programme of individual expert treatment focusing on recovery.

A number of different professionals make up the multi-disciplinary clinical team that will be looking after you. These are:

Psychiatrists

The Consultant Psychiatrist is the Responsible Clinician (RC) and is in overall charge your care. The RC is a doctor who has trained in psychiatry and often works with an Associate Specialist or Ward Doctor.

Psychiatrists have been trained in understanding, assessing and treating people with mental health difficulties. In particular, they can prescribe medication, monitor whether it works and check on any side effects. Psychiatrists work with the Primary Health Care team to ensure your physical health care is good.

The RC works with the clinical team to ensure that assessments are completed and treatments given.

Some service users are detained under the Mental Health Act. In these cases the RC has specific responsibilities. These include



granting leave, assessing capacity to consent to treatment and providing reports for Mental Health Review Tribunals and Managers' meetings.

Psychologists

On each unit there is usually a Clinical or Forensic Psychologist and an Assistant Psychologist. One of the main roles of the Psychologist is to take a lead in planning, co-ordinating, implementing and evaluating the psychological and therapy programme.

Psychologists use 'talking therapies'. They assess, treat and evaluate your care in both one-to-one sessions and within groups. At times Psychologists will also work closely with other staff advising how best to help you overcome difficulties.

Psychologists will do routine psychological assessments throughout your stay at St Andrew's Healthcare. Further formal assessments may be required to ensure your needs are being wholly met.

Nurses

When you come to St Andrew's, a Named Nurse and one or two co-workers will be working with you. You will also have a

CPA Co-ordinator, who may be your Named Nurse or another member of the multi-disciplinary team. The Named Nurse will take a lead in your daily care on the ward and the CPA Co-ordinator will ensure that your needs are met by the multi-disciplinary team as a whole.

All of the wards have Qualified Nurses as part of the team. The Nurses and the Healthcare Assistants are available on the ward 24 hours a day. Part of their job is to help assess your needs and get to know you. They will attend meetings and if necessary advocate on your behalf.

Throughout St Andrew's, service users see the nurses on their wards about a wide range of needs. These will differ on every ward but generally nurses are responsible for helping to keep you safe and secure. They will support you to reach your full potential and gain the greatest degree of independence you can. The nurses try to establish therapeutic relationships with you in order that we can work together.

Nurses will help you plan your day and encourage you to attend your planned sessions, which may include education, specific treatments, occupational therapy etc. They will also talk with you about other things you would like to do such as leisure activities or joining interest groups.

Social Workers

Together with the multi-disciplinary team, your Social Worker is involved in contributing to your needs assessment, your care plan, your treatment and in preparing and writing reports about you.



Your Social Worker has special responsibility for:

- ensuring your rights are protected
- helping you to make informed choices
- offering you the opportunity to talk about issues that concern you
- providing individual and family support
- liaising with your family and arranging visits where and when appropriate
- putting you in touch with people to meet your social, cultural, spiritual, welfare rights and other needs including access to advocacy
- having specialist knowledge about mental health and the law (the Mental Health Act, Children's Act, Mental Capacity Act etc)
- advising on community resources during admission and on discharge
- preparing, with you and your nearest relative, reports for Mental Health Review Tribunals and participating in these Tribunals
- co-ordinating aftercare and Discharge Meetings with the Responsible Clinician
- liaising with professionals in your home area

Occupational Therapists

Occupations and activities describe who you are and how you feel about yourself. If you are unable to do the things you want or need to do, to live and enjoy your life, your general well-being may be affected. Occupation is important for everyone's life.

Occupational Therapists work with people who have physical, mental and/or social problems, either from birth or as a result of accident, illness or ageing. Their aim is to enable people to achieve as much as they can for themselves so they get the most out of life. When people cannot do things which are important to them or that they may need to do – such as getting dressed, having a shower, going to work, socialising or undertaking a favourite hobby – an occupational therapist can help. The central aim of occupational therapy is to enhance your ability to participate in everyday activities of daily living and occupation.

Teachers

The teachers will work with you on any educational or vocational needs you may have. They will support your learning either within the hospital or within educational institutions in the community.

Speech and Language Therapists

Speech Therapists help anyone who has difficulty with talking and listening.



This may be a problem finding the right words to say, or to understand what other people are saying, or with the movements of speech. They also help people who have voice problems. Special assessments can tell what causes these difficulties so that the therapist can try to put them right. Speech Therapists can also check a person's hearing and help them to get hearing aids if they are needed.

Therapists also help people who have eating and swallowing difficulties and try to find ways to make it easier for those people to swallow food and drinks.

Dieticians

The Dietetic Service at St Andrew's provides you with advice on nutrition and diet. This may be individually or in groups. They will work with you and the meal providers to help promote good nutrition and healthy eating.

Physiotherapists

Physiotherapists specialise in the management of physical conditions or injuries that interfere with movement and/or cause pain. They try to rehabilitate people where possible. They also advise on ways of improving general health and preventing injury. The St Andrew's Physiotherapists have skills and experience of working with people who have mental health conditions, learning disability or acquired brain injury. The Physiotherapy

service is available on a referral basis, determined through the multi-disciplinary care planning team.

Chiropodist

The role of the Chiropodist is to assess and treat anyone who has a foot problem. This may involve a one-off treatment or a course of treatments to resolve the problem; or it might necessitate regular on-going treatment and care. The Chiropodist can advise on foot health and hygiene. They can measure your feet and give advice on footwear.

How are staff trained?

All staff at St Andrew's are well trained in their specialist area. Staff are trained in various ways and emphasis is placed on ensuring that all training is evaluated so that staff learn the skills relevant to your treatment and care.

What is the Care Programme Approach and does it apply to me?

All service users are involved in the Care Programme Approach (CPA). We use CPA at St Andrew's as a way of helping people with mental health problems and/or learning disabilities to get the right sort of treatment they need. CPA is used all over England, Wales and Scotland. You will



also carry on with CPA when you leave St Andrew's care.

Your CPA Co-ordinator will talk to you about your treatment at St Andrew's and provide you with a leaflet that tells you about CPA.

What is a Ward Round?

The Ward Team meet on the ward every week to discuss your progress. This is called 'Ward Round'. Changes to your treatment and status may be discussed.

How can I find out more about my medication?

A leaflet is available from the Pharmacy which will tell you about your medication(s). Please ask your Named Nurse for this leaflet. You can also ask to speak to a pharmacist about your medicines.

Can I take my own medication?

During your time at St Andrew's, you may be assessed by your Consultant and clinical team as being suitable to self medicate. This decision is made on an individual basis.

Can I see a Dentist?

St Andrew's Healthcare has a visiting Dentist who is available for routine check ups. If you require emergency treatment, this will be provided through the local Primary Care Trust Dental Service.

Can I see a GP?

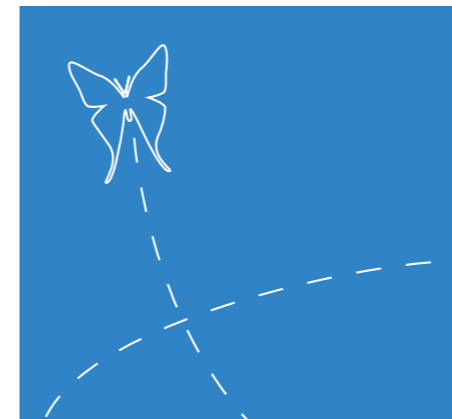
The General Practitioner Service at St Andrew's Healthcare is available to you. The surgery is based on site and offers regular surgery times. The service is supported by a Practice Nurse who is also based at the unit.

The service offered is similar to those offered in community GP surgeries and covers all aspects of physical healthcare. If you need an appointment you will need to be referred by either the Registered Nurses or Doctors on your unit.

We have links with local General Hospitals if you require more specialised care.

How do I arrange to see a Physiotherapist, Dietician or Chiropodist?

If you wish to see one of these members of the clinical team, you need to ask the nursing staff on your unit who can arrange an appointment if required.



Can I see my health records whilst I am here?

Your health record consists of notes about your care and treatment. These notes are made during your stay here by the doctors and health professionals who are looking after you.

St Andrew's has a procedure should you want to have access to your health records. You can ask for the leaflet called 'Access to your Health Records' which explains this procedure. Please speak to your Care Co-ordinator who can help you with this.

Will my health records be kept safe?

Your health records are held together in a case folder or on computer on your unit while you are staying at St Andrew's. They are held in the Health Records Office when you have been discharged. You can ask to see the 'Keeping your Health Records Safe' leaflet for more information.

Living at St Andrew's

Your Space

Will I have my own room?

You will have your own bedroom with en suite facilities. People are not allowed into each other's bedrooms but there are lounges and communal areas on your unit where you can meet with others in your free time. You can watch TV, listen to music, read or take part in activities.

What's in my bedroom?

The standard bedroom layout includes the following:

- a wardrobe for clothes storage
- a low level lockable storage facility
- a bed
- a built-in work table with light, power and TV/FM radio point
- an overhead bedlight

Bedrooms in the newer buildings have heating and cooling controls within the bedroom which allow the service user to increase or decrease their bedroom temperature. The temperature in some



buildings is controlled centrally and in some bedrooms there will be a radiator with thermostatic heating controls.

All bedrooms have an en suite facility with shower.

What can I have in my bedroom and will it be safe?

Each unit will provide you with information regarding the types and amounts of items you may have in your room, such as money and valuables. Staff make a list of your property and you are responsible for the care and safe use of your own personal items.

St Andrew's ask you not to bring valuable items into your unit but if you choose to, you are advised to keep these items in a safe place. St Andrew's can store valuable items for you. Please ask your Care Co-ordinator for more information.

What items am I NOT allowed to bring into St Andrew's?

Each unit has a list of banned items. This will include illicit substances, and will state which personal items are not allowed.

What about drugs and alcohol?

No drugs or alcohol are to be obtained and brought into the ward or unit. This includes the buying and consuming of over the counter medication. Alcohol is not usually allowed within the units or grounds of St Andrew's Healthcare, unless the Clinical Team agrees. You are not allowed to get hold of, take or deal in illegal drugs whilst at St Andrew's Healthcare.

Can I smoke?

St Andrew's has a strict smoking policy. Service users are NOT allowed to smoke in any area inside St Andrew's buildings.

Please see your local ward policy for the smoking rules in your area.

If you are interested in giving up smoking, smoking cessation advisors and a support package can be offered.

Do I have to clean my bedroom?

Domestic staff will clean your bedroom, but you are expected to keep your room, clothes, personal items and bed tidy.



Communication

Can I use a telephone?

A telephone is provided on the ward for service users to use. This phone accepts Phone Cards, which can be purchased from the cashier. The ward will also keep a small supply of cards in the ward safe for those service users not able to access these areas.

To assist the nursing staff in monitoring phone calls, all external calls will be directed to the nursing office and put through to the service users' telephone.

Can I use my mobile phone?

No mobile phones are permitted within the secure perimeter.

Can I receive and send letters?

You can receive letters whilst at St Andrew's. You can post letters to anyone EXCEPT someone who does not want letters from you. These letters will be stopped by the Unit Manager.

Can I keep in touch with family and friends?

Staff will help you to write letters or arrange telephone calls so that you can keep in touch with family and friends.

Am I allowed visitors, including children visitors?

Visits from members of your family are arranged with your St Andrew's Social Worker a few weeks before the visit is due. Children can only visit if they are your brother or sister, or if they are one of your own children.

Children who visit must always be with another adult and see you in a special room away from your ward area. The visit must have been planned with your Social Worker.

It is important to know that visits may be denied or cancelled at short notice if your nursing team feel that you are not well enough to see your visitors at that time.

Visitors must report to the Main Reception in the when they arrive.

Can I have leave away from St Andrew's?

All leave away from your unit, either escorted or unescorted, has to be agreed with the unit team. In some cases, leave



may have to be agreed by the Ministry of Justice.

Can I use the Internet?

If you want to go on the Internet, please ask your clinical team. If this is agreed, you will need to be supervised. Access will only be allowed to websites that have been approved by your clinical team within designated areas.

Are there translator and interpreter services?

St Andrew's offers a specialist translation service. For more information, please ask you CPA Co-ordinator.

How do I get a Volunteer?

Volunteers can spend time with you as an Independent Visitor. St Andrew's will try to find someone with similar interests. Volunteers do not get paid. They come to see you because they want to. Independent Visitors can spend time chatting, sharing hobbies and interests. Talk to your Care Co-ordinator, Social Worker, OT, Nurse or Advocate. If the Clinical Team responsible for your care agree that you can have a volunteer, remember it may take time to find the right person for you so be patient.

Complaints

What is expected of me as a service user?

You are expected to treat other service users and staff with respect. St Andrew's operates the following 'zero tolerance' statement relating to staff and service users:

"St Andrew's Healthcare respects, embraces and values diversity and equality. The organisation has a ZERO TOLERANCE to bullying, harassment, discrimination, victimisation and/or hate crimes. All reported incidents will be taken seriously and investigated."

What rights do I have as a service user?

St Andrew's Healthcare is committed to maintaining the rights of the individual service user.

Service users rights include:

- To be treated with respect and dignity
- Privacy during personal care
- To be treated as an individual
- To be called by the name they prefer
- To be as independent as possible
- To be able to take part in meaningful activity



- To feel safe
- Healthy and good quality food
- To receive high quality physical and mental healthcare
- To see their health records
- To see a lawyer
- To talk to an advocate
- To be able to talk to a staff member of the same sex as themselves about health matters

If you are detained under the Mental Health Act 1983, you have certain 'rights'. These will be explained to you as soon as possible following your admission to your unit. There is also a leaflet with all of your rights explained in detail. A copy of this leaflet will be given to you.

This will include:

- The Consent to Treatment rules for medication
- How long you may be detained for
- How to be discharged from your Section
- How you can appeal against your Section
- Information about the Mental Health Act Commission
- How to make a complaint
- Your correspondence
- And your nearest relative's rights

If you lose this leaflet or have any questions, please ask your Care Co-ordinator who will help you.

Will my privacy and dignity be maintained?

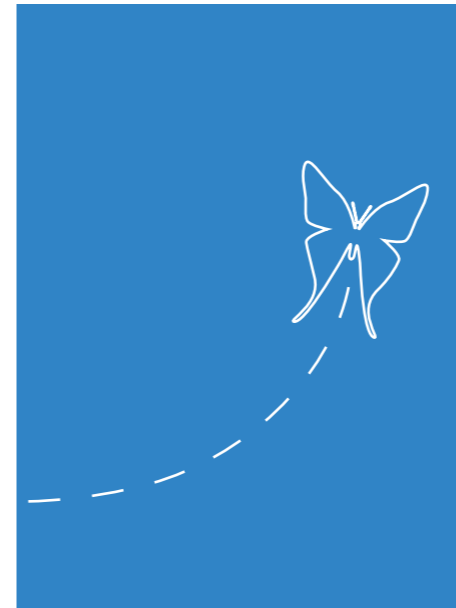
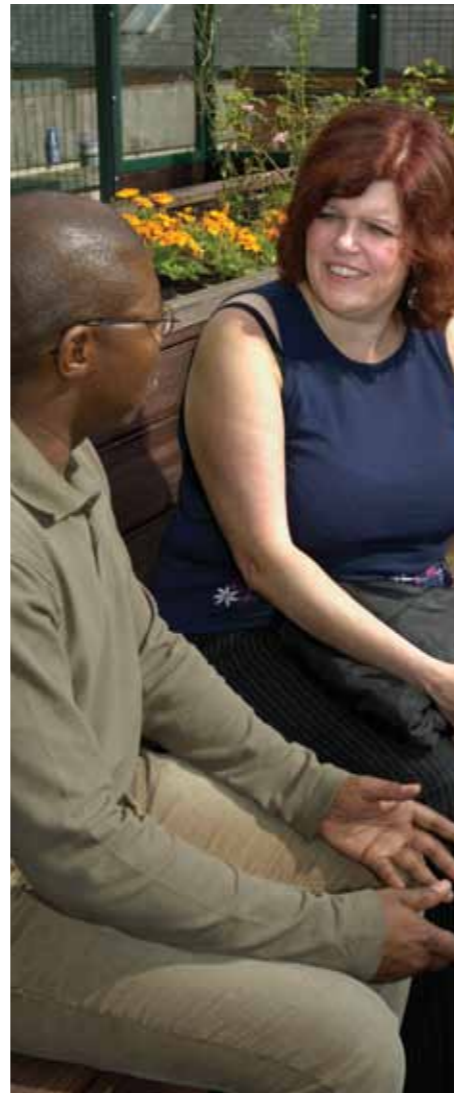
St Andrew's Healthcare wants all service users to receive equal opportunities and be treated with dignity and respect. The right to privacy is also important. However, sometimes this has to be balanced with the need to ensure safety and security.

How can my voice be heard?

Within each service there is opportunity for service users to raise issues at their local Service User Group.

Birmingham has a monthly Service User Forum that you can attend. All the wards have regular community meetings and any issues are raised at the Forum.

There is an annual Service User Satisfaction Survey where you can provide your views about your care and life at St Andrew's. Actions may then be taken based on the feedback received.



How do I make a complaint?

St Andrew's Healthcare aims to meet the needs of all service users in a caring and professional way. If you have a concern or complaint about your treatment or care it is important that you tell us about it. With your help, we can make sure we are providing a high standard of care for everyone.

You will have a named nurse and you should feel free to discuss your concerns with them or any other member of staff you feel able to talk to. They will listen to your complaint. If you are worried or unhappy about something, you can also ask an advocate (service user's friend) to help you. You can also ask someone outside of St Andrew's, such as a member of your family or friend, to help you with making your complaint.

The Complaints Manager, independent advocate or member of your care team will help you to make a complaint and will be able to give you with a leaflet entitled 'How to make a complaint'.

If you are detained under the Mental Health Act, you may wish to write to the Mental Health Act Commission at:

**Maid Marian House
56 Houndsgate, Nottingham NG1 6BG
Tel: 0115 943 7150**

After your complaint has been investigated if you are still dissatisfied, you may wish to express your concerns to your own Health Authority. Staff will give their address to you. Alternatively you may wish to write to the St Andrew's registration authority at:

**Care Quality Commission -
The Belgrave Centre
Stanley Place
Talbot Street
Nottingham NG1 5GG
Telephone: 0115 873 6250**

All complaints are investigated thoroughly and service users are regularly told about what is happening. For more information on making a complaint, please call the Complaints Manager who is based at Northampton on ext 6417.

Can someone speak on my behalf?

'Speaking Up' is the advocacy service for service users at St Andrew's Healthcare. Your advocate is independent from St Andrew's and will help you deal with any problems you may have and will speak on your behalf if required. They cannot give legal advice but can advise on where you can get legal help. You can contact 'Speaking Up'. Details are available on a leaflet provided by your CPA Co-ordinator.



Daily Life

Can I use a laundry?

You are able to use the laundry facilities in your unit. Bed linen and towels are provided by St Andrew's and are laundered by the organisation's laundry.

What are the meals like?

You can choose from a varied menu of food. All menus take into account dietary needs and respect cultural and religious requirements. Your Named Nurse will advise you of the meal times in your area.

How can I get hold of my money?

St Andrew's has a Finance Department. This department looks after your money accounts. The Finance Department is open on week days, details of which are provided by your CPA Co-ordinator.

The staff are happy to help you with any questions you may have about your money.

This includes help with:

- statements
- withdrawals
- deposits

You are entitled to all your benefit allowances and you will be supported to manage a bank account.

Is there a shop and what does it sell?

The Culture Cafe and shop sells a variety of sweets, crisps and drinks. The shop also sells cigarettes, toiletries, birthday cards, washing powder, gift vouchers and phone cards. The Culture Cafe is open 7 days a week and has an outdoor patio area.

For information on when you can visit the café/shop, please contact your Named Nurse.

Can I go to the shops?

Your access to shops will be assessed on an individual basis. Access may depend on assessment periods, and Mental Health Act MOJ Restrictions. If you are unable to access shops yourself, each unit will have a policy whereby necessary goods can be purchased from shops on your behalf. Please ask your Named Nurse for more information.



How do I book transport?

All leave is booked in accordance with a leave plan. This will include methods of transport. As part of your rehabilitation process, staff will support you in the use of public transport. St Andrew's does have its own vehicle. If the use of this or a taxi is required, your Named Nurse/Nurse Manager will organise.

What trips and activities will I be involved in?

St Andrew's offers a wide range of therapy and educational sessions.

All trips and activities are planned in advance. Your Care Co-ordinator and Occupational Therapist will discuss the activities available and you will be able to take part in trips according to your leave and staffing requirements. Trips include visiting leisure centres and places of interest.

The Patient's Forum takes an active role in organising and arranging activities throughout the year.

Are there any sports facilities?

You can use the sports facilities at St Andrew's. Facilities include a gym and sports hall.

You can have timetabled sessions. Individual assessments can be arranged to assist with physical health and fitness and the Sports instructors are available to help and support you.

Can I continue my education whilst at St Andrew's?

St Andrew's has its own education department. You may be able to take part in individual tuition or group activities. They can also find support in higher/ further education.

Your clinical team will be able to let you know more about the education opportunities available to you.

Why are there cameras around the site?

Some areas of St Andrew's are covered by Closed Circuit Television (CCTV) in order to add to the safety of service users, visitors and staff. There are signs to tell you where these are. No private areas have recording systems. You are welcome to see the policy about CCTV and to ask about its use.



What if there is a fire?

There are local fire drills to practice what to do in the event of a fire on your unit. The Fire Service attends all fire alarms that are activated within the organisation and all staff receive annual training to help them be able to assist service users to leave the area if necessary.

What is Service User Involvement?

Service users are given a chance to say what they feel or think about their level of care and give ideas to help build and make the services better.

Every week there are meetings on most wards and you will get a chance to say what you think. You could be a Service User Rep for your ward or even for a whole service and share what you and others in your ward think at meetings. Service users can help with choosing new members of staff at interviews, with research projects, reading and making new policies, talking at conferences, training staff and other service users, arranging events and things to do and writing for magazines and newsletters.

Focus groups meetings happen regularly. This is when we ask you what you think and feel about the different areas of your care so that we can try and improve our

services. Being part of the Service User Involvement is a good way of building up your experience, confidence and skills and a way of you helping to make your own and other people's lives better.

Music Studio

The Music Studio gives service users a chance to do things on their own or as part of a group, to enjoy making music and build up personal, social, creative, and expressive skills. There are lots of different musical styles to try, such as pop, soul, reggae, dance, hip-hop, drum & bass, R'n B, classical, musicals, house, grime, funk, metal and many more.

This service is for service users to attend on and off the wards, with day and evening sessions available. Service users are able to learn and build up their skills through DJ-ing, song writing, recording their own music, computer software and the production process, with the chance to perform and record at special events throughout the year.

Service users can ask for music lessons on: drums and percussion, piano, keyboard and synthesisers, cello and violin, bass and guitar, banjo, saxophone, flute, clarinet, trumpet and trombone.



Spirituality

Can I get religious/spiritual support?

The Lead Chaplain and associated visiting chaplains offer spiritual and religious support to all service users. They are available to service users of all faiths and none.

Chaplains from the Roman Catholic, Pentecostal and Muslim faith communities visit weekly. Service users may request a personal appointment by arrangement with ward staff as well as spending time with a chaplain during a regular ward visit.

The Lead Chaplain is also available on the same basis on Wednesdays, Thursdays and Fridays.

Visits from Clergy and representatives of other major world faiths can be arranged through ward staff if required.

The Multi-Faith Prayer Room is open 24 hours a day. It is suitable for small groups and individuals. There are full facilities for Muslim Prayer.

In time of urgent need, a call out system is in place for weekends when ward staff can place a request through Reception. At other times out of hours, Reception can be asked to contact the Lead Chaplain.

Disability

Can I make my way around St Andrew's if I have a physical disability or wheelchair?

St Andrew's Healthcare aims to provide an accessible environment for all service users, staff and visitors. All new buildings are designed to allow everybody to use them. This includes being able to park vehicles and use lifts and bathroom facilities.

If you experience any difficulties regarding access, please report this to your Named Nurse who will contact the Facilities Helpdesk.

What if I have Special Needs?

If you have any special needs of language or disability, you will be able to have this guide in a form that suits you. It is expected that we will know of any special needs you have before your admission and we will have developed a care plan for them. If there are any needs we have not considered please tell your Care Co-ordinator.



What is Diversity Monitoring?

St Andrew's Healthcare does its best to ensure that all service users have equal access to its services and facilities. Our records to do with this will all comply with the Data Protection Act.

St Andrew's Birmingham



The Cafe



Outdoor space



The building at night



One of the bedrooms



An ADL kitchen



A Lounge area



The activity hall



The central courtyard



The music room



On the ward



A ward dining area



The Therapy unit

Top Ten Ideas for dealing with Stress and Worries

- 1 Use yoga or meditation to help you to relax. Breathing is one of the most important things to lessen stress. It's important that you breathe slow and deep. When you do this, you are relaxing your muscles and nerves that have tensed up from being anxious. It also slows down your heart rate and helps to calm the mind.
- 2 Count up to 10 or count down to 0 to give yourself time to calm down before dealing with a situation.
- 3 Exercise – physical activity is one of the best things to do when you are stressed and/or depressed.
- 4 Be careful with what you eat. A healthy balanced diet can help you cope with stress. Eat breakfast, but drink and eat less caffeine and junk foods. Be careful with how much sugar you take and eat regular meals, at the right time.
- 5 Write down what you are thinking, or do creative arts or drawing to show how you are thinking or feeling.
- 6 Relax by listening to music, or take a bath.
- 7 Forget about your problem by doing something different, read a magazine, play a game, watch a film, or join in other activities.
- 8 It's important to talk about your feelings in a safe and non-argumentative way to let go of some of your frustrations. Shouting and yelling at people can sometimes make a problem worse. Take 'time out' and tell your feelings with a member of staff that you trust.
- 9 Think about a nice view, or keep saying a calming word or something positive over and over again to yourself.
- 10 Be kind to yourself. Think hard about the things you can change, not the things you can't. Do something to help you feel less stressed. This will help stop you worrying, as you will feel you are sorting out the problem. Remember that the problem won't last forever.

Things to remember...

Everyone goes through lots of different difficult emotions sometimes in their life, this could be because of changes in normal everyday life, problems, illness, etc. Feelings are not a reflection of your true self worth or ability, and can be eased with help. Stress affects every one in different ways - emotionally, mentally or physically.

Try not to stay in bed all day. When you find things difficult you sometimes feel that you want to be alone and shut out the world, but it doesn't help the problem in the long term.

Staff are here to help you, not to judge you. Being honest can only help you. Let them know all of your feelings as well as any problems you are going through.

If you feel that you are not being looked after by a member of staff, then tell someone. This is wrong and should not happen and we will listen to what you have to say. If you want to talk to someone that does not work on your ward or with your ward staff, you can ask to speak to an advocate.

“

As we come to the hospital, we're like a box of jigsaw puzzle pieces.

All the professionals have their own special way of fixing part of you to put the puzzle together.

When we go out into the community, we'll have a bright picture to show the world.



Service User, Hereward Wake Ward

Useful Websites

St Andrew's Healthcare
www.stah.org

Rethink
www.rethink.org

The Sainsbury Centre for Mental Health
www.scmh.org.uk

NACRO (for info on the rehabilitation of offenders act)
www.nacro.org.uk

Open the Doors
www.openthedoors.com/english/index.html

MIND
www.mind.org.uk

The Equality & Human Rights Commission
www.equalityhumanrights.com

Work
www.dwp.gov.uk

Citizens Advice Bureau
www.adviceguide.org.uk

Department of Health
www.doh.gov.uk

National Health Service
www.nhs.uk

Public Services
www.direct.gov.uk

Speaking Up Advocacy
www.speakingup.org



Colleges

Birmingham City University
www.bcu.ac.uk

University of Birmingham
www.bham.ac.uk

Open University
www.open.ac.uk

Learn Direct
www.learndirect.co.uk

BXL Birmingham
www.bxlworks.org.uk

INGEUS (Work Directions)
www.ingeus.com

Mitre Training, Birmingham City Council
www.birmingham.gov.uk

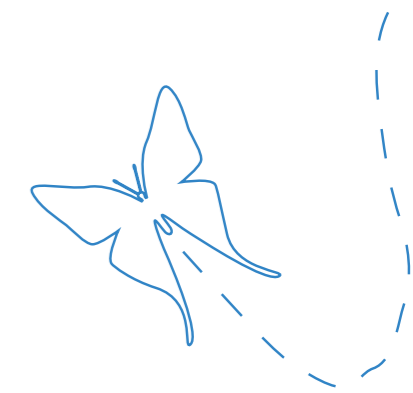
Bournville College, Birmingham
www.bournville.ac.uk

College of Food, Tourism and Creative Studies University College Birmingham
www.ucb.ac.uk

Fircroft College
www.fircroft.ac.uk

Other websites are available.
Please ask your Named Nurse for advice.

Understanding what terms mean...



AFTERCARE – care that you will have when you leave St Andrew's

CONSENT – to agree

CPA – Care Programme Approach, a pathway of individual care and services that you will take part in from admission to discharge

CPA CO-ORDINATOR – the person allocated to work with you to ensure that your needs linked to your care are identified and met

DATA PROTECTION ACT – rules regarding the protection of your personal details

DETAINED – to have to stay somewhere under the law

DISCHARGE – the day you leave St Andrew's

DIVERSITY – a variety of people

EN SUITE – where a bathroom is located within/next to a bedroom

EQUALITY – to treat people fairly. *All people are equal, deserving the same rights as each other.*

FIRE DRILL – practicing what to do in the event of a fire

FREE TIME – time when you have no planned activity

GP – General Practitioner or Doctor

HEALTH RECORDS – records relating to your health

ILLICIT SUBSTANCES – things that are illegal to take either by eating, inhaling or injecting

LAWYER – a professional person that can assist you and give advice about the law

LEAVE – time away from St Andrew's

MEDICATION – tablets, liquid and or injection prescribed for you to treat illness

MULTI-DISCIPLINARY TEAM – the team of doctors, nurses, therapists, support workers and others who are involved in your care

OT – Occupational Therapy, helping you with everyday living

PHARMACY – the place where medication is stored

PRIMARY HEALTHCARE – first healthcare, such as the dentist or GP service

RC – Responsible Clinician – your Doctor or Psychiatrist

SELF MEDICATION – to take your own medicine as the doctor has prescribed

SERVICE USER – person receiving care and taking part in treatment

SPIRITUAL SUPPORT – religion and spiritual support, whatever your faith

TALKING THERAPIES – therapies that involve talking, one to one or in groups

TRANSLATOR AND INTERPRETOR SERVICES – people who are able to translate language on your behalf and tell staff what you are saying using the English Language

TUITION – teaching session

WARD ROUND – a meeting to discuss your progress care and treatment

ZERO TOLERANCE – not at all allowed or acceptable

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My Care Team are:

Ward:	<input type="text"/>
Responsible Clinician (RC):	<input type="text"/>
Social Worker:	<input type="text"/>
Name Nurse:	<input type="text"/>
Care Co-ordinator:	<input type="text"/>
Occupational Therapist:	<input type="text"/>
Psychologist:	<input type="text"/>
Ward Manager:	<input type="text"/>
Clinical Services Manager:	<input type="text"/>
Hospital Director:	<input type="text"/>



Your notes

Your notes

We aim to improve the ways in which we provide information to service users.
If you have any comments on this booklet, please write to:

Sam Tema

Service User Involvement Manager
St Andrew's Healthcare
Billing Road
Northampton
NN1 5DG



St Andrew's
HEALTHCARE

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Birmingham**

Dogpool Lane, Stirchley,
Birmingham, West Midlands
B30 2XH. United Kingdom

www.stah.org

**St Andrew's Healthcare,
Essex**

Clare House, Pound Lane,
North Benfleet, Essex
SS12 9JP. United Kingdom

Tel: 01268 723 800

Registered Charity No: 1104951

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INVESTORS IN PEOPLE