



Contents

Welcome to St Andrew's Healthcare	1
St Andrew's Healthcare	2
A message from our Executive team	3
About St Andrew's Healthcare	4
Our hospitals and services	5
Our hospital locations	6
Visiting St Andrew's	9
Our Carers Centre	12
Birthdays and special occasions	14
Keeping in touch	15
Who you may meet on a ward	16
How we work with you	17
Information sharing	19
Some useful definitions	20
Further advice and help	23
Notes	2/

This booklet was co-produced by carers, patients and staff. If you require this booklet in another language or format, please contact the Carers Centre on: 01604 616125.





This booklet has been put together to help you understand some of the services and procedures we have here at St Andrew's.

You will be given the details for a named contact who is a member of the multi-disciplinary team. If you are uncertain who to talk to or if you need advice, you can also get in touch with our friendly staff at the Carers Centre - see page 12 for details.

St Andrew's Healthcare

At St Andrew's, we understand and value the vital role you, as a carer, play in the wellbeing of your friend or relative.

You add value to how care is provided and we welcome your involvement. We want to work closely with you and support your wellbeing, as well as that of the person in our care.

St Andrew's is here to keep patients safe and secure, while we help them make progress and support them to have a meaningful recovery. We support patients to address any challenging behaviour they may have, and help them to cope with difficult situations. We also offer opportunities to develop independence, and explore creative pursuits to help build a more meaningful life.

We are committed to working together with families, friends and carers in all aspects of care planning, to achieve the very best outcomes for our patients. Research tells us that when we do this well, we can promote recovery. In order to achieve this, we work towards the principles of the Triangle of Care (Carers Trust) and embed guidance from the NHS England toolkit, 'Carer support and involvement in secure mental health services'. Please contact the Carers Centre for more information on these.



A message from our Executive team

Hello and welcome to St Andrew's Healthcare.

We understand that this is likely to be a difficult time for you, and so the aim of this short guide is to reassure you that St Andrew's is here to provide the best possible care for your friend or relative. We would also like to support you as much as we can.

As a Charity, our aim is to promote wellbeing, give hope and enable recovery wherever possible. We work hard to help the people in our care to progress to living as independently as is possible for them.

Our care plans are personalised for each individual, and we work with them to find therapies and treatments that suit their needs and preferences.

We value and welcome your involvement, so please do talk to the team on the ward about how you can play a role in care decisions and be part of a regular dialogue with us. We know that by working in partnership with families and friends, we can bring about better outcomes for our patients.

With best wishes,

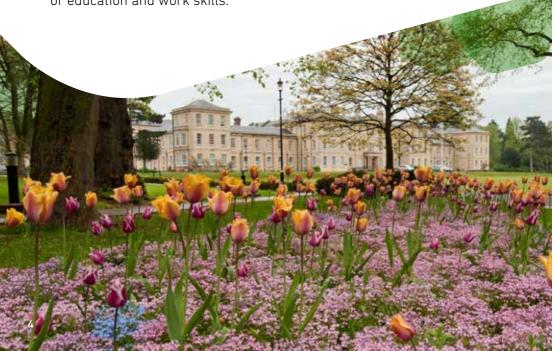
St Andrew's Executive team

About St Andrew's Healthcare

St Andrew's provides specialist mental healthcare for people with challenging mental health needs. We are a Charity, and our surpluses are reinvested in patient care; we have no shareholders or owners to pay dividends to, and we are proud to put people first. The people we care for are at the heart of everything we do.

We provide care across a number of services, including Men's Mental Health, Women's Mental Health, Child and Adolescent Mental Health (CAMHS), Neuropsychiatry, Autism Spectrum Disorder and Learning Disabilities.

We work to provide a person-centred approach to care and treatment, and help each patient to follow their own journey to recovery. We work with each patient to find the right types of support for their needs and individual preferences. That might include clinical therapy, together with sessions focusing on art, music, sport, spiritual matters or education and work skills.



Our hospitals and services

NORTHAMPTON

- Men's Mental Health
- Women's Mental Health
- Child and Adolescent Mental Health Service (CAMHS)

Learning Disabilities (LD)

Autism Spectrum Disorder (ASD)

Neuropsychiatry

BIRMINGHAM

- Men's Mental Health
- Women's Mental Health

ESSEX

- Men's Mental Health
- Women's Mental Health



Community Services

In addition to our hospitals, we are also expanding our community services for people with Learning Disabilities and / or Autism Spectrum Disorder. We currently have a small care facility called Winslow, which is home to a small number of adults with Learning Disabilities.

This smaller residential home offers a different model of community support, aiming to help people lead inclusive, healthy, safe and rewarding lives.

To find out more, visit our website: www.stah.org

Our hospital locations

Our three hospitals are located in Northampton, Birmingham and Essex. Please note, free parking is available on all sites, subject to availability. More information on each location is available below, or contact our **main switchboard on: 01604 616 000.**

NORTHAMPTON

BY CAR

St Andrew's Northampton is located just east of Northampton town centre. From Junction 15 on the M1, take the A45 towards Northampton town centre and continue for approximately three miles, passing the Queen Eleanor Hotel on your right. Stay on the dual carriageway. At the junction just before the flyover, filter off to the left, following signs to the General Hospital. Take the first left on the roundabout and then take the right hand lane to turn onto Cliftonville at the BMW garage traffic lights. At the top of the hill turn right at the traffic lights onto Billing Road. St Andrew's gates 1, 2 and 3 are

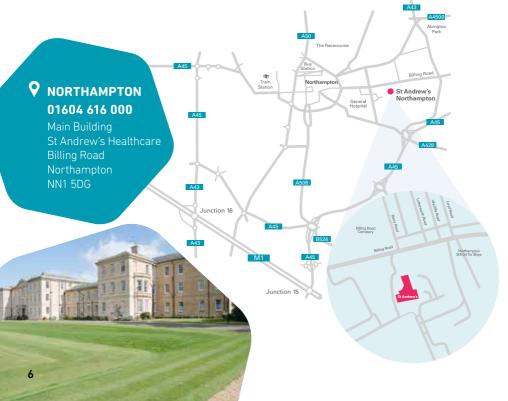
on your right hand side along this road. Take the first gate for St Andrew's Main Reception.

BY BUS

Regular bus services run along Billing Road and Cliftonville. See www.stagecoachbus.com and www.northamptonshire.gov.uk/bustimes for timetables

BY TRAIN

Northampton railway station is located approximately two miles from St Andrew's. There is a taxi rank outside the station.



BIRMINGHAM

BY CAR VIA M5 MOTORWAY

Exit M5 Junction 4, following signs for A38, Bristol Road. As you reach Selly Oak traffic lights, continue straight down the Bristol Road, past Birmingham University. Turn right following signs into Pebble Mill Road and turn right at the end onto Pershore Road (A441). Travel up Pershore Road for approximately one mile, turning left at Dogpool Lane. The hospital is located on the right.

BY CAR VIA M6 MOTORWAY

Exit M6 Junction 6, following signs for A38M. Follow A38, travelling through the Queensway tunnels. As you exit the tunnels move into the left hand lane to turn left at the main traffic lights at Bristol Road. At the large roundabout, turn right, taking the third exit to the A441 Pershore Road. Travel up Pershore Road going straight over at the traffic lights. Continue for approximately one mile, turning left at Dogpool Lane. The hospital is

BY CAR VIA M42 MOTORWAY

Exit M42 Junction 2, following signs for A441 Pershore Road. Go straight over the roundabout at Kings Norton, and continue until you approach two small roundabouts at Cotteridge. Go straight over the first and turn right at the second roundabout. Continue down Pershore Road through Stirchley for approximately one mile. The hospital is located on the right.

BY TRAIN

Trains run regularly from Birmingham City Centre (New Street Station) to Selly Oak and Bournville. Both stations are a 10 minute walk from the hospital.

BY BUS

Regular bus services run along Pershore Road. See www.birmingham.gov.uk/publictransport for timetables.



ESSEX

BY CAR

From Junction 29 on the M25, continue along the A127 until the A130 junction. Turn back on yourself along the A127 and then turn left after the Alton Garden Centre but before the small garage (a pub is on the opposite side of the dual carriageway). Turn left into Pound Lane. Note that Pound Lane is only accessible from the east to west lane of the A127.

BY TRAIN

Take the London (Fenchurch Street) line to Pitsea/Basildon or the London (Liverpool Street) line to Wickford. Journey time is approximately 40 minutes.

Please check timetables for frequency and stations.

Taxi ranks are situated outside the stations.

BY BUS

Bus services are run by NIBS Buses, please see www.nibsbuses.com or www.essexhighways.org for timetables.



Q ESSEX 01268 723 800 Pound Lane North Benfleet

SS12 9JP

Visiting St Andrew's

We encourage visits from family and friends as regular contact helps patients in their recovery.

When your relative or friend joins us you'll be assigned a main St Andrew's contact who will help you keep in touch with them.

- When you visit St Andrew's we will need to verify your identity. Please ensure you bring photographic ID with you when you visit. Further information is on page 10.
- Visits are booked via staff on the ward.
- Please allow at least 24 hours' notice for a visit.
- When booking, you are asked to consider the patient's treatment programme. Therapeutic sessions and mealtimes are protected times. You will be given this information from the ward.
- Our staff will be able to inform you which items are safe to bring onto the ward.
- Restricted items may include mobile phones, cameras, matches, lighters, chewing gum, handbags and alcohol.
- The length, timing and number of visitors will be discussed when you book the visit.

- Prior to the visit, all visitors MUST be added to the approved visitors list. Please discuss this with the ward social work team.
- > Sometimes, a booked visit may not be able to go ahead. Any decision to cancel a visit will be made in the best interest of the patient. If consent is given, this reasoning will be discussed with you.
- > Do be aware that, for safety reasons, a member of staff may be present throughout your visit.
- Visits generally take place in a dedicated visiting room.
- If you are visiting a friend or relative at the Northampton hospital, you can also make use of our Carers Centre before or after your visit. See page 12 for more information.
- Please note: all of our hospitals are non-smoking sites.
 Vaping is permitted within the grounds.

When you visit

On your first visit, you will need to bring Photo ID with you - for example your Passport or Driving License, plus a letter which shows your address (such as a utility bill or bank statement).

If you are driving, please mention this when you book your visit, and details of where to park will be explained.

Please head to the Reception for your relative or friend's building. Staff will check your documents and take a photo for future identification. You will be asked to wear an identity badge during your visit, and will be escorted while in the building.

You may be asked to take part in a search procedure and staff will take a look at any items you wish to bring in. Any items that cannot be taken through security can be stored securely in lockers. Staff will give you a key.

Please note that if your visit is supervised and our staff are concerned by anything that takes place or is discussed, information will be relayed back to the clinical team.

Any behaviour causing concern could result in the visit being cancelled.

Our priority is always to keep everyone safe.





Bringing children

We are very careful to look after the welfare of anyone under 18 who wishes to visit. Children and family members will need to be assessed before any visits can be arranged.

Please allow time for this procedure to be completed.

For more information please speak to your allocated Social Worker.

Generally, visits take place in a child friendly room and may be supervised to ensure everyone remains safe.

Additional support

If you are pregnant or require additional support while visiting St Andrew's, please make your contact aware before your visit.

If you are prescribed medication that you need to have on your person during your visit, please inform a staff member when you book.





Our Carers Centre in Northampton gives family, friends and carers a space to relax before and after visits.

Acting as a hub for carers to meet and access support and guidance, the centre also offers information and signposting to services that may be beneficial to carers.

The centre has comfortable and welcoming surroundings together with confidential spaces where you can meet with professionals away from the ward areas. A kitchen area is available for use with tea and coffee provided. Children are also welcome at the centre, and there is a selection of toys and games available, as well as baby changing facilities. Children should be supervised at all times by their carer.

During the summer months, visitors to the centre are welcome to use the outside space and garden furniture.

Our friendly team at the Carers Centre is available Monday to Friday, 10am to 4pm, to offer practical and emotional support and assist with any enquiries. The staff can also share visiting information and signpost visitors to support within local communities closer to home.



If you are not visiting

Northampton, you can still

contact the Carers Centre

team for support.

To find out more, please call 01604 616125 or email

carerscentre@stah.org

Other facilities for visitors

In Northampton you are also welcome to visit the Tompkins Café, the Workbridge coffee shop and the St Andrew's chapel, which are all open to visitors. At our other hospitals, cafés and multi-faith rooms are located within secure buildings. Please speak to your named contact for further information.

Birthdays and special occasions

We will try our best to make these visits possible to celebrate special occasions. If you are bringing a gift please refer to the list of prohibited items displayed on your ward, and speak to your named contact about whether it is appropriate to wrap the gift.

Food

In order to accommodate individual patient requirements, the approach to bringing food products onto the wards will vary. Cans and bottles are often not permitted, for example. Please discuss with the ward if you plan to bring home cooked food, to check if this is appropriate.

Money

St Andrew's runs a cashless system for patients and visitors.

While many people pay into a patient's account directly, you may wish to provide cash. If so, please place it in an envelope marked with the patient's name and hand it to a member of staff.



Keeping in touch

Phone

Dependent on risk, some individuals are able to have their own mobile phones on the ward. We will advise you if this is the case. All patients have access to a pay phone to make or receive calls. Your named contact will be able to give you the relevant numbers.

Email

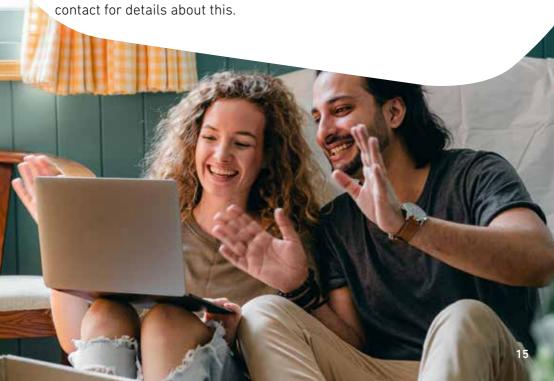
Emails can be passed on to your friend or relative as long as they are clearly named. It is also possible for you to receive updates about your loved one via email. Please speak to your named contact for details about this

Skype

All of our wards have access to Skype equipment so a 'virtual visit' is usually possible by arrangement.

Letters and parcels

If you are sending a letter of parcel, please ensure the name and ward are clearly marked. Parcels will be opened in front of staff so please be mindful of acceptable items. If a letter contains upsetting news it may be wise to alert the ward so that they can offer appropriate support.



Who you may meet on a ward

A large number of people support every person in our care. Here's some of the people involved in each patient's recovery.

Role	What they do
Responsible Clinician (RC) or Responsible Medical Clinician (RMC)	This person is responsible for making decisions about the type of treatment the patient has.
Nurse Manager	This person has responsibility for the daily running of the ward, organising staff, their shifts and rotas.
Clinical Nurse Leader (CNL)	This person oversees and co-ordinates the care of all patients on a ward. They assess health risks and ensure that good quality care is received.
Care Co-ordinator	Each patient has a member of staff who ensures that they are receiving the care and treatment decided in their care package. The Care Co-ordinator is the patient's main contact.
Social Worker (SW)	The Social Worker is the main link between St Andrew's and the patient's family and friends. They play a vital part on admission, discharge and transfer. Please keep your friend or relative's Social Worker informed of any changes
	in your circumstances. That includes your address, phone number, and next of kin.
Multi-disciplinary team (MDT)	The team of experts that work together to support each patient. This may include professionals such as an Occupational Therapist, Psychologist or Speech and Language Therapist.

How we work with you

We are committed to ensuring that families, friends and carers are involved and included in patient care and planning as much as possible. Families and friends often have a wealth of knowledge and expertise, that, when shared effectively with ward staff, can play an important role in shaping ongoing care and will support the patient on their journey to recovery. We encourage you to share information about your friend or relative with us at the earliest opportunity, as by working together we can promote and encourage the best outcomes for the people in our care. We encourage carers to be involved from the the point of admission (or before), during their treatment and with discharge planning.

There are a variety of ways in which we can work together and these will be explained in more detail by your named contact. It is important to note that carer involvement will require patient consent.

Patients have rights; it is important that their wishes and decisions are taken into consideration and respected.

Please discuss with your named contact for more information.

Your rights

Under the 2014 Care Act, people who look after someone that needs support – such as a patient at St Andrew's – should have access to clear information and support to meet their needs.

Carers are on the same legal footing as the people they care for. Contact your Local Authority or home area to find out more about carer assessments. There are also national networks available that have specific information for carers, family and friends. We list a number of these on the **www.stah.org** website. You can also contact the Carers Centre (see page 12) for more information.

Rights of the Nearest Relative

The 'Nearest Relative' is a legal term used in the Mental Health Act. It is not the same as the next of kin. The next of kin has no rights under the Mental Health Act.

The Nearest Relative is a family member who has certain responsibilities and powers if a patient is detained in hospital under the Mental Health Act 1983. Patients can request to change their Nearest Relative if they wish, and the Nearest Relative can formally transfer their functions to another person.

The Nearest Relative of a patient has the right to request that they are discharged from hospital under certain (civil) sections of the Mental Health Act, 1983.

If a 37/41 restricted hospital order is in place, the carer cannot attend a medical tribunal as Nearest Relative - that role is taken by the Ministry of Justice (MOJ) and they have to attend as next of kin instead.

The Nearest Relative does not have the right to be told everything about the patient, such as the treatment they are receiving. The patient will need to give consent for that information to be shared.

We have a duty of confidentiality to the patient and may need their permission to share information.

Solicitors

If a patient needs legal advice, they can be represented by a solicitor on a means-tested basis. The Social Worker can supply a list of solicitors.



Information sharing

We share information with the Nearest Relative, as long as the patient has given their consent. We do still have a duty of confidentiality to the patient and may need their permission to share some information with you or other family members.

If you have any worries...

Should you have any concerns at any point, please talk to your named contact or another member of the care team. If you are uncertain who to speak to, please contact the Carers Centre on 01604 616152 or **carerscentre@stah.org** and the team will be able to assist you. In our experience the vast majority of issues are easily addressed by clear and honest communication on both sides.

Feedback

We want all our patients, their family members and carers to have a good experience while they use our hospital and services. We welcome all feedback; a compliment can help us to celebrate and learn from good practice and a concern or complaint can help us to improve areas of concern.

Our Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on complaints or concerns. They are a point of contact for patients, their families and their carers.

The team can be contacted by calling 01604 616829 or email **PALS&complaints@stah.org** or **compliments@stah.org**

Patients can also contact the team directly from a ward phone by dialing Hotkey 2.

Some useful definitions

Capacity and best interests	In mental health these terms relate to the Mental Capacity Act. Some people are not well enough to make decisions for themselves and are said to lack 'capacity'. In these situations the decisions made must be in the patient's 'best interests'. It means considering what's right for the patient, not anyone else. The law has a checklist of things to consider when deciding someone's best interests.
Care	Everything we do to look after the patient and help them make progress.
Care Programme Approach (CPA)	Regular CPA meetings take place at St Andrew's to discuss each patient's case and how best to care for them.
Code of Practice	The Mental Health Act (1983) and the Mental Capacity Act (2015) both have a Code of Practice, to make sure staff are following the law.
Contraband	Prohibited or banned items than must not be brought into a ward or building – e.g. mobile phones, keys.
Clinical team	This is the group of experts that work with each patient and may include Psychiatrists, Psychologists and Occupational Therapists.
Detained	A person is detained if they are being kept in hospital under a section of the Mental Health Act.
Dietitian	A Dietitian is a qualified specialist in nutrition and diet. At St Andrew's Dietitians work with patients and our catering team to ensure people understand the importance of healthy eating.
DOLS	Under the Mental Capacity Act your family member may be cared for on a basis of continuous supervision. If so, there are safeguards in place to protect them called Deprivation of Liberty Safeguards (DOLS). Ask your social worker whether this applies to your family member.

Some useful definitions continued...

Forensic Carer	A carer who is supporting a patient who has come into contact with the Criminal Justice System.
Leave	'Leave' is permission for someone detained at St Andrew's to go into the hospital grounds or local community. There are different terms, such as 'grounds leave, 'community leave' or 'section 17 leave'. This last term is where patients are allowed short periods of leave from hospital in the run-up to being discharged.
Mental disorder	A term used in the Mental Health Act to describe mental health conditions. In the Act, "mental disorder" means any disorder or disability of the mind.
Mental Health Act 1983 (MHA)	A law in England and Wales which provides a framework for people to be assessed and treated in hospital. It also supports discharge planning when the person is getting closer to leaving hospital care. St Andrew's Mental Health Act Administration team make contact with Nearest Relatives to explain their rights.
Named Contact	A member of the multi-disciplinary team who is allocated as the main contact between St Andrew's and a patient's family or carers.
Nursing team	The nursing team are the people that provide the everyday care and support to patients on their ward. They are distinct from the clinical team.
Outcomes	We measure outcomes - results - to see how we help each patient to make progress.
Psychiatrist	A qualified medical doctor who specialises in mental health. As a doctor, they can prescribe medication as well as recommend other forms of treatment.
Psychologist	A specialist in psychology, trained in several models of psychological therapy. Clinical psychologists have completed a doctorate in the subject.

Some useful definitions continued...

Responsible Clinician (RC) or Responsible Medical Clinician (RMC)	The person responsible for a patient's overall care, and who makes decisions about the type of treatment the patient has.
Section	The specific part of the law that means a person is to be detained under the Mental Health Act. Common sections include: Section 2 allows a person to be detailed for up to 28 days so they can be assessed and treated. Section 3 means that a person can be detained for up to six months for treatment in hospital. Detention can be renewed for a further six months, then yearly. Section 37 and 37/41 allows the courts, on the advice of two doctors, to sentence a person to hospital rather than prison.
Service user	Can refer to either a patient, or someone not staying at St Andrew's who is using our services.
Social Worker	Social Workers are the main link between patients, their families and local area social services. They have specific knowledge in some of the legal aspects of patient care, including safeguarding children and adults.
Therapy services	St Andrew's offers a wide range of therapies that support people's mental, physical and spiritual wellbeing, from clinical treatments to art, music, sport, physiotherapy and dietary support.

Further advice and help

You may find the following mental health websites useful. There are also numerous charities and groups dedicated to specific conditions such as brain injury or learning disabilities.

Please speak to your main St Andrew's contact if you have any queries.

Mental Health

Mental Health Foundation	www.mentalhealth.org.uk
Mental Health Research UK	www.mentalhealthresearchuk.org.uk
MIND	www.mind.org.uk
Rethink	www.rethink.org
Sane	www.sane.org.uk

Autism

National Autistic Society	www.autism.org.uk
Autism West Midlands	www.autismwestmidlands.org.uk

Feedback, compliments and complaints

Care Quality Commission	www.cqc.org.uk
Healthwatch	www.healthwatch.co.uk

Carer support

Carers Trust	www.carers.org
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We hope you have found this booklet useful. Should you have any further concerns or uncertainties please don't hesitate to seek advice from any member of staff. Do look at our website too: www.stah.org

We hope to support you as much as possible while your family member or friend is with us.



Transforming lives together





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