

Inpatient Mental Health Services



A guide for service users

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Around 1 in 4 people will experience mental health problems at some point in their life. If you are having an acute problem with your mental health, you may benefit from some time in hospital to help you to recover. An acute episode can relate to illnesses such as depression, anxiety or schizophrenia.

Assessment

First, we will assess if you can be treated at home, or if you would benefit from an admission to one of our units. You can be referred to our service through a number of routes, including:

- your GP
- outpatient clinics
- community mental health services
- First Step
- accident & emergency or an acute ward within a general hospital
- Section 136 Mental Health Act assessments undertaken by the police.

Your care plan

Every person who is admitted will have a named nurse who organises their inpatient care. The nurse will work with you to develop an individual care plan. Your care plan, which covers all areas of care from admission to discharge, will:

- describe how support and treatment will help you to recover and regain your standard of day-to-day living
- include important issues such as:
 - medication
 - your physical health
 - therapeutic activities
 - family involvement
 - how to support you with your religious beliefs.

We emphasise that recovery will continue in a community setting as soon as possible. We encourage patients to maintain links with their social networks and communities.



People involved in your care

People in your inpatient care team may include:

- nurses
- occupational therapists
- healthcare assistants
- consultant psychiatrists
- psychologists
- pharmacists

Patients have regular review meetings to which we invite staff from the mental health community teams. This helps us plan a seamless transfer from the inpatient unit and offer appropriate support to people in their own community.

Dignity, privacy and respect

Maintaining privacy, dignity and respect is fundamental to the care we deliver to service users and carers.

You can expect to be cared for in a safe, clean environment that respects your individual values, beliefs and personal relationships. You have a right to be listened to and can expect one-to-one quality time with the people providing your healthcare.

Find out more

Mental Health Foundation

'Straightforward and clear information on every aspect of mental health.'

www.mentalhealth.org.uk

Mind

'We can help you make choices about treatment, understand your rights or reach out to sources of support.'

www.mind.org.uk

Royal College of Psychiatrists

'Improving the lives of people with mental illness'

www.rcpsych.ac.uk

Rethink Mental Illness

'We directly support almost 60,000 people every year across England to get through crises, to live independently and to realise they are not alone.'

www.rethink.org

Contact us [if not included elsewhere]

This factsheet has been produced by the service.

Your team is based at

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Telephone:

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Confidentiality

'The Trust's vision is to keep your information safe in our hands.'

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
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