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# Hadrian Unit

## Patient Information Pack

Name:	_____
Keyworker:	_____
Consultant:	_____
Formulation meeting:	_____

Hadrian Unit  
Carleton Clinic  
Cumwhinton Drive  
Carlisle  
CA1 3SX  
01228 603042



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## **Welcome to the Hadrian Unit**

We appreciate that you are going through a difficult time at the moment and want to make your stay here as comfortable and therapeutic as possible.

This information pack provides important information about what you can expect during your stay on the ward and what facilities are available for you.

If you have any questions or concerns please speak to any member of staff at any time.

## **About the Hadrian Unit**

The Hadrian Unit is a 22 bedded mental health ward for males and females who are experiencing difficulties with mental health, offering person centred care to individuals over the age of 18. Staff complete person centred assessments in order to allow therapeutic interventions tailored to meet your needs.

## **Staff**

We have a range of professionals who work on Hadrian. You will notice these all wear different colour uniforms which represents their role. See below a list of staff:

- The ward managers are Rebecca Mahoney and Sian Turnbull (they wear Navy blue uniforms)
- The deputy manager is Sarah Burnyeat (she wears Royal blue)
- There are 2 nurses per shift (they wear sky blue)
- And three health care assistants per shift (light blue)
- Assistant practitioners (burgundy)
- OT (turquoise)
- Activity coordinators (turquoise polo-shirt)
- Consultants
- Staff grade Doctors
- Trainee Doctors
- Advanced practitioners
- Psychologist
- Pharmacist and pharmacy technicians,
- Students
- Domestic
- Ward administrator

## **Philosophy of care**

You, the service user, will be at the centre of your care throughout this admission. You will be actively involved in aspects of decision making regarding assessment, intervention and your treatment where possible. In this we aim to best support your recovery and maintain the safety of yourself and others.

We take a holistic outlook on care exploring your physical, psychological, social, occupational and spiritual needs. During this process we value the perspective and needs of those closest to you and respect their input.

In order to ensure safe and focused care we follow an acute admission pathway (APP). This pathway structures your admission and encourages specific person centred assessment, intervention and care delivery while focusing on discharge at the point of admission.

## **Your Care and Treatment - Acute Admission Pathway**

### **Initial 72 hours**

Within the first 72 hours you will be allocated a key worker and a Consultant who will oversee your care and treatment. You will be seen by a medic who will complete an assessment of your physical health needs. During this time the doctor will prescribe your regular medication although to do this we will need confirmation of your prescription.

Leave – we ask that people don't have leave at the point of admission allowing us to complete an assessment of your mental health needs and risk. This will then be granted at a nurse's discretion after 72 hours.

Observations – staff complete visual checks to see how people are every hour at least on the ward, this includes through the night. There are occasions this will be more frequent.

### **Initial planning meeting**

Each weekday at 09.00 nurses meet with the doctors to discuss the care and treatment of each patient. During this meeting your Consultant will be given information about why you were admitted, what your needs are and what needs to change before you are discharged.

### **Formulation meeting**

You will be allocated a Consultant Psychiatrist on admission who will hopefully see you following your initial 72 hours on the ward – it is in this review that your consultant will discuss with you reason for admission and what we can do to help you. A formulation meeting is a meeting where we try to fully understand your needs and make a plan to try to address these. Your treatment may be reviewed and we will look at setting a discharge date.

### **Care /treatment**

Following the formulation meeting we should have a clear treatment plan for you and will know what we are working towards. Admission to hospital may not necessary mean medication will be changed however this will be discussed with your Consultant.

While medication may be important to recovery this is not the only intervention that the ward provides. An important intervention is 1-1 time. This is time you have with your named nurse to discuss your thoughts and feelings.

We have access to a Psychologist on the ward which we can refer you to if this is identified as a need in the formulation meeting. The Psychologist can advise staff on specific psychological interventions that may be of benefit to you.

We have an Occupational Therapist (OT) and activity co-ordinators on the ward. We try to ensure that there are activities to give you structure to your day and the OT can assess your occupational needs.

## **Discharge**

We aim to set an estimated date for discharge in the formulation meeting. It is helpful if we can involve people important to you in your care so they can also prepare for discharge. If you request your own discharge we will ask for you to wait to see a Doctor that day. They will assess your risk and make sure it is safe for you to go home. If not they may ask you stay in hospital for longer or ask for a mental health act assessment to take place.

It is helpful if you can arrange transport in advance to return home. If you are out of your area we can support you by making public transport arrangements to return to your area (this is usually bus or train, we cannot use a taxi).

## **Rights and responsibilities**

It is important that you are aware of your rights as an inpatient as well as understanding your responsibilities and what is expected from you.

### **Legal rights**

On admission you will be given a leaflet of your rights as an informal patient or rights under a section of the mental health act. Please see attached leaflet.

### **Confidentiality**

Everyone who comes into contact with our services has a right to expect that all information about them will be treated as confidential although there may be times when this information needs to be shared. All our staff are bound by a legal obligation to care for personal information given in trust under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidentiality. They are also required to follow the policies and procedures of the Trust, the NHS Confidentiality Code of Practice and where appropriate, professional codes of conduct. We have a leaflet with more information if you require this.

### **Information sharing**

While it is your right for information not to be shared, in order to best support you it is beneficial if family, friend and carers are involved in your care. Before sharing information with others staff will ask if it is ok to do so.

## **Privacy and dignity**

In order to protect your privacy and dignity, the ward is designed so there are separate sleeping, toileting and washing arrangements for men and women. On the ward, there are also separate lounges for males and females; however, a communal lounge is also available.

## **Request health records**

The Data Protection Act 1998 gives every person the right to know what information organisations hold about them. You can find out what information our Trust holds about you, and request a copy of it, by making a Subject Access Request. If you wish to access your notes ask your named Nurse to help with this process.

## **Advocacy**

It is your right to have an advocate involved in your care. An advocate is someone who supports you to have your views heard and make sure your rights are upheld. Your Nurse will ask if you want an advocate when discussing your rights.

## **Compliments, Concerns, Complaints**

Should you wish to make a complaint or comment about care, or give a compliment please speak to the Ward Managers in the first instance. The Ward Managers are Rebecca Mahoney and Sian Turnbull, the Deputy Manager is Sarah Burnyeat.

You may also wish to contact The Patient Experience Team, who are able to provide advice and help resolve complaints. You can contact them at:

Patient Experience Team, Cumbria Partnership NHS Foundation Trust, Carleton Clinic, Cumwhinton Drive, Carlisle, CA1 3SX

Freephone: 0800 633 5547

Email: [pet@cumbria.nhs.uk](mailto:pet@cumbria.nhs.uk)

## **Personal safety**

You have the right to be cared for in a safe and secure environment. If you feel unsafe at any time or have any concerns please tell a member of staff as soon as possible and they will support you.

To reduce risk of fire you are only allowed to smoke in the courtyard.

Fire alarms are tested at 09.00 every Monday. In the event of a fire/incident the nursing staff will give instructions to ensure your safety.

## **Conduct**

The Trust and the unit have a zero tolerance policy regarding:

- Threatening behaviour to other patients, staff or visitors
- Verbal or physical abuse to other patients, staff or visitors
- Damage to property or theft
- Racial, gender or other discrimination

- Alcohol or non-prescribed drugs consumed or taken in any form on or off the premises

### **Personal belongings**

It is important for your comfort to have a few personal belongings when you are in hospital. We would respectfully request that you keep your personal belongings to a minimum as there is limited space to store them. Please do not bring anything of financial or personal value as the Trust cannot take responsibility for the loss or damage of belongings.

There are certain items we request people don't bring on to the ward to provide a safer environment for you. These include

- Glass objects
- Stimulant drinks (e.g. red bull)
- Cans
- Open bottles
- None Prescribed medication and drugs (unless handed in to staff)
- Alcohol
- Own bedding and blankets
- Music device that requires electrical cord (can use battery operated)
- Mugs (unless plastic)
- Hair dye

### **Items that should be avoided, however can be kept in the locker and used if safe to do**

Any items with a chord must be kept in a locker unless being used (e.g. straighteners, hairdryer).

- Aerosols
- Razor
- Nail kit
- Glue
- Scissors
- Nail varnish
- Tweezers
- Mirrors

### **Electrical devices**

We appreciate the importance of allowing you access to electrical devices so that you can remain in contact with friends and family and to occupy your time. However we do respectfully request that you do not take photographs or videos when in communal areas or use Facetime in order to protect others right of confidentiality. If you cannot follow this request you will no longer be able to access your device.

Please note due to fire risk mobile phone/laptop chargers cannot be kept in your bedroom. We have a room where we can charge your devices.

## **Religious and spiritual needs**

In the ward office, there is a range of resources containing sacred texts of different faiths, holding crosses, prayer cards and CDs. If you wish to access these resources, please ask a member of staff.

Within the hospital, there is a place accessible for reflection, quiet and prayer, called Oasis. It is open to everyone, of all faiths, with services and prayer meetings held there. Check the notice board outside the Oasis room, or ask a member of staff to find out days and times of activities.

## **Interpretation and translation**

If you require an interpreter, or if you would prefer written information including your care plan in a different language, please ask a member of staff and they will arrange this for you.

## **Daily structure**

The daily routine on the ward is in the main flexible. However there are various requirements that are to be completed at certain times.

## **Medication times**

Nurses will administer regular medication at:

08.00-09.00

12.30-13.00

18.00-19.00

22.00-22.30

You may not need medication this frequently. Staff can offer additional medication outside these times if required (e.g. pain relief).

## **Meal times**

Meals are served at the following time:

07.00-09.00 – breakfast

12.00-12.30 – lunch

17.00-17.30 – evening meal

21.00-22.00 – supper.

Menus for meal ordering are located in the beverage area each morning. They are ordered 24 hours in advance and are to be completed by midday. Please speak to a member of staff if you need help with this or have any dietary requirements.

## **Visiting Times**

Friends and family can visit the ward between the hours of:

Monday – Friday 18.00-20.00

Saturday and Sunday – 14.00-16.00 and 18.00-20.00

## **Handover times**

Staff have regular handovers to ensure information is shared between each shift so we can best support you. During these times staff in the resource room should not be disturbed (the door will be locked).

These times are as follows:

07.00-07.20 - nurses handover

09.00-10.00 – doctors handover

13.00-14.00 – nurses handover

20.30-21.00 – nurses handover

## **Doctor availability**

The Consultant Psychiatrists do not work on the ward full time and therefore you can only speak to your Consultant on certain days. On admission you will be informed what days your Consultant works.

Our advanced practitioner is available from 9-5 and we can arrange for you to attend their clinic if you have any physical health needs.

After 5pm we have an on call Doctor for medical emergencies only.

## **Activity Plan**

We have a range of activities that take place on a regular basis. Please see activity plan. You can add 1-1 sessions with our activity coordinators to this.

## **Laundry**

We have a laundry room available on the ward which is locked. Please inform staff when you would like access to this room.

## 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](mailto: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](mailto: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](mailto:communications.helpdesk@cumbria.nhs.uk)

Or write to Engagement and Communications  
Voreda House | Portland Place | Penrith | CA11 7QQ



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