

# **Adult Mental Health Acute Admission Services Resource Pack**

**Forth Valley Royal Hospital**



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## Introduction

This resource pack is designed to provide some useful information for you, your relatives, carers and visitors.

We have tried to make sure that the information in this resource pack is correct.

There are policies and procedures in place to protect all service users, staff and visitors from harm and promote recovery within the unit, some of which this resource pack will identify.

We hope that it will assist you in your stay within the unit and ensure that you, your relatives, carers and visitors are aware of the facilities and activities that are available. If you require any further information, please do not hesitate to speak to any of the unit staff.

## 1. Unit Descriptor

The Mental Health Unit at Forth Valley Royal Hospital houses all services for Acute Adult Mental Health which include Psychiatric Liaison Services, Intensive Home Treatment Team (IHTT) and 3 Inpatient Wards. The purpose of the unit is to provide care and treatment for individuals suffering from Mental Health problems.

The Psychiatric Liaison Services provide assessment for service users 18 – 65 years who present with suspected Mental Health problems and 16 – 65 years in crisis related to self-harm / attempted suicide from the acute general hospital wards / Accident & Emergency (A&E) and who require immediate assessment. The IHTT service provides assessment and home based treatment for people who would otherwise require acute psychiatric care in a hospital ward. Ward 2 provides assessment and treatment for all adults coming through the service, whilst Ward 3 has a greater focus on therapeutic engagement and discharge planning. Ward 1 is the Intensive Psychiatric Care Unit (IPCU) and is for individuals who require a higher level of security during a time of severe mental distress.

Structured therapeutic activities are considered to be an integral component of the main recovery plan and we endeavour to provide delivery of psychological, health promotion, education and psychosocial interventions. Groups run everyday in the unit and a timetable is available. Nursing staff will discuss with you the most appropriate groups and available resources to best support your recovery.

## 2. On Arrival

On arrival at the unit, you will be welcomed by a member of the clinical team who will introduce you to the admitting nurse. Where possible, this will be your Named or Associate Nurse. You will be assessed by a member of the clinical team, where possible this will be carried out jointly with both a doctor and staff nurse. This will involve taking a background history and collating details of your presenting mental health issues, this will allow the clinical team to plan your care. We actively encourage participation from yourself and carer's' to ensure that you are fully involved in the process and planning of care. A physical examination will also be carried out at the time of your assessment.

As your care progresses you will be transferred to Ward 3, this will be discussed with you as part of your care plan.

For an initial period of assessment, it may be requested that you remain within the unit environment. This will allow the team, in consultation with you, to develop an appropriate treatment plan. Following this, if deemed appropriate, arrangements will be made for you to have time away from the unit. Time away from the unit will be regularly reviewed with you by your Psychiatrist.

As these are mixed-sex units, it is suggested that you dress appropriately in your everyday wear. ***Please note the common areas of the unit are mixed sex, however the individual bedrooms are single sex accommodation.*** It is requested that your family or friends launder your clothing, as there are limited laundry facilities within the unit. If this is not possible, alternative laundry facilities can be accessed within the wards, although the primary aim of these facilities is to maintain your domestic skills. If possible, you should bring with you the toiletries that you need. As a safety precaution, all razors and glass items will be held in a safe place by nursing staff. These can be accessed by you on request.



Units have limited safekeeping facilities for valuable items. Therefore, we suggest that you do not bring in large amounts of money or valuables. We will not accept responsibility for any valuables that are not handed in for safe-keeping.

You will have an opportunity to attend an “Admission Group” shortly after your admission, where this information will be discussed more fully.

### 3. Planning Your Care

On, or shortly after admission, you will receive an **individualised programme of care** which will be devised between you and the team members. The unit operates a structured programme of therapeutic and recreational activities on a group and / or individual basis. These will consist of a variety of groups to benefit your wellbeing and help to support you on discharge. This is an important part of your care and treatment whilst in hospital, and your participation will be actively encouraged by the team.

Ask about anything that you don't understand about your condition or treatment – let us know and we will explain it to you. If we use words that you do not understand, ask for an explanation in plain English. Information can be provided in a variety of formats (i.e. on audiotape, in writing, in large print, or in another language other than English). If you need an interpreter or a sign-language interpreter, or have other special communication needs, we will arrange this for you by contacting the interpreting services which are available free of charge.

**If you want a carer, a family member, a partner, a friend, or an independent Advocacy Worker to support you or help you express your views, please let us know. With your permission, staff involved in your care will work together with you, and these others to ensure a good level of communication, co-operation and progress.**

## 4. Unit Activities

On, or shortly after admission, you will receive an **individualised programme of care** which will be devised between you and the team members. The unit operates a structured programme of therapeutic and recreational activities on a group and / or individual basis. These will consist of a variety of groups to benefit your wellbeing and help to support you on discharge. This is an important part of your care and treatment whilst in hospital, and your participation will be actively encouraged by the team.

Ask about anything that you don't understand about your condition or treatment – let us know and we will explain it to you. If we use words that you do not understand, ask for an explanation in plain English. Information can be provided in a variety of formats (i.e. on audiotape, in writing, in large print, or in another language other than English). If you need an interpreter or a sign-language interpreter, or have other special communication needs, we will arrange this for you by contacting the interpreting services which are available free of charge.

**If you want a carer, a family member, a partner, a friend, or an independent Advocacy Worker to support you or help you express your views, please let us know. With your permission, staff involved in your care will work together with you, and these others to ensure a good level of communication, co-operation and progress.**

## 4. Unit Activities

We actively work to provide a range of therapeutic activities which will promote recovery. We endeavour to provide opportunities for focused individual and group work to address psychological, social and physical health issues. We also offer opportunities to practice life skills required when you leave hospital, for example managing your illness and medication, household management skills, shopping, cooking, budgeting, using public transport and accessing leisure facilities.

Within the group programme there is opportunity for participation in out-reach groups which include leisure groups held in local community facilities e.g. basketball, badminton, gym, cycling and walking. In-reach groups are also offered and include awareness raising sessions on resources available in your local community.

Our staff are trained in a variety of treatment approaches and it is important that you let us know if you have a preferred style for resolving issues, or recovering from an episode of distress or ill health. We also host specialised therapies including Art Therapy and Psychology. It is also important to discuss your personal strengths, attributes, and interests so that the group programme is meaningful to you during your stay in hospital. Opportunities will be provided to do this through your individualised care plan.

A weekly timetabled group programme of therapeutic opportunities is on display throughout the unit, but do not hesitate to ask a member of staff for an individual copy if preferred.

When attending group activities we ask that you notify the nurse in charge. When groups are running out with the hospital, for example within local community facilities, we ask that you check that you have adequate time off the unit.

To fully benefit from therapeutic opportunities it is important to avoid any unnecessary disruptions between 10:30 and 12 noon and 2:30 and 4pm. We ask that any appointments are organised out with these times.

All individual and planned group interventions are free however when community facilities are used for leisure opportunities you may be asked for a small contribution.

A selection of core therapeutic groups are detailed below for your reference.

### **New Admissions Group**

Aims of Group:

1. To offer an informal opportunity to discuss aspects of hospital admission and for you to familiarise yourself with the ward routine/structure
2. To introduce relevant policies and procedures pertaining to admission to hospital
3. To outline therapeutic opportunities and personal responsibility for accessing relevant group interventions.
4. To highlight the role and responsibilities of the clinical team working on the Unit.
5. To promote on-going contact with established community supports, where appropriate, as part of continuity of care planning.

### **HOPE Group**

Aims of Group:

1. To create a structured session where you can talk positively about yourself and feel hopeful for the future.
2. To offer opportunities to explore individual values, strengths, attributes and skills which develop self-awareness.

## **Moving On**

Aims of Group:

1. To encourage discussion about concerns regarding moving on from hospital.
2. To support you to utilise strategies which will facilitate moving on.
3. To validate individual strengths and resources to move on from hospital.

## **Keeping Safe**

Aims of Group:

1. To support you to develop a skills toolkit to enable you to successfully manage thoughts of self harm and/or suicide.
2. To help you take control of symptoms and emphasise that you are an expert in your own experiences.

## **WRAP**

Aims of Group:

1. To outline a self-management tool and its use in promoting recovery and well-being. This tool can contribute to care planning in collaboration with the service.
2. To offer opportunities for you to share your experiences and offer mutual support.
3. To produce a structural means by which people could maintain wellness and recovery while working to anticipate and reflect on crisis.

**W** Wellness

**R** Recovery

**A** Action

**P** Plan

## **Staying Well**

Aims of Group:

1. To offer an opportunity to explore ways of maintaining good mental and physical well being.
2. To address habits, routines and life choices to support optimal well being and functioning.

## **Tackling Issues**

Aims of Group:

1. To explore issues and find solutions to everyday problems.
2. To address ways of finding realistic options for changing a situation or adopting alternative coping strategies.
3. To promote goal setting as a change mechanism to sustain recovery on discharge.

## **Creative Activities**

Aims of Group:

1. To try a variety of activities which can positively influence how you feel, think and get along with people.
2. To promote social and recreational activities as a component of a balanced lifestyle.

## **Activities of Daily Living (ADL) Skills Group**

Aims of Group

1. To offer activities to practise everyday skills required to move on from hospital.
2. To validate strengths and skills in domestic activities of daily living.

## 5. Team Members

The units operate a Named Nurse system. You will be informed on admission of your Named and Associate Nurses.

Your **Named Nurse** is a central point of reference in relation to:

- Providing information;
- Advocating for you;
- Providing support and continuity of individualised care;
- Accessing help;
- Illness education

The **Associate Nurse** carries out this care in the absence of your Named Nurse, and an Associate will always be available.

There are also information boards within the unit to inform you of the nursing staff available on a daily basis. Should you have any difficulty regarding allocated staff, please discuss this with the Charge Nurse at the earliest opportunity.

Whilst in the unit, you will have access to members of the Multi-Disciplinary Team (MDT). This team includes nursing staff, medical staff, physiotherapist, dietician, occupational therapist, art therapist, pharmacy staff, and community based staff.

## 6. Meals

Everyday you will receive a menu offering a selection of dishes at mealtimes. A choice of drinks are served at various times during the day. You will be informed of the set meal and “tea break” times. Dietetic input is on hand to give advice and make the necessary arrangements if you have specific dietary needs.

### **Bringing Food into Hospital**

Friends and relatives in hospital enjoy receiving presents of fruit, drinks and confectionary. However it is important to ensure that all items brought into the ward for consumption are both suitable and safe.

### **Infection risks**

Outbreaks of illness such as E.coli 0157 and salmonella in long term care situations have been linked to food brought in from outside.

### **Diet**

It is also important to appreciate that nowadays many friends and relatives are on special diets e.g. for medical conditions such as diabetes, high blood pressure or obesity.

NHS Forth Valley takes great care to prepare nutritious and well-balanced meals for their service users. If a service user has any particular needs or dislikes, this can be discussed with the nurse in charge who can refer them to the catering department or dietician.

We would advise against bringing in food that requires a refrigerator. There is limited storage in the refrigerator and items can only be stored for 24 hours.

Items such as yoghurt and ice cream can be ordered from the catering department on a daily basis.

Items not to bring into the hospital include unwrapped, undated food products, which have a very short “shelf” life. These items can easily go “off” without any smell or discoloration. Cakes filled with cream, trifles, mousses are examples of food products, which can go off quickly.



Check that any bought item's external wrapper is not torn. Check that the

"Best Before" and "Use By" dates have not been exceeded. Items you might think about are drinks, fruit, snacks or biscuits.

Nursing staff in the ward do not have the facilities to prepare or reheat food for service users. Any special dietary needs should be discussed with the nurse in charge.

## 7. Visitors and Visiting Times

The visiting times are:

**Monday to Friday:** 1600 – 1700 & (4pm – 5pm & 6pm – 8pm)  
1800 – 2000

**Weekends:** 1300 – 1600 & (1pm – 4pm & 6pm – 8pm)  
1800 – 2000

With your consent, nursing staff are available to answer any questions that your relatives may have regarding your care. Health educational information is also available. If you would prefer your relatives not to receive information from staff about your care, staff will respect this. However, staff are still available to listen to the concerns of relatives and to signpost them onto appropriate local organisations that will be able to give them support; details of other organisations can be found in sections 23.1 – 23.6.

Any clothing and other items brought in by your relatives and visitors should be checked by nursing staff to ensure that the items given are safe and appropriate to the nature of the unit. Please see section 11 for details on inappropriate items.

Inpatient care always comes first and there may be times when access to the unit at visiting times is delayed. When this happens, please be patient. All visitors should report to the Nurse-in-Charge upon entering the unit. The Nurse-in-Charge is based in the unit office.

*Service user activities are extremely important, and only previously arranged visits will be allowed out with these visiting times.*

Bedroom based visits are not permitted except in exceptional circumstances. Permission for this must be obtained from the Nurse-in Charge. Visits by children under the age of 5 must be arranged with the Charge Nurse prior to each visit.

## 8. Advocacy

Independent Advocacy is a way to help people have a stronger voice and to have as much control as possible over their own lives. Advocacy workers are not employed by the NHS or by Social Work and are an independent service.

Advocacy workers visit each ward within the mental health unit regularly – each ward has set days for advocacy and the ward nurses can advise on when they will visit next. If you need to see or speak with an advocacy worker out with these times please phone 01324 557070.

Advocacy workers **will:**

- Let you know what your rights are under the Mental Health Care and Treatment (Scotland) Act (2003).
- Support you at a Mental Health Tribunal.
- Help you understand what is happening and what has been said.
- Help you get your voice heard – or speak for you using your words.
- Support you at meetings including Ward Rounds.
- Safeguard your rights when you cannot.
- Help you understand the options open to you so you can make informed choices.
- Help you access a solicitor.
- Refer you to income maximiser or debt advisors.

Advocacy worker **will not:**

- Give you advice and tell you what to do.
- Sit in judgement of you or any decision you make.
- Fill out benefits forms.
- Recommend a solicitor.

Contact Information:  
Forth Valley Advocacy  
1 The Bungalows  
Larbert FK5 4SZ

## 9. Property & Valuables

**We regret that we cannot accept responsibility for any clothing, money or valuables kept by service users in this hospital.** You will be given the opportunity to place valuables into safe custody. If you decide to retain such items for your own personal use, you accept responsibility for your own clothing, money and valuables.

The Mental Health Service operates a "Search Policy", to ensure that unsafe and / or inappropriate items are not brought into hospital. Please see section 11 of this resource pack which identifies inappropriate items.

### **Electrical Appliances**

Any electrical equipment, such as hairdryers, CD players etc, brought into hospital cannot be used until a safety check is carried out by the hospital electrician. There are hairdryers available on the unit. Please ask the Nurse-in-Charge before you bring this type of equipment into hospital.

### **Vulnerability with Money**

If your relative or carer has specific concerns that you are having difficulty making decisions in managing your money or your welfare, then these concerns should be mentioned to staff.

## 10. Bringing Medicines In

Service users are now involved in managing their own medicines in hospital where suitable. Please bring all your medicines into hospital with you, or ask someone to bring them in as soon as possible, whether you are in hospital as a pre-arranged admission or as an emergency. Please make sure that your medicines are given to the nursing staff.

It is important that your medication is in the original labelled containers. Bringing your medicines with you will help us by:

- Informing unit staff what medicines you are taking and when.
- Ensuring that your medicines are continued at the current times whilst you are in hospital.
- Helping us to complete your discharge prescription much quicker, allowing you home sooner.

## 11. Inappropriate Items for Bringing in

### **Alcohol, Non-Prescription Medication & Illegal Drugs**

Only prescribed medication should be taken whilst you are in the unit.

Using alcohol will result in an urgent re-assessment of your continued stay in hospital, since alcohol use can be to the detriment of your mental wellbeing.

Visitors may be restricted or excluded if they are suspected of or known to be using, selling or conveying illegal drugs in NHS facilities. Police will be contacted in such circumstances.

We reserve the right to contact the Police if there is any suspicion that illegal drugs have been brought into the unit to the detriment of any service users' health and wellbeing.

## 12. Shopping

There is an **ATM** located at the main entrance to Forth Valley Royal Hospital.

The **WRVS cafe** is situated next to the Mental Health Reception. The opening hours are:

Monday to Friday:	0800 to 1700	(8am to 5pm)
Saturday & Sunday:	1000 to 1600	(1000am to 4pm)

A **WHSmith** is located at the main entrance to Forth Valley Royal Hospital. A wide variety of goods, including newspapers, greetings cards and toiletries are sold. The opening hours are:

Monday to Friday:	0700 to 2000	(7am to 8pm)
Saturday & Sunday:	1000 to 1600	(10am to 4pm)

**Starbucks** is also located at the Main Entrance to Forth Valley Royal Hospital.

Monday to Friday:	0800 to 2000	(8am to 8pm)
Saturday & Sunday:	1000 to 2000	(10am to 8pm)

**Marks and Spencer Simply Food** is located at the Entrance to Forth Valley Royal Hospital.

Monday to Friday:	0900 to 1900	(9am to 7pm)
Saturday & Sunday:	1000 to 1800	(10am to 6pm)

The **Hospital Restaurant** is open for everyone to use. The Restaurant has a selection of hot and cold meals available to purchase. Please note that customers who are not NHS employees will be subject to a surcharge. The opening hours for the Restaurant are:

Everyday:	0730 to 1945	(8.00am to 8.00pm)
Breakfast:	0730 to 1100	(7.30am to 11am)
Lunch:	1200 to 1400	(12noon to 2pm)
Supper:	1700 to 1930	(5pm to 7.30pm)

**Marks and Spencer Café** is located on the first floor near the hospital restaurant.

Monday to Friday:	1000 to 1800	(10am to 6pm)
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## 13. Mail

Mail is delivered to and collected from the unit twice a day, Monday to Friday. There is no weekend mail service. Please ask relatives and friends to include your full name and your unit when addressing letters to you.

## 14. General Safety

If you have any object that may be potentially harmful, this will be removed for safe-keeping, or returned to your relatives. This is to help provide a safe environment for all service users in the unit. Staff will advise on those objects which are deemed harmful.

Please report any faults or breakages in equipment, furnishings or facilities to nursing staff, in order that repairs can be carried out.

## 15. Infection Control

To help us reduce the risk of infection to you and your family, please follow these infection control points:

- Wash your hands before visiting the hospital
- Use the alcohol provided before entering or leaving the ward area
- Keep the hospital tidy. Please do not drop any litter
- Never touch dressings, drips or other pieces of equipment
- Please do not visit if you feel unwell
- Keep visitors to a minimum
- Ask staff for advice on what to bring and what not to bring into hospital
- Do not sit on the service user's bed
- Babies and young children are discouraged from visiting as they are at more risk of infection

Our staff work hard to help create a safe environment, but they need help from you and your visitors to make your stay in hospital as safe as possible. In general terms, mental health units are low risk clinical areas for Healthcare Acquired Infection (HAI). Standard Precautions are in place to reduce the risk of acquiring an HAI.

### **We recommend the following Top 5 Tips for Visitors:**

1. Think about keeping service users safe before you visit someone in hospital. If you or someone you live with has a cold, diarrhoea or if you feel unwell, try to stay away until you're better.
2. Wash and dry your hands before visiting a hospital ward, particularly after going to the toilet. There is alcohol hand gel provided at the ward door or at the bedside, use it.
3. Ask ward staff for advice before you bring in food or drink for someone you are visiting in hospital.
4. When you visit someone in hospital, don't sit on their bed and keep the number of visitors to a minimum at any one time. Never touch dressings, drips or other equipment around the bed.
5. If you think NHS premises are not as clean as they should be, let the Sister/Charge Nurse know. If you think a healthcare worker has forgotten to wash their hands, remind them about this.

## 16. Workplace Aggression

Every year healthcare workers are subjected to incidents involving physical and verbal abuse. NHS Scotland has adopted a Zero Tolerance approach to stop violence against our staff. Our staff should be treated politely and with the same respect and consideration that is given to you. Our staff work here to care for others. Being victims of violence is not part of their job.

Aggression, disorder, intimidation and bullying are not acceptable and will not be tolerated.

Violence to staff or other service users is completely unacceptable. Violence means any incident in which someone is abused, threatened or assaulted by any person in circumstances arising out of, or in connection with, their work.

This definition includes verbal abuse, threats, aggression, disorder, intimidation, bullying, racial or sexual harassment as well as physical assault.

**Violence could lead to you being removed from healthcare premises, information about you being passed to other healthcare providers, or information being passed on to the Police.**

If you are concerned or worried, shouting at the staff will not help. In fact, it can make things worse.

If you have a concern, please speak to a member of staff and they will do their utmost to help you.

## 17. Suggestions, Feedback, Compliments, Complaints

We aim to provide a high quality service, but recognise that there may be times when you or your relatives may not be fully satisfied. If you have a comment, or suggestion for service improvement, or perhaps a complaint to make regarding any aspect of your or your relative's care, please initially discuss this with the person in charge of the unit, so that matters are dealt with as quickly as possible. You can have an independent Advocacy Worker to help you with this.

Let us know what you think of our service. Help us to improve services by giving us your views, good as well as bad. Examples of ways to do this include talking to the staff, filling in surveys or participating in focus groups.

If for any reason you are unable, feel uncomfortable, would prefer not to speak to the person in charge, or perhaps wish matters to be dealt with more formally, please contact the Patient Relations Service, who can offer advice and support to you, while dealing with any concerns. All formal complaints will be acknowledged and your concerns will be fully investigated. You will be informed of the progress. We aim to resolve all complaints locally. The address for any complaints is:

NHS Forth Patient Relations,  
Admin Offices, Falkirk Community Hospital,  
Westburn Avenue,  
Falkirk, FK1 5SU  
(Tel: 01324 678530)  
( FV-UHB.complaints@nhs.net )

## 18. Use of Mobiles / Telephone Calls

### **Use of Mobile Telephones**

All wards permit the use of mobile phones on the unit premises. Please be mindful of other people on the unit when using your mobile 'phone. However there are restrictions upon the use of mobile phones which have camera / video capability. These restrictions have been introduced to protect the privacy, dignity and confidentiality of all service users in hospital.

1. You are asked to use your 'phone in appropriate designated areas, such as bedrooms and quiet areas.
2. Please avoid using mobile 'phones in public areas.
3. Should the staff feel that there is an inappropriate use of mobile 'phones; this will be addressed by the Nurse-in-Charge.
4. All mobile 'phones should be recorded in your individual personal item belongings list and two signatures will be required. Please inform staff if the mobile 'phone is sent home.
5. Camera / video capable phones are permitted within in-patient areas. To ensure confidentiality and privacy for hospital service users, the same conditions of use as per point 1 apply.
6. Anyone found inappropriately using a camera / video capable mobile 'phone will be asked to surrender it to the Nurse-in-Charge. If they are felt to be infringing upon another service user's privacy and / or confidentiality, then it may be necessary to inform the Police.
7. Visitors will be asked to avoid using their mobile 'phones during their time spent within the unit.

These guidelines are for the benefit of all service users and your co-operation is respectfully requested.

## 19. Mental Health Proceedings

Should you be subject to mental health legislation, you will be informed of your rights and options under legislation. Information resource packs on various aspects of mental health proceedings are available from your Named Nurse. All units have a list of solicitors (local and outside Forth Valley) with an interest in mental health proceedings. A copy of this list can be provided by staff should you request one to be made available. The Advocacy service can assist you to obtain legal help, should you require this.

*Named person<sup>1</sup>*



### **What is a named person?**

If you need treatment under the new Mental Health Act you can choose someone to look out for you. This person is called a named person. Anyone aged 16 or over can choose a named person.

Your named person can make important decisions about your care if you are not able to decide yourself. Because of this you should choose someone who knows you well and who you can trust.

<sup>1</sup>Source: *The New Mental Health Act: An Easy Read Guide, Scottish Executive, Edinburgh 2007*

You can have an independent advocate and a named person. Your advocate cannot be your named person because they have different jobs to do.

Your independent advocate is someone who helps you say what you think about your treatment.



### **What does my named person do?**

- They must be told about your care.
- Anyone who gives you care and treatment must ask your named person what they think.
- Your named person can ask the Mental Health Tribunal to decide about your care. They can go to the Tribunal and give their views. The Tribunal decides about the compulsory treatment of people with mental disorder.
- They agree (or not agree) to medical examinations of you where they are needed for a Compulsory Treatment Order. This means you have treatment even if you do not want it.
- They can ask the Local Authority or Health Board to assess your needs.



## **Your named person can be:**

- Your carer
- Your partner
- Your nearest relative (mum, dad, brother or sister, or cousin)
- Another service user
- Anyone else you choose

Your named person should not be anyone with responsibility for your care like your GP or mental health officer.

**Please speak to the clinical team for more information**

## Advanced statements



### What is an advance statement?

If you are ill, it is important that the people who look after you know about:

- The treatment that works for you
- The treatment that does not work for you
- The treatment you do not want
- Why some treatments are better for you than others.

An advance statement lets you put these things in writing. You should write this when you are well enough to say what you want.

If you have an advanced statement please let the clinical team know. If you don't have one and would like to know more please speak to a member of the clinical team.

## 20. Spiritual Care

NHS Forth Valley is committed to quality, holistic, person-centred care.

Many service users, carers and staff can face ultimate questions about life and death and a search for meaning and purpose in their experience.

NHS Forth Valley's Spiritual Care Team offers help to cope with issues such as suffering, loss, fear, loneliness, anxiety, uncertainty, impairment, despair, anger and guilt. One team member works solely in Mental Health, assessing and giving spiritual care to service users, carers and staff.

All help is given confidentially and is offered to individuals regardless of background, circumstances or belief.

### ***Spiritual Care is . . .<sup>2</sup>***

*...having someone listen to your story as you try to make sense of what is happening to you in your illness . . . . . having someone help you work through your hopes, fears and anxieties as you seek to find inner peace . . . . . having someone journey with you as you strive to find a sense of wholeness.*

### **Spiritual Care Team**

#### **Support for Service users and Visitors**

The Chaplains in the Spiritual Care Team are available for all service users and relatives within the hospital to offer confidential support as individuals move from illness to wellness.

A Chaplain is **always on call and can be contacted on 07824 460882 on a 24/7 basis**

<sup>2</sup>NHS FV Spiritual Care Policy



## **Spiritual Care Centre**

### **Chaplains' Office**

In Forth Valley Royal Hospital the Spiritual Care Centre is located inside the main entrance. Mail can be delivered to the office and a telephone answering machine will receive messages on 01324 566071 ext 66071.

### **Quiet Room**

The Spiritual Care Centre also houses a Quiet Room which is available to the entire hospital community and for visitors as a place of peace and reflection. It is always open. Referral slips are available here for those wishing help.

### **Religious Services**

Christian services are held in the Quiet Room on the 1st and 3rd Tuesday of the month at 11am. All service users, visitors and staff are welcome.

## 21. Discharge From Hospital

A discharge protocol will be followed by staff which will ensure that all areas of care pertaining to your discharge are dealt with fully whilst you are in the unit. During your stay your Named / Associate Nurse will discuss this more fully with you (and your family where appropriate).

Prior to discharge from hospital you will be given information and advice on how to stay as healthy as possible, and to support and encourage you in doing this. Moving on groups are regularly held to supplement this information. On discharge, you will be given a Discharge Information Summary form. This will normally be given to you before you leave the ward, though in some circumstances it will be sent to your home address.

## 22. Travel

As part of the plans to improve public transport links, NHS Forth Valley has invested in a range of new bus services which provides links from Alloa (H1/H2 service), Grangemouth, Denny, Maddiston, Wallacestone, Polmont, Skinflats and Stenhousemuir (H3/H4 service).

A new shuttle bus service will also operate from Larbert Train Station which will be free for anyone with a valid rail ticket. In addition, the 38 service operated by First Scotland East provides a direct link to the hospital from Stirling and Falkirk Bus Stations every 20mins.

Bus timetables are available from staff via the intranet within Forth Valley Royal Hospital.

## 23. Further Information and Contacts

### DISCLAIMER

While every effort has been made to ensure the contact information contained within these sections is accurate at time of printing, some may have changed over time.

### 23.1 Clackmannanshire CHP

### DISCLAIMER

While every effort has been made to ensure the contact information contained within these sections is accurate at time of printing, some may have changed over time.

Alloa Social Work	Tel: 01259 727010
Citizens Advice Bureau	Tel: 01259 723880
Clackmannanshire Mental Health Resource Centre Clackmannan Community Healthcare Centre Hallpark Road, Sauchie FK10 3JQ	Tel: 01259 290343 (Includes Day Hospital, and Community Mental Health Teams)
Clackmannanshire Children & Families Team (A.L.L.O.A. Centre)	Tel: 01259 225020
Clackmannanshire Home Start	Tel: 01259 213453
Clackmannanshire Council Housing Support Team	Tel: 01259 450000
Department of Work & Pensions	Tel: 0845 432600
Devon House	Tel: 01259 217382
Debt Advice	Tel: 01259 452354
Klacksun (Clacks Service Users Network)	Tel: 01259 215048 Website: <a href="http://www.klacksun.org.uk">www.klacksun.org.uk</a>
Ochil Carers	Tel: 01259 215048
Open Secret (Alloa)	Tel: 01259 729981
Phoenix Centre	Tel: 01259 215048
Princess Royal Trust (Carers) (Falkirk & Clacks)	Tel: 01324 611510 Website: <a href="http://www.carersfalkirk.org.uk">www.carersfalkirk.org.uk</a>
Reachout	Tel: 01259 723666
Women's Aid	Tel: 01259 721407

## 23.2 Falkirk CHP

Caledonia Clubhouse	Tel: 01324 501720 Website: www.caledonioclubhouse.co.uk
CLASP	Tel: 01324 503494 Website: www.aberlour.org.uk
Citizens Advice Bureau	Tel: 01324 611244
Debt Advice (Homeless)	Tel: 01324 501435
Debt Advice (ARC)	Tel: 01324 501406
Debt Advice (Denny)	Tel: 01324 504160
Department of Work & Pensions	Tel: 0845 432600
Dunrowan Day Hospital 37 Maggiewoods Loan Falkirk FK1 5EH	Tel: 01324 639009
Falkirk & District Association for Mental Health (FDAMH)	Tel: 01324 629955
Website: www.fdamh.org.uk Falkirk Council Debt Line	Tel: 01324 506735
Princess Royal Trust (Carers) Social Work Offices:	Tel: 01324 611510
• Bo'ness	Tel: 01506 506400
• Brockville	Tel: 01506 506400
• Camelon	Tel: 01506 506400
• Denny	Tel: 01506 506400
• Falkirk	Tel: 01506 506400
• Grahamston	Tel: 01506 506400
• Stenhousemuir	Tel: 01506 506400
• Meadowbank	Tel: 01506 506400
Welfare Benefits Helpline Westbank Day Hospital Westbridge Street Falkirk FK1 5RT	Tel: 01324 501404  Tel: 01324 624111
Womens Aid & Children Service	Tel: 01324 635661

## 23.3 Stirling CHP

Stirling Mental Health Resource Centre (Prince's Street DH & Kildean DH) Kildean Hospital Drip Road Stirling	Tel: 01786 446913
Action In Mind (Formerly SDAMH)	Tel: 01786 451203 www.actioninmind.org.uk
Artlink Central	Tel: 01786 450971
Citizens Advice Bureau	Tel: 01786 470239
Department of Work & Pensions	Tel: 0845 432600
Stirling Carers Centre	Tel: 0845 277 7000 Website: www.carers.org/stirling
Stirling Council Rent Arrears	Tel: 0845 277 7000
Stirling Council Rent Arrears Advice Line	Tel: 0845 277 7000
Stirling Council – Housing Benefits	Tel: 0845 277 7000
Stirling Homeless Unit	Tel: 0845 277 7000
Stirling Income Maximisation & Welfare Benefits	Tel: 0845 277 7000
Stirling Money Advice Team	Tel: 0845 277 7000
Stirling Social Work (St Ninians and Bannockburn)	Tel: 0845 277 7000
Stirling Social Work (Drummond House)	Tel: 0845 277 7000
StUN(Stirling Service Users Network)	Tel: 01786 446159
Womens Aid	Tel: 01786 470897

## 23.3 Stirling CHP

Central Scotland Police	Tel: 01786 456000
Forth Valley Advocacy	Tel: 01324 557070
Open Secret	Tel: 01324 630100
Scottish Health Council Forth Valley	Tel: 01786 471550

## 23.5 National Resources

Bipolar Scotland	Website: <a href="http://www.bipolarscotland.org.uk">www.bipolarscotland.org.uk</a>
Breathing Space	Tel: 0800 83 85 87
Childline	Tel: 0800 11 11
MDF Bipolar Organisation (formerly known as Manic Depression Fellowship)	Website: <a href="http://www.mdf.org.uk/">http://www.mdf.org.uk/</a>
NHS 24	Tel: 0845 4 24 24 24
Samaritans	Tel: 0845 7 90 90 90
Sane	Tel: 0845 767 8000
The Mental Welfare Commission	Tel: 0131 313 8777

## 23.5 National Resources

@ease (part of National Schizophrenia Fellowship)	<a href="http://www.at-ease.nsf.org.uk/what_is.html">www.at-ease.nsf.org.uk/what_is.html</a>
Befriending Network Scotland	<a href="http://www.befriending.co.uk">www.befriending.co.uk</a>
Bipolar Fellowship Scotland	<a href="http://www.bipolarscotland.org.uk">www.bipolarscotland.org.uk</a>
CRUSE	<a href="http://www.crusescotland.org.uk">www.crusescotland.org.uk</a>
Depression Alliance Scotland	<a href="http://www.dascot.org">www.dascot.org</a>
Mental Health Foundation	<a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a>
MIND	<a href="http://www.mind.org.uk">www.mind.org.uk</a>
Moodjuice	<a href="http://www.moodjuice.scot.nhs.uk">www.moodjuice.scot.nhs.uk</a>
National Programme for Improving Mental Health & Wellbeing	<a href="http://www.wellscotland.info">www.wellscotland.info</a>
National Schizophrenia Fellowship	<a href="http://www.nsfscot.org.uk">www.nsfscot.org.uk</a>
Royal College of Psychiatrists	<a href="http://www.rcpsych.ac.uk">www.rcpsych.ac.uk</a>
SAMH (Scottish Association for Mental Health)	<a href="http://www.samh.org.uk">www.samh.org.uk</a>
Scottish Recovery Network	<a href="http://www.scottishrecovery.net">www.scottishrecovery.net</a>
Service Information Directory (SID)	<a href="http://www.sid.scot.nhs.uk/">www.sid.scot.nhs.uk/</a>
Young Minds	<a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a>

**We are happy to consider requests for this publication in other languages or formats such as large print.**

**For other languages contact [01786 434784](tel:01786434784).**

**For other formats contact [01324 590886](tel:01324590886), text [07990 690605](tel:07990690605), fax [01324 590867](tel:01324590867) or email [fv-uhb.nhsfv-alternativeformats@nhs.net](mailto:fv-uhb.nhsfv-alternativeformats@nhs.net)**

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