

Cherry Tree Close Inpatient Guide

NHS
Derbyshire Healthcare
NHS Foundation Trust



Contents

4	Our aim
6	Your care plan
8	Your accommodation
12	Your safety and wellbeing
15	Staff in the care process
16	Visitors
17	Your family/carer
18	Planning for home
20	Occupational therapy Spiritual needs Interpreting facilities
21	Concerns
22	Your feedback

Cherry Tree Close provides an inpatient service for 23 residents, offering a homely, welcoming and peaceful environment, 24 hours a day. Our accommodation is divided between five bungalows offering all modern facilities. Each bungalow has residents who identify as the same gender. All our service users will be treated with respect and compassion; we will take time to understand individual needs and work with them along their recovery journey. For people who identify as transgender and non-binary we will ensure care is delivered in line with our Trust values. When you arrive, a member of staff will show you around your bungalow and familiarise you with the environment.

Welcome to Cherry Tree Close

We understand that living with a mental health condition can have a profound impact on people's lives, often leaving people struggling to cope and unable to make the most of life. We believe that having a mental illness does not mean the end of people's chances of having and living a full and meaningful life. At Cherry Tree Close we offer a wide range of activities to aid your recovery. We also provide opportunities for you, your family and/or carer to support and develop the skills you need to realise your potential and achieve your goals. Whilst you're with us, we want to provide you with the best care possible, make sure your individual needs are met and keep you safe.



We want you to:

- be involved in decisions about your care and treatment
- have an assessment of what your needs are
- have a Care Co-ordinator to help pull everything together
- have a written care plan explaining what is happening
- be involved in regular reviews
- have support for your carers/ family if they need help
- receive a follow-up if you go on leave, and after you leave, to make sure you're ok
- have copies of letters written about your care if you'd like them.

Contact

Cherry Tree Close telephone number Bungalow four (admin): **01332 623714**.

Nursing staff are available 24 hours a day. Shift changes are: 7.00am - 7.30am, 2.00pm - 2.30pm and 9.00pm - 9.30pm.



Our aim

Our service strives to deliver a wide and varied range of treatments and care with a primary focus on rehabilitation, social inclusion and recovery. We aim to provide a service which promotes recovery that will help service users feel that, with support, they can work out coping strategies to deal with their difficulties and to gain a sense of control over their lives. Rehabilitation is achieved with the on-going input from Occupational Therapy staff who adopt a holistic and problem-solving approach to your recovery. This involves using activities as a therapy to help you. The aim of the interventions is for the individual to gain the ability to develop to the highest level of independence, thereby enhancing the quality of life.





Activities to support wellbeing and independence

Here at Cherry Tree Close we offer the following activities to support your wellbeing and aid your recovery:

- Written feedback following the multi-disciplinary meetings (MDMs) with your care team
- Walking group
- Angling group
- Recovery college
- Gardening group
- Relaxation sessions
- Social group where we have table tennis, darts and pool table
- Bicycles
- Community activities organised by staff and patients
- Pets As Therapy dog
- Weekly patients' meetings
- Social evenings.

Your care plan

The services and treatments you have will all be written down in a care plan, which explains what they are for, how they work, and who is responsible for each part. You should always be involved in deciding what goes into your care plan and will always be able to have a copy of it. Your Consultant, Named Nurse and/or Care Co-ordinator will talk through with you what the choices are, discuss them and agree your care. Your care plan might include information on:

- medication
- talking therapy
- occupational therapy
- activities and recreation
- planning towards your discharge.

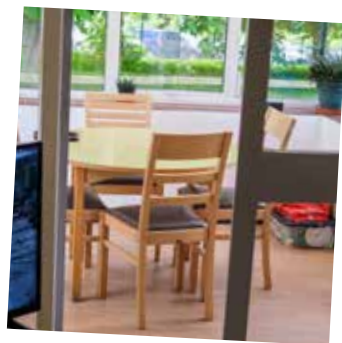
We will always endeavour to work with you and your carer/ family, so you are as involved in your care process as possible. Several days a week there are multi-disciplinary meetings (MDMs). MDMs are when your consultant meets the nursing team on the ward to discuss your mental health and how you've been. You will have the opportunity to see the Consultant and discuss anything or ask any questions. MDMs are like ward rounds and in accordance with national best practice and the current Trust policy, patients attend these meetings. This is an opportunity for you, the Consultant, Doctors, Nurses, Occupational Therapist and Pharmacist to meet. Sometimes, if you have a support worker, social worker or relative, they may be invited to these meetings as well.





Your accommodation

During your stay, we want you to feel at ease with your surroundings and as comfortable as possible. We hope the facilities and support provided on the ward will help you to relax and aid your recovery.



What to bring on your admission:

There are a few items you will need. For example:

- Toiletries
- Changes of clothing/footwear for day and night-time and outdoors
- Your own money
- Postage stamps
- Washing powder
- You may also bring your own electrical devices e.g. TV. However please enquire first as some items may not be permitted. All electrical equipment will need to be tested by our approved electrician before use.

Please hand sharp objects such as razors and all medication, including herbal remedies, to staff for safe storage. All medication and herbal remedies need prescribing.

Money and valuables

If upon admission you have money or valuables with you, such as passports, driving licence etc, you may store them securely

in the Patients' Bank, located at the Ashbourne Centre (also on the Kingsway Hospital site). This is the only way we can ensure the security of your property. To use this service, please hand items to the nurse in charge and a receipt of your items will be provided.

If you have difficulty getting to your bank, you can transfer money from your bank or pay money in person to the Patients' Bank. A member of staff can assist you if you need help. You can also have your benefits paid into the Patients' Bank. Please ask a member of staff to help you complete the appropriate paperwork. This process may take several weeks. The Patients' Bank is normally open Monday to Friday, but please talk to the nurse in charge as times can vary. Each bedroom has a personal safe for you to use. Please see a member of staff to set this up.

Housekeeping and shopping:

As part of your recovery process, we will encourage, help, and support you to budget your money and shop for your own food at a nearby supermarket. We understand that this can be difficult for some and we will work with you to increase your confidence. We will also support you to prepare and plan healthy balanced meals. Healthy eating and lifestyle groups are available if you want more help with this. On your arrival, there will be a selection of food items that you can choose from until you are able to get to the supermarket. Please speak to the staff about this. Housekeeping money is provided and should only be used to buy items to provide a balanced lunch and dinner. This can be subject to change.

Mobile phones: You are welcome to bring your own mobile phone. You are responsible for its safe storage and responsible use. The Trust has a mobile phone policy which states that service users will need to be able to agree to the following:

- Respect other service receivers' needs for quiet. Keep their phone on silent/vibrate setting unless agreed otherwise with the ward staff
- Takes steps to always keep the mobile phone safe and secure
- Avoid lending the phone to other service users
- Avoid use in non-designated areas such as lounges
- Never use the photography, videoing or recording facility of others on Trust property
- Never download inappropriate/illegal images.

The full policy on the use of mobile phones is available from staff if you would like to read more about this. A mobile phone is also available for you to take into your room if you want to receive a personal and/or private call. Please make sure that you return this phone to the nursing office so that other residents can use it if required.

Laundry

Laundry facilities are available. You are expected to do your own laundry as part of your rehabilitation programme. You are required to provide your own washing powder.

Food and drink

A healthy diet will help to keep you well. We suggest a healthy cooked meal and snack meal each day. For example: Lunch: Hot meal, which will initially be provided by the main kitchen. As you progress you will receive housekeeping money to purchase ingredients to make your own lunch. We can cater for all dietary requirements. Dinner: You will be given housekeeping money to purchase items for your dinner. Ideas for lunch are: sandwich, soup, something on toast, jacket potato and/or salad. Dessert: healthy option e.g. yogurt, fruit, rice pudding. Items that should not be purchased using your housekeeping money include cakes, biscuits, ice cream/lollies, fizzy drinks, crisps, pot noodles, take-away meals, ready-made sandwiches, sweets/

chocolate and high fat desserts such as trifle etc. You can, of course, purchase any of these items out of your own money. You will not need to use your housekeeping money for cereal, bread, milk, tea, coffee, and sugar. Of course, if you like a particular brand of bread, cereal etc you can purchase these. Always remember to request a receipt and hand in your receipt and any change to a member of staff when you return from shopping. A shopping trolley or bags are available from the nursing office. Plastic carrier bag costs will not be reimbursed, and all plastic carrier bags MUST be handed into staff. We provide a breakfast voucher every Friday morning which you can use at the Ashbourne Centre Café.

Takeaways and energy drinks:

We all like a takeaway from time to time. You will need to pay for this yourself and we advise no more than one a week, as part of promoting a healthier diet and managing your budget. Energy drinks are also discouraged as they have an impact on the effectiveness of your medication and your sleep pattern.

Your safety and wellbeing

Belongings

We make every effort to make sure you are kept safe and well whilst on the ward. On admission you should have been advised by staff not to keep large amounts of money or valuables with you during your stay. Arrangements can be made for us to look after money and valuables for safe keeping. These will be recorded on a property sheet, a copy of which will be given to you. You will be given a receipt for any money. Any items or money not booked in are the sole responsibility of yourself or your relatives. Certain objects may be removed from you to ensure your safety and that of others, including:

- all medication (including over the counter and herbal products)
- scissors, knives, other sharp objects
- lighters, matches
- glass, glass bottles

- illicit drugs and alcohol
- toxic substances (e.g., nail polish remover)
- mobile phone chargers
- flammable items (e.g., lighter fluid, aerosols)
- plastic bags. Of course, some items will be stored and given to you when required (e.g., razors). Use of such items may need to be supervised.

Observation/engagement

For your safety, you will be assessed and placed on one of four observation/engagement levels as part of your individual care plan. If you are ever unsure of the level, you have been placed on, please ask a member of staff to explain. These levels apply both on and off the ward. If you or others ever become distressed, we will give you more support in these circumstances. Staff will check on you at least every hour during the day and night and will be respectful and

knock on your bedroom door while doing this. During the night, staff will be quiet so as not to disturb your sleep.

Smoking, alcohol and drugs

We are committed to providing clean, healthy, and open spaces for all. That's why smoking is discouraged for health reasons and the use of e-cigarettes (e-burners) are allowed in certain areas on the premises. This includes people who receive our services, our staff, and visitors.

A full package of support will also be available to anyone admitted onto one of the Trust's mental health inpatient wards. This will include a range of nicotine replacement therapies (NRT), such as patches, gum, lozenges, and inhalators, to help them cope with their cravings. For more information, please speak to a member of staff. Alcohol and non-prescribed drugs are strictly forbidden on the ward. This is due to the negative effects they have and interactions with prescribed medication.

Emergency responses

On occasion ward staff must manage clinical emergencies. These include fire, medical emergencies, distressing situations and building maintenance. Ward staff are trained to deal with each of these circumstances. Some responses such as cardio-pulmonary resuscitation (CPR), physical interventions and first aid might look distressing, but these are the tried-and-tested ways to safely manage the situation. Witnessing or experiencing unusual situations can be traumatic for all. Please ask any questions about any experience you have had on our wards. Sometimes this takes the form of a conversation called a "debrief" to look specifically at support and review the circumstances leading to and during the event, to best manage the situation if it occurs again. Staff also take part in debriefs to analyse and reflect on their own experiences.





Staff in the care process

Your Care Co-ordinator, your Consultant and other Doctors' Care Co-ordinators are usually based outside the hospital. Their job is to coordinate the people involved in your care and make sure you have access to the best services to help you recover. You probably already have a Care Co-ordinator but if not, we will assign you one. They'll start by coming to meet you to find out what you need to recover, and then help plan for when you can leave hospital. They will keep an eye on everything that's happening and talk to anyone who needs to be involved. If you already have a Care Co-ordinator, they will keep in touch while you are in hospital. They will also make sure everything runs smoothly when you leave, including visiting you when you go home. You will be assigned a named Nurse when admitted to the ward. They are responsible for:

- co-ordinating your care while you're on the ward
- discussing your care plans with you

- having regular face to face chats with you, to build up a good relationship
- ensuring the nursing team is aware of any specific needs you have. If your named Nurse is not on duty you can speak to any other member of staff. If you want to change your named Nurse, you can ask for a different one – they won't mind.

You will have a named Consultant in charge of your medical care who will see you regularly and talk to you about the support and treatment you need. Other Doctors will support them, so you may not see your named Consultant every time. If you don't know who your consultant is, please ask a member of the nursing staff.

Your Care Co-ordinator:

Your Named Nurse:

Your consultant:



Visitors

We want you to keep in contact with your family and friends and as such there are no set times for visiting. However, you and your visitors are responsible for informing the staff of the time and date of their visit. All visitors must sign the visitors' book in the nursing office at bungalow 4 on their arrival and departure. Visitors will be expected to leave the premises before 9pm, due to the start of the night shift. We do not encourage visiting during individual and group therapeutic activities as these activities are planned to aid your recovery. Please negotiate

with your Keyworkers if visiting times clash with any activities. Please note that the Nurse in charge may cancel visits at their discretion. You will be given a full explanation should this occur. It may also be also necessary at times to supervise a visit, and or restrict the time of a visit; again, a full explanation will be provided should this occur. Where visitors are under 18 years of age, please inform the staff well in advance as we have specific procedures to follow for children and young people visiting the property.



Your family/carers

If you have family or friends who provide a lot of support for you, we can provide information about services, or put them in touch with other carers. If they provide a lot of support regularly, they may be entitled to a carer's assessment. Your Named Nurse or Care Co-ordinator can help with this. Carers can frequently feel overwhelmed, forgotten and confused, so we host a carers' group at the Ashbourne Centre; Kingsway to support those who

care for people with mental health illnesses. The group meets once a month and carers can talk and listen to others in a similar situation and can participate in a variety of social events and activities. Theme evenings are also often held. The group meets on the first Tuesday of the month 4.30pm-6pm, also on the third Tuesday of the month at the Radbourne Unit on the Royal Derby Hospital site from 4pm – 6pm



Planning for home

When you are ready to leave hospital, or go on a trial home leave, Rehabilitation Service will discuss your future needs within the multi-disciplinary meeting (MDM). Family and carers will be encouraged to take an active role in this meeting if you consent to this. Your care plan will detail who to contact after discharge if you need to talk to someone and when someone will visit to make sure you're doing well. Your leave and discharge will be discussed with you and the right services put in place for you. Your Named Nurse will work out all that needs to be done before you can go home and keep a record of everything that's in place and everyone who has been told about the arrangements. The Occupational Therapist may first have to do a home visit to assess safety and see if there are any additional needs for equipment to ensure you have a successful discharge. This is called the Care Programme Approach (CPA) and will determine any

additional support which may be required to help you live independently at home. If you require additional community support, whether this is in your own home or in residential care, we will complete a referral form to the appropriate professional. This person may work in another health or social care organisation, but we will let you know when we have done this. If after the assessment period it is thought unsuitable for you to return home, a placement assessment will take place. You and your carer/family will then receive advice on suitable accommodation to meet your physical and mental health needs. This will then be discussed at the MDM. All efforts are made to support individual choices; however, this may not be possible in the first instance, and we will talk to you about this.

Occupational therapy

There is a significant amount of research which highlights how engaging in occupation is key to our wellbeing and quality of life. 'Occupation' is a term used for all the activities we do, which contribute to our sense of who we are, what we can do and what we would like to do in the future. During your stay, occupational therapy staff will work alongside you to support you with:

- Developing daily living skills
- Thinking about what you find difficult to do and ways to manage these areas
- Providing opportunities for you to develop interests in new activities.

The Occupational Therapy Team facilitates an onsite group programme and works alongside partner agencies such as Mind, Rethink, and other community-based organisations to provide further opportunities for individuals to engage with

activities in the wider community. The Occupational Therapy Team would welcome your feedback on your experience of the service provided, as this helps us to deliver support which is meaningful and person-centred.

Spiritual needs

A multi-faith chaplain is available for you to talk to. If you wish to see the chaplain or a faith representative of your choosing, please ask a member of the ward staff to contact them on your behalf. If you need somewhere to worship or a quiet place to be alone, you can also arrange to visit the Multi-Faith Room at the Ashbourne Centre.

Facilities

There is a restaurant and coffee shop on the Kingsway Hospital Site at the Ashbourne Centre. Both offer a wide selection of sandwiches and drinks. You may take your visitors to use these facilities located at the Ashbourne Centre.

Interpreting facilities

An interpreter is available for anyone whose first language is not English.

Concerns

There may be times when you or your relatives have concerns or questions about the care and treatment you are receiving. The Patient Experience team can help you with this. They will listen confidentially to your concerns and give you information that is relevant by contacting independent, statutory, or non-statutory organisations such as Advocacy or the Carers' Association. The Patient Experience team can also help by sorting out any disagreement or concerns you may have with any NHS service. You can ask a member of staff to contact the team on your behalf, or you can contact the service using the freephone helpline (0800 027 2128). We also offer an Advocacy service, which can support, represent,

and inform you, should you need assistance in obtaining your rights or resolving a difficult situation. Advocates are independent of the Trust and will act on your instructions only. They can help you plan for and attend meetings. The service is confidential. You have the right to access this type of support. An Independent Mental Capacity Advocacy Service (IMCAS) is available for people who struggle to make decisions about their affairs. Please talk to any of the ward staff for further information.

Unacceptable behaviour

The Trust has adopted the national NHS zero tolerance policy and encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviour by patients, visitors, and staff. In extreme circumstances the Trust will pursue prosecution proceedings against any individual concerned.

Your feedback

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you, your relatives and visitors tell us. We welcome your comments on what you think we do well and where we could improve. The key points for the Trust are:

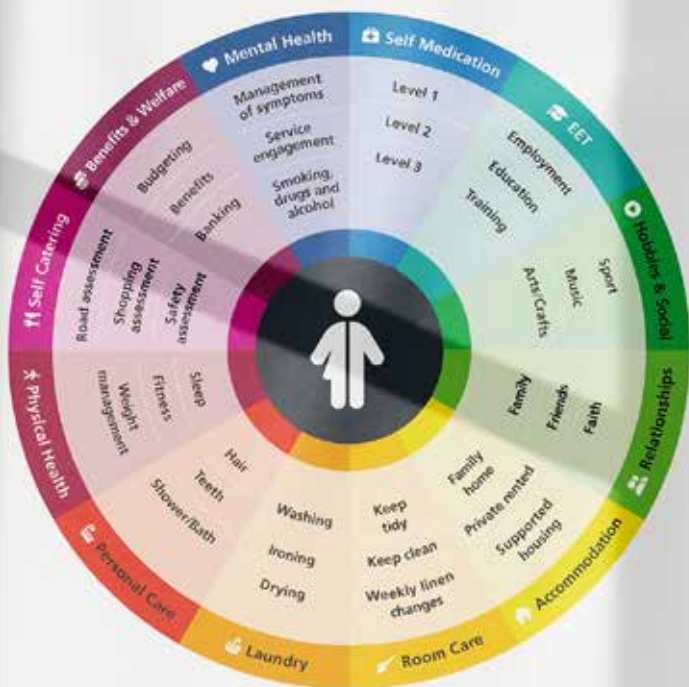
- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement.

Each bungalow has a comments box which you are invited to use if you would like to bring anything to the attention of staff.

Please ask staff where the box is located as we value your opinions. Also, if you or your relatives are particularly pleased with the care you have received during your stay or would like to compliment the team, or individual members of staff, there is a compliments book available. If you have any problems or concerns, it's best if you talk to staff on the ward (or your Care Co-ordinator) first as they might be able to resolve these for you, but if they can't, or if you would prefer to talk directly to our Complaints Manager, you can contact them on 01332 623751 or write to our Complaints Manager at the following address: Patient Experience Team Albany House Kingsway Hospital Site Derby DE22 3LZ. Raising concerns with us will not affect the way we treat or support you – we want to know if we've not got it right.



Independence Goals



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