

Cubley Court Inpatient Guide

NHS
Derbyshire Healthcare
NHS Foundation Trust



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Cubley Court is a 36 bedded assessment and treatment unit for both men and women with an acute organic illness who require a period of assessment within an acute mental health setting with single sex accommodation.

The unit is split into two sections, a male side and female side. Whilst in hospital clients can expect a comprehensive assessment from a Multi-Disciplinary team assessing their needs from a social, physical and mental health perspective.



Welcome to Cubley Court

A welcome from the Chief Executive, Mark Powell

Our aim is to keep you safe, help you feel optimistic and hopeful about your health and wellbeing and support you with quality care during your stay with us. This booklet will tell you how we can best meet your needs and what we can offer to make your stay with us as comfortable as possible.



We put you at the centre of all we do to provide a standard of care you would expect for a family or friend. Early on in your admission we will ask you whether we can involve your family and friends, to help us provide the best care. It is important that your family and friends work closely with our staff to help us understand how you are and your signs of wellness and illness.

It is also important that you and your family fully understand your treatment plan and why you are in hospital. I would therefore encourage you to tell us about the goals you wish to achieve, so our care reflects these goals, your diagnosis, your treatment options and our recommended ideas to choose in partnership with our team.

We want to continually learn and improve to make sure you are treated in the way which reflects our values. To help us we provide regular questionnaires and surveys during your stay. We also welcome feedback and comments on whether we have provided the best care possible. You can do this directly through our ward staff or our patient experience team; **Freephone: 0800 0272128** or **email: dhcft.patientexperience@nhs.net**

Mark Powell

Chief Executive • Derbyshire Healthcare NHS Foundation Trust

Welcome

We would like to welcome you to Cubley Court. We will aim to make your stay with us as comfortable as possible. We aspire to provide high quality care within a warm and patient friendly environment. We fully believe and embrace the philosophy of "person centred care" to enhance our patients wellbeing. The psychological needs of the patients in our care is paramount therefore we are sensitive in our approach, actively listening and responding to the needs of patients and their carers. The Trust values are integral to our care provision therefore we place our patients at the heart of care and treatment.

Please do not hesitate to make contact if you would like to discuss any aspect of your care or the care of your loved ones.

We hope you find the welcome leaflet helpful.

*Ward
Leadership Team*





Cubley Court

Here at Cubley Court, we understand that living with an organic mental health condition can have a profound impact on people's lives, often leaving people to feel like they are struggling to cope with life and unable to make the most of it. However, we also know that having a mental illness does not mean the end of people having and living a full and meaningful life.

At Cubley Court we can offer you a wide range of activities that can help to promote your wellbeing, for you, your family and/or carer to develop the support and skills to help you realise your potential and achieve your goals.

While you are with us we want to give you the best care possible, make sure we provide for your individual needs and keep you safe to ensure your stay is pleasant and productive.

We want you/your carers to:

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



Your stay with us

There are a few items you may need while you are staying with us. For example:

- Toiletries
- Changes of clothing/footwear for day and night-time and outdoors
- Books, writing paper, magazines etc.
- Postage stamps
- Washing powder if there are extenuating circumstances why relatives/ carers cannot do this for you
- You may also bring your own electrical devices e.g. TV. However please enquire first as some items may not be permitted.

Laundry:

Where possible, we ask for family/carers to do your laundry as in any other hospital. If there are circumstances why family/carers cannot do this for you we do ask for washing powder to be brought to the ward.

Please label all clothing so lost or misplaced items can be easily returned without any distress.

Food and drink:

While you are on the ward, we want to make sure you get the correct food and drink to meet your needs, as this will help to keep you well. We suggest a healthy cooked meal and snack meal each day. For example:

Breakfast: Porridge, cereal, cooked breakfast

Lunch: hot meal provided by the kitchen

Dinner: sandwich, soup, something on toast, jacket potato and/or salad

Dessert: healthy option e.g. yoghurt, fruit, rice pudding

Supper: Appropriate to your dietary requirements

You may be assessed by the speech and language therapist (SALT) and you may require a normal consistency or modified consistency diet depending on your swallowing needs.

Visitors

We know how important staying in contact with your family or carers is and we want you to keep in contact with them. All visitors must sign the visitors' log sheet in reception.

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 necessary at times to supervise a visit, and or restrict the time of visit; again a full explanation will be provided should this occur. We will keep you up to date with any changes.

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. We try to protect meal times as to support a therapeutic meal time for the patient group.

Currently visiting is:

Monday - Friday:

2.00pm - 4.00pm, 6pm - 8pm

Saturday & Sunday:

10am - noon, 2pm - 4pm, 6pm - 8pm

Your Care

Named nurse

During your/your relative's stay you will be allocated a named nursing team, these staff will be your main points of contact but it may be that you speak to others during the admission process. Your/your relative's named nurse will aim to spend time on the ward getting to know you/your relative and will be responsible for ensuring paperwork is up to date, they will contact your relative/you to introduce themselves and provide regular updates.

Multi-disciplinary Team

During your/your relative's stay on Cubley Court you will have regular reviews, these formally occur each week and are called Multi-disciplinary Team meetings. During this time your/your relative's care can be discussed and forward plans for treatment/medication/ongoing support/discharge planning to name but a few are discussed.

You and your relative/carer are able to ask to attend these meetings if you have any questions or to get an update, you may be requested to attend to meet the team or to give feedback/support with the discussion. We want the care to be person centred and any information you or your relative/carers wish to share with us is very valuable.

We have three slots available each week between 10am-12pm Monday to Wednesday. You can book these at reception.

We ask for a little bit of detail about what you might like to discuss to ensure the right professionals attend to facilitate the discussion.

We operate a locked-door policy for everyone's safety, this means that the doors on the unit will be locked but you can gain access if you speak to a staff member.

You/your relative can also ask to speak to a member of the team at any time and this will be facilitated as soon as possible. If you/your relative are worried about the review meeting, please feel free to talk to your named nurse who will make the appropriate arrangements to support you.

Here are some of the professionals within our Multi-Disciplinary Team and their roles:

Medical Staff

Your relative will be under the care of one of our ward consultants - either Dr Colwill or Dr Farrington. They are supported on the ward by a team of medics, who work, day-to-day on the ward. The team will oversee your relative's psychiatric treatment as well as their physical health. Dr Colwill and Dr Farrington will also discuss the use of the Mental Health Act with you, as many of your relatives will initially come into hospital under a section of the Mental Health Act.



Occupational Therapists (OTs)

The Team is made up of qualified Occupational Therapists, OT Assistants and Recreational Support Workers. The OT team work alongside the nursing staff across the seven-day service, have an open referral system and follow a pathway for timely assessment and intervention planning from admission to discharge

All patients have a named OT who will complete a range of ward-based standardised and non-standardised functional and cognitive assessments and interventions to maximise the patient's participation in their daily activities and routines whilst on the ward. If appropriate, OTs will also complete a home assessment and make recommendations in support of safe discharge planning. (This may be providing aids and equipment or advising on social care support)

A member of the OT team will contact family or carers during the first week of admission to

gather information around the person's level of functioning and any support systems that were in place prior to coming into hospital. Information will also be gathered around interests, hobbies, likes and dislikes for a 'This is Me' which will enable delivery of person-centred and meaningful engagement on the ward.

The OT Team plan and facilitate a daily programme of diverse and inclusive groups and 1:1 activities on the ward and in communal areas based on patients' individual interests and preferences. Group and 1:1 interventions aim to provide structure and routine; stimulation, promote independence, improve motivation and mood, maintain function and increase opportunities for social engagement and peer interaction throughout the day.

Groups and activities are informal and adapted to meet the needs of the patients. Over the course of the week, the OT team offer groups that may

focus on reminiscence, cognitive stimulation, physical activity, or functional skills; or more creatively music, Arts and Crafts; baking, walking or gardening.

As part of the multi-disciplinary team the OT team will be involved in the transfer of care of patients from the ward at the point of discharge.

Speech and Language Therapists (SaLT)

"Speech and Language Therapists assess and treat speech, language and communication difficulties in people of all ages to help them communicate. They also assess, treat and develop personalised plans to support people who have eating and swallowing problems". Royal College of Speech and Language Therapists.

One of the main roles of Speech and Language Therapists is to maximise people's independence and quality of life. We do this by completing specialist assessment, formulation and support and guidance for people with speech, language,

communication needs or dysphagia (difficulty swallowing).

Being away from a familiar environment can be distressing; we aim to work alongside carers, support staff and the wider multi-disciplinary team to understand the person's communication strengths and needs and support the person or staff around the person to implement strategies designed to reduce anxiety and increase understanding or expression.

During the person's illness, they may experience time where chewing and swallowing may be effortful or unsafe; this may be temporary or may get worse over time. A Speech and Language Therapist will assess the person's swallow and involve the person, carers and other professionals to help keep them safe, whilst still promoting their enjoyment of food.

Clinical Psychologist

Clinical Psychology can provide input directly with patients and families, and indirectly with the ward team.



Working directly with patients may include spending time talking with them to understand their current difficulties and needs. Sometimes, it may be difficult for patients to engage in this type of conversation and instead observations might be completed within the ward environment. The information gathered is then shared with the ward team and together we develop a shared understanding which can help identify what might be needed to improve things.

Indirect work with the ward team may include contributing to discussions and care planning to ensure the patient's care is being considered from a psychological perspective.

In addition, Clinical Psychology contributes to training for staff on the Unit.

Physiotherapy

We assess anyone who requires physiotherapy input. Common indicators for physiotherapy are falling, pain, mobility problems, breathing problems. The assessment provides information on your previous abilities and

during this assessment we will discuss and agree with you the aims of treatment, the plan and the expected outcomes.

We offer:

- Assessment
- Advice
- Treatment
- Management

Common treatments are to provide mobility equipment, balance and strength exercises, manual therapies and pain management.

Following our initial assessment, it may be appropriate for a trained rehabilitation assistant to see you and supervise your rehabilitation. Once planned goals have been achieved, you will be discharged from further treatment, but if further advice is sought, either by you, your relatives or other staff, the physiotherapists on the ward are available. In some situations, further Physiotherapy intervention may be considered appropriate and referrals to colleagues in the community settings will be made.



Planning for discharge

At Cubley Court the discharge process and planning begin on admission. The aim for discharge is around 4-6 weeks from admission but this can sometimes be shorter or longer depending on your care needs and treatment plan. We will review your progress on the ward and determine any additional support which may be required on discharge. Family and carers will be encouraged to take an active role in this meeting if you consent to this. Every effort will be made to

consider individual choices but where this may not be possible, it may be necessary for a Best Interest Meeting to be arranged.

“The aim for discharge is around 4-6 weeks from admission...”

If required, referrals are made to Social Care, Community Mental Health teams, Dementia Rapid Response Team, Advocacy & Geriatrician.



Carers support

During your loved one's admission to Cubley Court, your wellbeing is important too. We understand that receiving updates from the team about your loved one's progress will be a priority so please speak to the team for updates and any questions you have. At these points of contact, the team will also check in with you regarding your wellbeing.

There are additional sources of support which you may wish to consider including:

- Derbyshire Carers Association which offers dedicated support and a variety of activities for carers (01773 833833)
- Derbyshire Mental Health Helpline and Support Service, which is a free telephone service, open 24hrs a day, for anyone living in Derbyshire (0800 028 0077)
- Alzheimer's Society Dementia Support offers information and support to people with a dementia and their carers (01332 208845)
- Silverline which is a national helpline and befriending service for older adults (0800 4 70 80 90)
- You may also seek support from your GP

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 ward has a comments box which you are invited to use. If you would like to bring anything to the attention of staff, please ask a member of staff where the box is located. 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 as a whole, 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 623700 ext 33469 or write to our Complaints Manager at the following address:

Kingsway House
Kingsway Site
Kingsway
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. We collect real time patient feedback in the form of surveys. We request that you complete a family and friends survey prior to discharge – please ask ward staff for details.





About Cubley Court

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EQUAL

In knowledge & Influence



If you have used any service at Derbyshire Healthcare NHS Foundation Trust, either as a service user or carer, we would love you to be a part of the EQUAL feedback network.

Find out more at:

📍 derbyshirehealthcareft.nhs.uk/equal

If you would like this information in a different language or format, including Easy Read or BSL, contact
dhcft.communications@nhs.net

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť
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Pokud budete chtít tyto informace v jiném jazyce nebo ve formátu, kontaktujte
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如果您希望以另一种语言或另一种格式接收此信息, 请联系
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dhcft.communications@nhs.net

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Making a
positive
difference