

INFORMATION FOR PATIENTS, RELATIVES & CARERS



THE KEDLESTON LOW SECURE UNIT Curzon and Scarsdale Ward

**Kingsway Hospital Site
DERBY
DE22 3LZ**

WELCOME

We are sorry you have had to come into hospital, but whilst you are here, our aim is to offer the highest standard of care possible, with consideration, courtesy and to make your stay as comfortable as possible.

Admission to Hospital

On arrival at the hospital you will be welcomed to the ward by a member of the nursing staff.

You will be allocated a named nurse on admission, during the following weeks your named nurse and the clinical team will undertake a detailed assessment of your needs and plan your care pathway.

Information about the Kedleston Unit

The unit is a 20-bedded single gender service for males over the age of 18 years old. The unit consists of Curzon Ward, which is an assessment ward, and Scarsdale Ward, which is a rehabilitation ward. The unit strives to deliver a wide and varied range of treatments and care by qualified staff for service users who have serious mental disorders with offending histories that require the provision of security. This is carried out in accordance with the Department of Health's principles for rehabilitation and risk management. The unit aims to provide a homely and secure environment, with occupational and recreational opportunities and links with community facilities. Service users will usually be detained under the Mental Health Act (1983) and may require rehabilitation for up to two years.

Our Vision: *“At the Kedleston Unit we will work together to keep you and those around you safe. We will work with you and those people important to you to promote health, wellbeing and recovery and inspire hope for the future.”*

The Kedleston Low Secure Unit aims to be a supportive and structured environment, with a primary focus on rehabilitation, social inclusion and recovery. We aim to provide a service which promotes recovery that will in turn 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 approach to problem solving. This involves the therapeutic use of activities. The aim of the intervention is for the individual to gain the ability to develop to their highest level of competence, thereby enhancing the quality of their life.



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Our Facilities

Ensuite bedrooms on Scarsdale Ward



ADL Kitchen - you will have an assessment of skills and safety in the kitchen and be able to participate in cooking sessions where appropriate



Gym – we have a gym instructor who can induct you to the cardio equipment and we can arrange for an assessment for the use of weights



Meeting the Team

The clinical team consists of your Consultant Psychiatrist and Medical Team, Registered Nurses, Nursing Assistants, Occupational Therapy Team, Psychology and Pharmacy services. You will also be referred to a Community Mental Health Team (CMHT) for monitoring and support on discharge. Staff on the unit aim to provide high-quality evidence-based care for all your needs. Your named nurse will spend regular 1:1 time with you to collaboratively plan your care.

Reviews by the Consultant

Your Consultant Psychiatrist will direct and oversee your care during your admission. The clinical team will review your progress every two weeks. CPA meetings normally take place on a Wednesday. Your attendance will be required at these meetings. Your relatives/carers are welcome to attend CPA meetings with your consent and after booking appointments with ward staff.

Care Programme Approach (CPA)

Throughout your stay in hospital, you will be nursed within the CPA process. This is the system within which staff will deliver mental health services. CPA focuses on five main areas; Assessment, Care Planning, Review, Care Co-ordination along with Service User and Carer Involvement.

Your named nurse will be happy to explain this in more detail and answer any questions you may have.

Ward Routine

Service users will have individualised structured daily plans – supported directly by Occupational Therapists and Nurses. Service users will be expected to participate in planned care and activities; this may include escorted community leaves for assessment purposes including time to attend the hospital bank and coffee shop.

Mental Health Act (1983)

If you are detained formally under a section of the Mental Health Act your Named Nurse will provide you with an information leaflet containing your rights and the process of appeal. They will assist you with any concerns you may have.

This leaflet is also available for nearest relatives, as it explains their rights under Mental Health Act Law.



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TELEPHONES

Payphones

Payphones are available for service users in the ward areas.

The payphone number is:

Curzon Ward 01332 623717
Scarsdale Ward 01332 363012

Ward Phones

To contact a member of nursing staff, please ring:

Curzon Ward 01332 623715
Scarsdale Ward 01332 623716

Nursing staff are available 24 hours a day. Due to shift changes, we request that calls are avoided between the hours of;

07.00 – 07.30
14.00 – 14.30
21.00 – 21.30

Mobile Phones

Service users are permitted to use mobile phones with the following safeguards in place -

- Mobile phones are stored securely by staff in individual boxes
- Mobile phones can only be used out of The Kedleston Unit, ie on escorted/unescorted leave.
- At no time may mobile phones be used to photograph or record activities within the confines of the unit



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ITEMS TO BRING INTO HOSPITAL ON YOUR ADMISSION

There are a few items you will need while you are in hospital, for example:

- Toiletries
- Washing Powder
- Changes of clothing/footwear for day and night time
- Books, writing paper, magazines etc.
- Postage stamps

Money and Valuables

If upon admission you have money or valuables on your person, such as passports, driving licenses, cash cards, please hand them to the Nurse in Charge. All items will be stored securely in the hospital bank. You will be provided with a receipt detailing the items you have handed in.

There is a patients' bank located in the Ashbourne Centre on the Kingsway Site.

The Patients' Bank is open Monday—Fridays at the following times;

Monday	09.00 – 11.00am	2.30 – 4.00pm
Tuesday	09.00 – 11.00am	2.30 – 4.00pm
Wednesday	CLOSED	
Thursday	09.00 – 11.00am	2.30 – 4.00pm
Friday	09.00 - 11.00am	2.30 - 3.30pm

Patient Access to Money

Any patient who has not got any leave granted off the unit and needs access to money will be assisted by a qualified nurse/named nurse to complete the appropriate paperwork to have their benefits sent to the hospital bank. Once it has arrived at the bank the patients will be able to access their money via the hospital bank. This process may take several weeks.

DERBYSHIRE HEALTHCARE NHS FOUNDATION TRUST CANNOT ACCEPT ANY RESPONSIBILITY FOR ANY CASH OR VALUABLES NOT HANDED IN.

Sharp items/razors/medications

Please hand sharp objects/razors and all medication, including herbal remedies, to staff for safe storage. Any electrical equipment will need to be checked by our electricians prior to being used on the ward.

Meals

A choice of menus is available; you will be requested to complete a menu card on a daily basis. Special diets are available on request such as halal or vegetarian diets.

Mealtimes are protected; during the times set below, visitors will not be allowed to enter the unit.

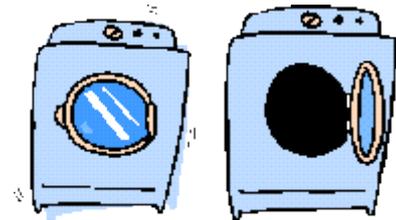
- Breakfast 08.30hrs - 09.00hrs
- Lunch Time 12.15hrs – 13:00hrs
- Dinner Time 16.30hrs - 17.00hrs



Hot and cold drinks are available to you from the ward kitchen throughout the day. We do not permit high energy/high sugar drinks on the unit.

Laundry

A laundry room is available on each ward with facilities to wash and dry your clothes. You are required to provide your own wash powder.



Drugs and Alcohol

Illicit drugs and alcohol are not permitted within the confines of the unit. Random urine drug screens and breath tests are undertaken on services users. In certain circumstances personal searches may need to be undertaken. Visitors that are suspected to be under the influence of alcohol or illicit substances will be asked to leave.

Smoking

Smoking is not permitted within the unit or on the Kingsway Hospital Site. As part of the Department of Health guidelines, we also offer support for those who wish to stop smoking. Service users can access the Smoking Cessation service for support to stop smoking. We also offer nicotine replacement therapy to those who have been smoking prior to admission.



NO SMOKING

Visiting

Visits must be booked at least 24 hours in advance of the visit. On the first visit your visitors will be required to produce some form of photo identification, and provide their date of birth and current address. For subsequent visits, you will need to continue to bring a form of photographic ID. Please note that the Nurse in Charge may cancel visits at their discretion. You will be given a full explanation should this occur. All visits to the unit are supervised by staff and should be a maximum of one hour.

Visiting times are:

14.00 – 16.00hrs and 18.00 - 20.00hrs 7 days a week.

Family room/children visiting

Any requests to visit where visitors are under the age of 18 must be made well in advance to allow approval to be sought from the clinical team.



OTHER SERVICES

Interpreting Facilities

An interpreter is available for any person whose first language is not English



Spiritual Care

There may be times during your stay here when you want someone to talk to. Chaplains are available to anybody at any time. They will visit you on the unit. If you wish to contact a minister or religious leader of any faith please let us know.



Multi-faith Facilities on the Kingsway Hospital Site. Pictured is the chapel room where services take place on a Sunday.

Carers Support Services

A carer is someone who provides help and emotional support to someone with a mental illness. The person caring for you could be a relative or friend, young or old.



We are committed to helping carers to fulfil that role. We will give you, as a carer, help and support in the following ways:

- We will give you information on how to become involved in the assessment, care planning and review of the person you are caring for
- We will give you information about:
 - whom to contact;
 - how to have your own needs assessed; and
 - other support services available to you
- We will listen and respond to carers' concerns

For more information, please discuss with our Carers' Champions. Further information will also be available on display in the family room. You will also be invited to our Carers' Forum and carers' events that are planned throughout the year.

Useful information for carers:

- <https://www.england.nhs.uk/wp-content/uploads/2018/05/secure-carers-toolkit-v2.pdf>
- See 'Picking up the pieces' by the Carers Strategy Group on:
https://youtu.be/mNgz30_e0Dk
- Read the Practical Guide to Caring published by NHS England:
<https://www.england.nhs.uk/publication/a-practical-guide-to-healthy-caring/>
- Derbyshire County Council Website link to Carers Information:
<https://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/caring-for-someone/caring-for-someone.aspx>
- <https://www.carersinderbyshire.org.uk/>

Patient Experience

The Patient Experience Team provides support throughout the patient, family and carer experience. Our focus is to provide a streamlined approach to feedback



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which is not rigid or process driven. The Trust will respond to concerns and complaints in the most appropriate way for the individual and the circumstances using a person-centred approach. It is expected that front-line staff will respond quickly, sensitively and effectively to people when issues are raised.

Family Liaison staff are here to offer advice and support to families following serious incidents and unexpected deaths.

We collect information from a range of sources including service receivers, carers, family members, Healthwatch Derby, Healthwatch Derbyshire, the Family and Friends Test, Care Opinion and NHS Choices in relation to the 4Cs - Concerns, Compliments, Complaints and Comments. The information is collected in Datix (our central database) and reported on a quarterly basis. Feedback can be provided in a range of formats including e-mail, telephone, in person and in writing.

The Unit also has a feedback box in which we record feedback from service users, carers and friends – such as letters/cards of thanks. **We welcome your feedback.**

CONTACT US

Patient Experience Team

Derbyshire Healthcare NHS Foundation Trust, Albany House, Kingsway Hospital, Kingsway, Derby, DE22 3LZ



Website:

www.derbyshirehealthcareft.nhs.uk



Email:

dhcft.patientexperience@nhs.net



Tel:

01332 623751 or 08000 272 128



Text:

07825 385 414

To take your complaint to the Ombudsman, please



Visit our website:

www.ombudsman.org.uk/make-a-complaint



Or call:

0345 015 4033



You can also write to them at:

Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP



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Advocacy

Advocacy services can help you to:

- Access information and service
- Be involved in decisions about your life
- Explore choices and options
- Defend and promote your rights and responsibilities
- Speak out about issues that matter to you



If you live in Derby City area:

One Advocacy Derby Tel 01332 228578



If you live in the county of Derbyshire:

Derbyshire MIND Tel: 01332 623732

Please also see the ward notice boards and leaflets or ask a member of staff on how to access advocacy and support you to do so.

Health and Safety

Should you have any concerns about Health and Safety, please report these to the Nurse in Charge.

Fire

In the event of a fire remain calm and follow the instructions of nursing staff.



Chaperoning

We want your care with us to be as dignified and comfortable as possible. Should you wish to be accompanied by a member of staff of your own sex in any consultation or for treatment please let your named nurse or a member of the Kedleston Low Secure Unit staff know and we will be happy to arrange this for you.

If you have any further questions for the team at Kedleston, please do not hesitate to get in touch and we will be happy to assist you with your query.



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