Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Adferiad Ward
Adult Mental Health Acute Unit
For Newport and Lower Monmouthshire
Tel number: 01633 436868



Welcome to Adferiad Unit

Welcome to Adferiad Unit – during your time with us, we will support you and include you in the process of making individual assessments and treatment decisions based on your current needs and wishes, as much as possible. Our philosophy involves a recovery process and a whole service approach, which can involve; nursing, medical, occupational therapy, social services, psychology staff and links with voluntary organisations. Please let us know if you have any questions.

Admission to the unit

To support you during your admission, a care-coordinator will be allocated to you. They will assist and support you and the team in identifying your needs and will work with you in developing your individualised care plan and care pathway.

In the interest of your safety on admission: -

- ✓ Please hand in all medication so that the administration and monitoring can be managed by a qualified member of nursing staff.

- ✓ If you have any illicit substances or alcohol we also ask that you hand these in so that they can be disposed of safely.

- ✓ Ward staff will list any items that you have come into hospital with and record them in a property book with you. We would encourage you to send home amounts of money larger than £30.00. Any potentially unsafe items will be stored appropriately to reduce any potential risks. This would include cigarette lighters, sharp items, illicit substances etc.

- ✓ During you stay we encourage that you send home any valuables. If you do wish to keep certain items with you, individualised lockable safety boxes will be accessible to you during your stay. This is because the Health Board does not accept responsibility for your belongings during your stay in hospital.

- ✓ If you have electrical items that require charging, please speak to a member of staff on the ward and we will happily assist.



Advocacy Service

All patients have access to advocacy services, the Advocate visits the ward regularly and will be available to talk to you and provide practical support or advice. Details of how to contact the advocacy service can be requested from the ward staff.

Visiting times

Between 3pm and 8pm, 7 days a week. In cases where visitors cannot attend during these times, please speak to the ward staff so that an alternative can be considered.

In the case of children visiting, you on the ward, please could you inform us in advance so that appropriate arrangements can be made, anyone under the age of 16 will need to be accompanied by an adult. A member of staff will also need to be present as visits take place within the family area.



Meal Times

The ward promotes healthy eating and has protected meal times which will take place inside of the visiting times of 3pm and 8pm. This will enable you to eat your meal without being disturbed. We appreciate that there may be exceptions to this based upon the individual need so please discuss this with the nursing staff.

Transfer

There may be occasions when, due to clinical reasons, you will need to move to a different ward within the Health Board. We will always try to limit these occurrences and ensure that any transfers are based on clinical need.

Observation and Safety

The unit operates a safe observation policy in the interests of reducing risks and maintaining a safe therapeutic environment for all patients in our care. Any increase or decrease in your observation level will be clearly explained to you by the nursing team.

Admission Status

The ward accommodates both Informal and Formal patients. If you are an **Informal patient** you are voluntarily on the ward, which means you can leave when you want to but we would request that you inform the nurse in charge. In some cases nursing staff may prevent a voluntary patient from leaving the ward if they feel that there any risks attached to self or others.

If you are a **Formal patient** you will be detained on the ward under the Mental Health Act 1983. Formally detained patients may leave the unit upon agreement with their Responsible Clinician.

Further information will be provided to you in relation to your Mental Health Act status and you will have the right to representation by an Independent Mental Health Advocate (IMHA). As a detained patient you have a right to appeal to the hospital managers and/or a Mental Health Review Tribunal.



Ward Round

The ward consists of 2 Consultants who review the patients at least once per week. This information will be provided on your admission:

- Newport West and Newport East
  Tuesday morning (West Newport) and Wednesday morning (East Newport)
- Lower Monmouthshire
  Tuesday morning

The Ward Round is an opportunity for you and those involved in your care to review your progress and current treatment. A member of staff will explain to you in advance what form the review will take and discuss with you who may be in attendance. If you feel uncomfortable with any of this then please make the member of staff or patient Advocate aware.

Usually in attendance will be yourself, a Registered Nurse (or nominated deputy) and a Medical Representative (usually a Consultant Psychiatrist). Other disciplines

may also be invited should specific needs be identified but this will be discussed with you in advance. You will have the choice as to whether a patient advocate and/or a family member or friend can attend the Ward Round with you. As a service we actively encourage the inclusion of family and carers in the formulation of Care and Treatment Planning.

Confidential /Medical Information



Every member of staff who works for the NHS and the Local Authority has a legal obligation to keep information about you confidential and secure. There are times when it is appropriate to share information about you and your healthcare with others such as GPs and Social Care services. The need to share relevant information is to help us work together for your benefit. There may also be exceptional circumstances where your information is disclosed or where the law requires information to be discussed. With your permission we may also share information with your named relative, carer or friend.

Staff on the Ward

The staff team on the ward is made up of Registered Nurses, Health Care Support Workers, Occupational Therapists, Doctors, Psychologists, Ward Clerk and Domestic staff.

On occasions, nursing / medical / occupational therapy students might be involved in your care though you have the right to decline their input if you wish. Consultants are supported by junior doctors, who rotate throughout the Health Board.

Occupational Therapy

Occupational therapy (OT) aims to support you with the things that matter to you in your life. This can mean working towards small, manageable goals that start to help with adding structure and routine to your daily life, leading up to longer term goals to work towards in future.

OTs focus on recovery whilst addressing life skills in the areas of self-care, productivity and leisure. Graded 'Recovery through activity' programmes are offered on each ward covering various interesting topics throughout your admission. These sessions involve participation in activities you may be familiar with as well as opportunities to try something new. Some will be information based and some will be activity based.

Activities/Therapy Room



There is an Activities/Therapy room on the ward. A Recovery timetable has been devised which incorporates a range of activities/interventions aimed at supporting you through your recovery whilst on the ward. Some of these are facilitated by the Occupational Therapy Team, others by ward staff and external agencies who provide in-reach services to the ward. Some activities take place on the ward and others can take place in the community these activities will be tailored to your individual need.

Psychological Therapy

As part of the delivery of the therapeutic programme psychological therapies are available on the unit to explore ways of coping with crisis and distressing emotions. Skills are practised such as relaxation and mindfulness. These sessions are flexible and as much as possible tailored to meet your individual needs. You are very welcome to speak to a member of staff should you require more information.

Laundry Facilities



Laundry facilities are available on the ward should you wish to use them.

Close Circuit TV (CCTV)

CCTV is in use on the ward in some areas to enhance safety and provide reassurance to patients, visitors and staff that efforts are being made to safeguard them. There are signs displayed informing you where the CCTV is in operation.

The use of CCTV is in accordance with Aneurin Bevan University Health Board policies and current legislation. If you have any questions or concerns regarding the use of CCTV, please speak to a member of the ward staff.

Alcohol and Drugs

Whilst you are an inpatient, we would request that you refrain from the use of alcohol or illicit substances. In some circumstances, nursing staff may ask you to carry out an alcohol or drug screening, should clinical observations indicate the need. This is because they could have a significant risk upon your mental and physical health and cause harmful interactions with any prescribed medication.

Violence and Aggression

The Health Board operates a zero-tolerance approach to any violence or aggression displayed towards fellow patients, visitors or health board staff. Any breach of this could result in police involvement and possible prosecution.

Smoking

The ward has a designated smoking area where smoking is currently permitted. In line with the Health Board Smoke Free Environment policy, we ask that you refrain from smoking and/or vaping in any other areas and that all cigarette lighters are handed in on your admission. E Cigarettes must not be charged on any health board premises due to their fire safety risk.

If you would like support to stop smoking whilst you are in hospital, please speak to ward staff on or during your admission.



Mobile Phones/Devices – Confidentiality

Please feel free to use your mobile device whilst on the ward in a safe and respectful manner. The use of mobile devices for taking pictures/recording, or for the inappropriate use of social media can significantly impact upon someone's confidentiality and recovery.

Please speak to a member of the staff to make arrangements for your mobile phone or device to be charged. If you do not have access to a mobile phone and wish to make or receive a telephone call, please speak to a staff member.

Compliments and Complaints



We welcome your feedback and will utilise any positive or negative comments you may have about our service to improve the patient experience.

If you are unhappy with any elements of our service please raise your concerns with the staff involved in your care or treatment so that they can try to resolve your concerns immediately. If this does not help or you do not wish to speak with the staff about your concerns, the Health Board's **Putting Things Right** leaflet is available on the ward.

We would also welcome any positive feedback or compliments which can again be forwarded to a member of staff on the ward.

"This document is available in Welsh /
Mae'r ddogfen hon ar gael yn y Gymraeg"