

# Carer Information Booklet

Ward Name: \_\_\_\_\_



## Who is a Carer?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. This may include helping with personal care, medication, cooking, shopping, housework and giving emotional support.

## Where are the Acute Wards?

Ashbrook, Maplebeck and Oakburn Wards are situated at Lynfield Mount Hospital, Heights Lane Bradford BD9 6DP. Fern, Heather and Bracken Wards are located within the Airedale Centre for Mental Health at Airedale General Hospital, BD20 6TA.

## What can you tell me about the wards?

**Ashbrook Ward** is a female acute ward for working age adults.

**Maplebeck Ward** is a male acute ward for working age adults.

**Oakburn Ward** is a male acute ward for working age adults.

**Fern Ward** is a 15 bed male acute ward for working age adults.

**Heather Ward** is a 19 bed female acute ward for working age adults.

**Bracken Ward** is a 22 bed mixed older adult acute ward

## The Team on the Ward

The team here on the ward are multi-disciplinary. Within our team we have:

- Health Care Support Workers
- Therapy Support Workers
- Registered Mental Health Nurses
- Occupational Therapist
- Physiotherapists
- Ward Manager
- Ward Doctors
- Psychiatric Consultants Activities
- Social Workers

Our staff team all work together to make sure your relative is fully assessed and treated for all their different needs. Bradford District Care Foundation Trust also provides education and training for future NHS staff, so student nurses, student doctors and therapists in training may be involved in your relative's care.

**Named Nurse** \_\_\_\_\_

**Your Doctor** \_\_\_\_\_

**Associate** \_\_\_\_\_

**Healthcare Support Worker** \_\_\_\_\_

**Junior Doctor** \_\_\_\_\_

## Important Information for Visitors on the Wards

Visiting times are:

**Ashbrook Ward**  
2.00pm-4.00pm  
6.00pm-8.00pm

**Maplebeck Ward**  
2.00pm-4.00pm  
6.00pm-8.00pm

**Oakburn Ward**  
2.00pm-4.00pm  
6.00pm-8.00pm

**Fern Ward**  
2.00pm – 4.00pm  
6.00pm – 8.00pm

**Heather Ward**  
2.00pm – 4.00pm  
6.00pm – 8.00pm

**Bracken Ward**  
2.00pm – 4.00pm  
6.00pm – 8.00pm

**Please note:** All visits take place in the Visitor Centre. If you need to visit outside these times please telephone the nurse in charge or Ward Manager.

### Staff Protected Time

Between 1.30pm – 3:00pm meetings or training are often organised for staff so you may not be able to speak with a nurse during these times; however you are more than welcome to phone the ward and ask to speak to nursing staff before and after these times.

### Ward Contact Details

Ashbrook Ward - 01274 363140 / 01274 363142  
Maplebeck Ward – 01274 363282 / 01274 363283  
Oakburn Ward - 01274 363286 / 01274 363287  
Fern Ward – 01535 678123 / 01535 678124  
Heather Ward – 01535 678131 / 01535 678132  
Bracken Ward – 01535 678127 / 01535 678128

### Protected Meal Times

The unit operates a protected meal time service for all our patients. This enables staff to assess and identify individual's dietary needs and how much assistance they may require. In order to preserve patient's dignity we advise you do not visit during these times.

- Breakfast – 8am
- Cooked breakfast – 9.30am on Saturday/Sunday (Bracken Ward is at 9am)
- Lunch - 12noon/12.30pm
- Tea – 4.30/5pm
- Supper – 9.30pm (Bracken Ward is at 9.15pm)

### Children Visiting

Child visiting is allowed however this is assessed for each individual patient and agreed prior to visits. You are required to contact the ward to make arrangements to visit your family member with children.

## **What to Expect When Visiting & What Support is Available for You?**

Here on the ward we have people admitted with a wide range of needs. Mental health issues can affect people's behaviour in many different ways – some of which may be distressing to you when visiting the ward. For example people may have difficulty with maintaining their dignity, communication or expressing their needs. Please do not hesitate to let staff know if you are worried or concerned about anything here on the ward.

## **What happens whilst your Relative is a Patient?**

Each patient admitted to the unit follows a process called the Care Programme Approach (CPA). Dependent on the consent of your relative you will have the opportunity to be involved in the care of your family member where you can meet the healthcare professionals involved in their care. You will be invited to attend ward reviews which include all the healthcare professionals involved in the care and treatment of your relative. These meetings discuss the progress they have made. A full multi-disciplinary team (MDT) discussion is had with your family member. In addition you will also be invited to the regular Care Programme Approach meetings which are held every six months, dependent on the consent of your family member. We will do our best to keep you fully informed and involved with your relatives care and treatment.

## **Ward Reviews**

These are fortnightly if you do wish to attend these then please contact the ward team. Care Planning Approach (CPA) meetings are held every six months. If your relative consents then you will be invited to these.

## **What's on Offer for Your Relative?**

We offer different groups here on the ward that your loved one/family member may wish to participate in. The groups are run to encourage social interaction and improve well-being. The groups are run when there are individuals who would find them meaningful and would like to participate in them – it is up to them as to which groups they wish to attend. A morning meeting is held to discuss activities each day and encourage participation.

## **Activities/Groups Available**

Equality For All offer various activities on Tuesday and Thursday. These include:

- Breakfast Club
- Mindfulness
- Cooking & Baking
- Pool
- Table Tennis
- Football

## Bringing Items onto the Wards

Because the wards are an acute service provision there are items which are not allowed within the ward environment. Please speak to a member of staff before bringing items to ensure they are allowed.

Here are some examples, however this list is not exhaustive:

### Restricted Items

- Mobile phone chargers
- Cigarettes and tobacco
- String/rope
- Plastic bags
- Plastic sheets/cling film
- Sharps ie: Knives, Scissors, tweezers
- Nail clippers, metal nail file.
- All glass items: mirrors, bottles etc
- Matches, lighters or any other combustible material.

### Restricted Items

- Medications
- Alcohol
- Aerosols
- Glue
- Radios, TV's CD players
- Hair dryers, tongs, Straighteners, shavers.
- Cameras, camcorders, Dictaphones

## Drinks and Food and Restricted Items

You may wish to bring in food/juice/snacks for your relative. Please give the items to a member of staff so they can be named and put into the fridge if required. During your visit if you share your food/drink with your relative please let a member of staff know so staff can make a record for monitoring purposes.

## Money and Valuables

Bradford District Care Foundation Trust cannot take responsibility for any valuables or money that is not handed in for safe keeping. You may wish to leave some money for your relatives, which will be locked up in the ward safe or put for safe keeping at the cashiers. It is advised that any precious jewellery is removed for safe keeping provided your relatives wishes to do so.

## Clothing/Laundry

Washers/Dryers are available on site between 8am-9pm. Most service users complete their own laundry, however washing power, liquid or fabric conditioner is not provided.

## Complaints and Compliments

Please let the staff know if you are not happy with any aspect of your relative's care. The ward manager will be happy to hear any concerns you may have.

Whilst we try to resolve your concerns on the spot there may be occasions where you are not satisfied with the outcome, when this occurs you can contact the Patient Advice and Complaints Team and they will discuss your options with you. At any point you have the right to make a formal complaint. You can do so by:

**Telephone:** Patient Advice and Complaints on 01274 251440

**Email:** [advice.complaints@bdct.nhs.uk](mailto:advice.complaints@bdct.nhs.uk)

**Write to:** Patient Advice and Complaints, Bradford District Care Foundation Trust, New Mill, Victoria Road, Saltaire, Shipley, West Yorkshire, BD18 3LD.



## Independent Support in Making a Complaint about the NHS

Free, independent advocacy support to you in who to choose to pursue a formal complaint against the NHS. This support is available dependent on where you live:

<p>Bradford and Airedale contact</p> <p><b>Bradford Independent Complaints Advocacy Team (ICAT)</b></p> <p>on 01274 750784 or write to them at the following address:</p> <p>1st Floor, The Tradeforce Building, Cornwall Place, Bradford BD8 7JT</p> <p>Email - <a href="mailto:icat@vital.org.uk">icat@vital.org.uk</a></p>	<p>Craven contact</p> <p><b>Cloverleaf</b></p> <p>on 0300 012 4212 or write to them at the following address:</p> <p>North Yorkshire NHS Complaints Advocacy Service, Tower Court, Oakdale Road, Clifton Moor, York, YO30 4XL</p>
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## Advocacy

VoiceAbility support people in Bradford to have their say about the things that matter to them. The team will support you to be heard, to understand your rights, choices and options and to make your own decisions. Contact VoiceAbility on 01274 888017 or e-mail [bradford@voiceability.org](mailto:bradford@voiceability.org) Visit [www.voiceability.org/bradford](http://www.voiceability.org/bradford)



## Support for Carers

The Hub gives carers a chance to meet other carers, access information and support, participate in free activities and take some time out for yourself.

## Carers Hub & Branches

Horton Park Health Centre, Level 2, 99 Horton Park Ave, BD7 3EG  
Monday to Thursday - 10am to 4pm, Friday 10am - 2pm

Lynfield Mount Hospital Visitor Centre, BD9 6DP  
Tuesdays 12noon-3pm

Carers Pop Up Café at Dyneley House Barn, Skipton, BD23 2HZ  
Wednesdays 12.30pm-3pm

**Tel:** 01274 251112

**E-mail:** [Carerhub@bdct.nhs.uk](mailto:Carerhub@bdct.nhs.uk)

**Website:** [www.bdct.nhs.uk/support-for-carers](http://www.bdct.nhs.uk/support-for-carers)

## Making Space

Supporting carers caring for someone with a mental illness.

Tel: Linda Anderson, Team Leader, **07843 267 954**

Email: [BradfordCarerSupport@makingspace.co.uk](mailto:BradfordCarerSupport@makingspace.co.uk)

Website: [www.makingspace.co.uk](http://www.makingspace.co.uk)



## Carers' Resource

Tel: Bradford - 01274 449660 or Craven - 01756 700888

Email: [bradfordadmin@carersresource.org](mailto:bradfordadmin@carersresource.org)

Website: [www.carersresource.org](http://www.carersresource.org)



## Are you Concerned about your Relatives Well-Being or are they in Crisis?

**First Response** is a service that supports people experiencing a mental health crisis. You can call 24 hours a day, 7 days a week – **01274 221181**.

*Since the 1 July 2015 all Bradford District Care NHS Foundation Trust premises became smoke free. This means that smoking (including E-cigarettes) is not be permitted for any staff members, service users, visitors or contractors anywhere within Trust grounds.*

