

Carer Information Booklet

Ward Name: Assessment and Treatment Unit



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 is the Assessment and Treatment Unit?

It is situated within Moorlands View at Lynfield Mount Hospital, Heights Lane Bradford BD9 6DP.

What can you tell me about the Assessment and Treatment Unit?

The unit provides specialist inpatient support for adults over 18 with a primary diagnosis of a learning disability who present with complex mental health needs and or challenging behaviors that cannot be supported at home, in the community or other mainstream services.

Ward Contact Details

Ward Office - 01274 228254

Ward Clerk – 01274 228253

Moorlands View Reception- 01274 228200

The Team on the Ward

We provide person centered and individualised approach to ensuring that the treatment and differing support needs of the person with learning disabilities and their families are met, the specialists in the team are:

- Consultant Psychiatrists
- Clinical Psychologists
- Specialist Doctors
- Registered Nurses
- Health Care Support Workers
- Occupational Therapist
- Occupational Therapy Assistants.

If you require specialist referral for speech and language therapists, physiotherapists or any other service the ward liaise with the team and do this for you. The ward works closely with Waddiloves health services during your admission.

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 _____

Key Worker _____

Your Doctor _____

Important Information for Visitors to the Assessment & Treatment Unit

Visiting times are:

Assessment & Treatment Unit

10.00am-12noon

1.00pm-4.30pm

5.30pm-8.00pm

There are rooms available for friends and family to visit, however a room within the unit is not always available during busy times. We kindly ask that you contact the Nurse in Charge on 01274 228254 to advise of planned visits, so we can be as flexible as possible to accommodate visits.

Visits to the unit outside of these hours should be agreed with the nurse in charge. The ward will be flexible where possible to accommodate visits out of these hours.

At times family visits may require the nursing staff to support, the reason for this will be explained to you.

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.

Children visiting

There is a dedicated family visiting room at the Assessment and Treatment Unit. You are required to contact the unit to make arrangements to visit your family member. Child visiting is allowed however this must be agreed prior to visiting in order for these arrangements to be made.

What to expect when visiting your relative and what support is available for you

Here on the unit we have people admitted with a wide range of needs. Learning disability 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.

Bringing Items onto the Wards

The Assessment & Treatment Unit works on the least restrictive principle of access to personal property however 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.

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.

What are the processes/steps taken whilst your relative is a patient at Assessment and Treatment Unit?

Each patient will have their own person centered admission document, in this document they can say what their aspirations are during their stay. They can use it to explain what they want to the care staff within the unit.

Unit Reviews

Every Monday we have a Multi-Disciplinary Team meeting, the service user will be able to attend the meeting when the team discusses their treatment plan. This is a short review of how they have been the previous week and what we plan to do for the next week.

Every Thursday afternoon the Consultants undertake a ward round; they request that the service user be available to discuss their care. We ask that the relative informs the nursing staff if they intend to come to the ward round as this is not a meeting that is arranged around families, times and days can vary, this meeting is usually focused on the service user and the doctor, arrangements can be made if families would like to see the doctor at this meeting.

Within 2 weeks the service user will have a care treatment review (CTR).

At this meeting there will be a care coordinator, joint commissioner and an expert by experience, alongside the service user. This meeting should identify reasons for admission and the support required for discharge.

At 6 weeks a Care Planning Approach (CPA) meeting will be arranged if the service user is still in hospital, to discuss their assessments and treatment and support needed to discharge them from hospital. CPA meetings are held every six months.

If you wish to attend any of these, please contact the team.

What's on offer for your relative?

- Personal entertainment facilities
- Specialist equipment to assist with physical mobility and sensory impairments.
- Variety of therapy rooms and leisure facilities
- Space for intensive support, family and visitor rooms.
- Individual en-suites
- Separated gender accommodation
- None restrictive environment allowing people to recover in an unconfined setting.
- Therapeutic outdoor areas with attractive landscape garden.

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 for the hairdressers or the shop. Money left for your relative 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

Clothing generally goes home with family/friends to be laundered and returned. To assist with skills assessments, service users are supported to do their own laundry using the washer/dryers on site.

Complaints and Compliments

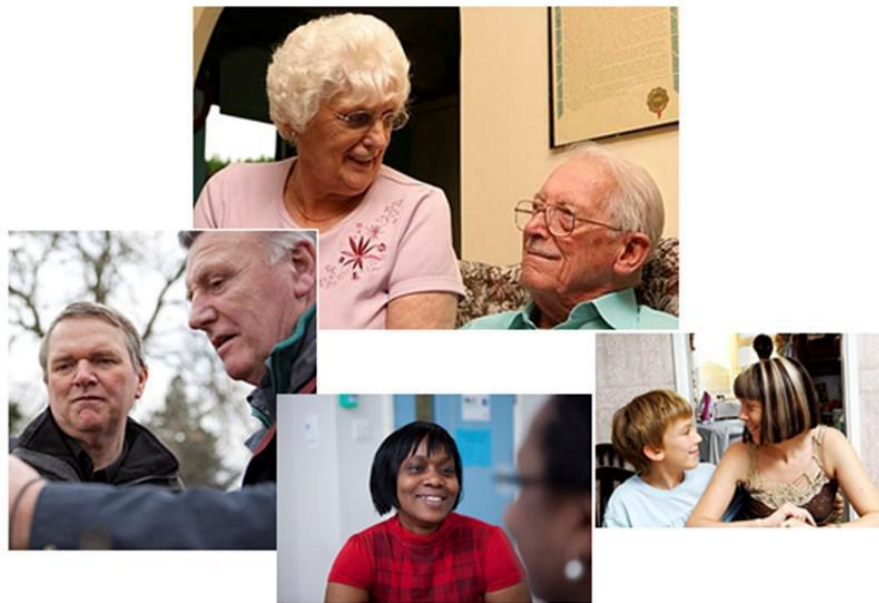
Please let the staff know if you are not happy with any aspect of your relative's care. The ward manager will be happy to hear any concerns you may have.

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

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>Bradford Independent Complaints Advocacy Team (ICAT)</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 - icat@vital.org.uk</p>	<p>Craven contact</p> <p>Cloverleaf</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 Visit www.voiceability.org/bradford

Support for Carers

Carers Hub

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

Lynfield Mount Hospital Visitor Centre
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

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

Website: www.makingspace.co.uk



Carers' Resource

Tel: Bradford - 01274 449660 or Craven - 01756 700888

Email: bradfordadmin@carersresource.org

Website: 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.

