

Carer Information Booklet

Ward Name: Dementia Assessment 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 Dementia Assessment Unit?

It is situated at Daisy Hill House, Lynfield Mount Hospital, Heights Lane Bradford BD9 6DP.

What can you tell me about the Dementia Assessment Unit?

The Dementia Assessment Unit is an acute ward for assessing and treating people with different types of dementia. All the patients on the Unit are acutely unwell with their dementia. Whilst here, your relative will be assessed and treated for their current individual needs and their future care requirements. The multi-disciplinary team on the unit aims to assess and identify future care needs for your relative within a 28 day period however this may take longer depending on the complexity of their needs.

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
- Physiotherapist
- Ward Manager
- Ward Doctors
- Psychiatric Consultants
- Social Workers
- Student Nurses

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 _____

Important Information for Visitors to the Dementia Assessment Unit

Visiting times are:

2.00pm – 4.30pm

6.00pm – 7.30pm

If you need to visit outside these times please speak to or telephone the nurse in charge or Ward Manager. Due to health & Safety reasons the Dementia Assessment Unit can only accommodate up to 22 patients so we kindly request no more than two visitors are allowed per patient at any one time. If there is a need to increase the number of visitors for a visit, please speak to the nurse in charge or Ward Manager.

Nurses handover time takes place from 7.00-7.30am; 1.30-2.00pm and 9.00-9.30pm every day. Some meetings and training can take place on the ward between 2.00-3.00pm. It may not always be possible for you to speak to 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

DAU Reception: 01274 251497

DAU Ward Manager Office: 01274 251498

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. If you would like to assist your loved one with their meal, please ask the nurse in charge or speak to the ward manager.

- Breakfast 8.00am
- Lunch - 12noon
- Tea - 5pm

Children Visiting

Children under the age of 16 years are welcome on the ward although it should be in the best interest whether it is suitable for them to visit. They must be supervised by their parent/guardian whilst on the ward and they will be responsible for their welfare. We ask parents/guardians who visit with children under 16 years not to allow them to run around or shout as this can cause distress to our patients.

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. Dementia 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 at the Dementia Assessment Unit?

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. CPA meetings are held during your loved ones stay on the ward, and you will be invited to attend. We will do our best to keep you fully informed and involved with your relatives care and treatment.

Ward Reviews

These are held weekly, with your loved ones consultant and members of the Multi-disciplinary team. If you do wish to attend these then please contact the ward team. The team member will be able to inform you of the date and time.

What's on Offer for Your Relative?

We offer different activities here on the ward that your loved one/family member may wish to participate in. The activities are organised to encourage social interaction and improve well-being. Staff who organise the activities will assess the individuals likes and dislikes and the individuals abilities. We have a group of volunteers who assist with activities.

Activities/Groups Available

These include:

- **Sonas**
- **Jabadao**
- **1:1 individual interest**
- **Quiz**
- **Tea Dance**
- **Reminiscence Group**
- **Forget Me Not folders**
- **Sing- a-longs**
- **Music Therapist**

Bringing Items onto the Wards

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:

Controlled Items

- Sexually Explicit Materials
- Pool Balls & Cues
- Safety Razors
- Deodorant
- Coats
- Scissors

Banned Items

- Weapons of any kind
- Dongles
- Illicit Substances
- Alcohol
- Matches
- Razor Blades
- Mobile Phones
- Plastic Carriers/Corded Bags
- Bags
- Uncensored Videos & DVD's

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 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

The Dementia Assessment Unit has its own laundry service. We have a dedicated member of staff who takes an inventory of all your loved ones property and will label all items. Washing and drying of all your loved ones clothes is done on the ward. If you bring in or take any items away during your loved ones stay with us, please inform a member of staff, so we can keep an accurate log of all possessions.

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>
---	---

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

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

Website: 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



Alzheimer's Disease Society

Tel: 01274 586008

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.

