

# Welcome to the Arundel Unit

The Arundel Unit consists of three treatment wards, an occupational therapy department and other specialist services which aim to meet the needs of people with mental health needs. We hope your time on the Arundel Unit will give you the chance to recover from your difficulties, and that you will find your stay here productive and positive.

## We're here to help.

Often people come for a stay on the Arundel Unit at a time in their lives when things have become overwhelming. Confusion, worry, distress, anger and panic... there are many feelings that people may still be feeling when they arrive here; on

top of that we know that there are usually some feelings of uncertainty about arriving in a new setting where the layout, arrangements and people are new.

**If you are not sure about anything, we hope you will ask a member of staff**

## **Recovery**

We want to work together with you to help you manage your difficulties and feelings, so that you can move forward in your life. Our experience is that it is usually a partnership that leads to recovery: staff and patients, talking and doing things together, thinking about what the best direction may be and how to set about heading that way.

## **Your Care Plan**

A key part of the process of you and healthcare staff forming a partnership to move forward is designing a Care Plan. This is a plan of your main aims and the actions of you and staff which will help you achieve them. The Care Plan will be drawn up in consultation with you and you can see it at any stage

## **Helping Yourself**

There is effective work you can do to help yourself. Even when you are not with staff, we can help you in accessing self help and educational materials. Many people have found self-help materials a good way of making progress, so please do ask any member of staff if you would like to use them. You may well find that your named nurse discusses this with you as part of your Care Plan.

## **Our Help**

Generally the best help we can provide involves a combination of medication and therapy, with each ingredient being more effective together than either would be by itself.

## **Primary Nurse/Primary Nursing Team**

During your stay in hospital, you will have a named nurse (your primary nurse) who will be responsible for coordinating your Care Plan and treatment. If your primary nurse is not on duty, you will have access to the primary nursing team consisting of a secondary nurse (qualified nurse) and an associate nurse (nursing assistant). You will be given their names within 24 hours of your admission. They will introduce themselves to you as soon as they are next on duty on the ward. However, on a daily basis, you will have a named nurse as a point of contact; this will be displayed on the board in the ward social area. Wherever possible, you will be given the choice as to whether you prefer a male or female named nurse.

## **Therapeutic Activity**

There are a range of therapeutic activities available to you while you are here and we think that you can gain a great deal by participating in the right

activities for you. Some of the activities may seem quite light-hearted - this is quite deliberate because beginning to take part in something simple (and enjoyable) with other people, can often be a real step forward, even though it can be anxiety-provoking initially.

Some other groups might involve talking about your difficulties and your hopes. At the right time, and with the right people, this can give you the chance to share your experiences with other people and the opportunity to help and be helped at the same time. The therapeutic activities are an important part of your treatment and we encourage you to participate.

The groups and activities taking place through the week are shown on the notice board in the social area - there is often a choice of different activities, therefore it's worth looking at the board and seeing what the options are for you.

There is an allocated Occupational Therapist (OT) on your ward. There are also occupational therapy groups which run both on the ward and in the OT department.

There are also art therapy groups which run weekly. For details of this programme, please check the notice board, or ask a nurse.

We also have a dedicated nurse who runs a well-being support programme. This provides a general physical MOT which includes: side-effect management, healthy living advice, weight and height calculations and advice on alternatives to smoking. Any findings will be discussed with your Doctor or Care-Coordinator.

## **Ward Rounds and Medication**

Every patient on the Arundel Unit has a psychiatrist; a doctor with an extensive specialist training in mental health. Your psychiatrist will be present at regular ward rounds. They will ask to see you, so that together, you can discuss your progress and treatment.

Usually you will have been prescribed some medication (among the specialist skills of the psychiatrist is expertise in medication for mental health), and this medication will be administered by nursing staff. It is an important element in most people's road to recovery.

There is a unit pharmacist who is often available to discuss possible side-effects of the medication and medication information leaflets can be given to you if you ask the nursing staff.

## **Relatives/Carers**

We appreciate information from relatives/carers to help with your care and treatment. In order to avoid confusion, we would like to identify a relative/carer through whom information can be channelled with your permission. For more information, please see the section titled 'Contacts and Support' later in this file.

## **Expectations**

While you are here we expect you to behave with consideration for other patients, and to treat them and staff with respect. In any setting where a group of people are staying together there is a need for some basic systems and rules. These are set out later in this file.

This Trust operates a Zero Tolerance policy on any form of violence or abuse to anyone on the ward.

## **Illicit Drugs/Alcohol**

Non-prescribed drugs and alcohol are not permitted at the Arundel Unit and will interfere with your treatment and recovery.

## **Property**

On admission your property will be recorded. We ask that you do not bring in any property that has

sentimental or monetary value as we are unable to guarantee its safety. If you do wish for additional property or clothes to be brought in following admission, please consult with your primary nursing team. Sharp objects, i.e. razors, scissors etc must be handed in on admission. These will be available to you on request.

## **Mobile Phones**

Due to reasons of safety and confidentiality, we ask that mobile phones are not used on the wards. Patients are not used to hand in their mobile phone to a member of staff; the mobile phone will then be kept in a safe and secure place. Patients may request their mobile phone to take off the ward (or if you are unable to leave the ward) to use in a quiet area under staff supervision.

## **Laundry**

Washing and drying facilities are available. Please supply your own detergent.

## **Spiritual and Religious Needs**

If you wish to seek spiritual or religious guidance we will attempt to contact the appropriate person to arrange a visit for you.

## Smoking

This hospital operates a no smoking policy. As such you are not allowed to smoke anywhere within or outside the hospital. If you are concerned about any smoking issues, or want to give up smoking, please speak to a member of the nursing staff.

## Bed movement

Unfortunately due to the demand on beds at certain times, we may be

required to move you within the ward or to another ward within the unit. We will endeavour to keep any disruption for you to a minimum.

## Telephone

There is a BT call box on the unit or your use, the number is

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## Ward information

Welcome to .....

Telephone number .....

Ward manager.....

Your Primary Nurse .....

Your Consultant Psychiatrist.....

Your Junior Doctor is .....

Your Care Coordinator is .....

## **Meal times**

We operate a protected meal time policy. Please ask a member of staff for exact times.

## **Visiting times.**

Monday to Friday 16:00 to 20:00

Weekend and bank holidays

14:00 to 20:00

Visiting times outside of these hours can be made by prior arrangement

## **Discharge Information**

The point at which you are ready to leave the Arundel Unit will be a milestone. You may still need some support which will be discussed with you before you are discharged

## **Freedom of Information Act**

If you would like to request information about the Trust, please write to:

FOI

Kent and Medway NHS

and Social Care Partnership Trust

35 Kings Hill Avenue

West Malling

Kent

ME19 4AX

## **Patient Advice and Liaison Service (PALS)**

You may have some concern about your care and treatment, but feel unable to speak to our staff providing your care. You may just want some information about local health services.

You can contact the confidential Patient Advice and Liaison Service (PALS). The PALS Team is available to help you with any health difficulties you may have. The PALS Team can be contacted by calling free:

0800 587 6757 (Maidstone),

0800 783 9972 (Canterbury),

0800 783997 (Thanet) or

0800 783 9972 (Ashford).

You can also e-mail: [pals@kmpt.nhs.uk](mailto:pals@kmpt.nhs.uk)

## **Complaints and Compliments**

If you are pleased with our service, or unhappy, please talk to our staff – we welcome your feedback. If you wish to see your compliments officially recorded or you wish to make a formal complaint, you can write to our Chief Executive. All complaints will be carefully listened to and thoroughly investigated. Write to: Chief Executive, Trust HQ, 35 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4AX. A further leaflet, Your Right to Complain, is also available to help explain this process.

## Comments on this leaflet

If you wish to comment on this leaflet call 01732 520441 or e-mail [communications@kmpt.nhs.uk](mailto:communications@kmpt.nhs.uk)

If you require any information about the Trust, its services or your care, please ask our staff to arrange for some information to be provided in your preferred language.

Bengali

ট্রাস্ট, এর সার্ভিসসমূহ, বা আপনার কেয়ারের (যত্নের) ব্যাপারে আপনি কোন তথ্য চাইলে, অনুগ্রহ করে আপনার পছন্দসই ভাষায় কিছু তথ্য সরবরাহের আয়োজন করার জন্য আমাদের কর্মীদের বলুন।

Chinese

如果你需要什麼訊息有關這個基金信託會、它為你提供的服務或你得到的照料，請向我們的工作職員要求將一些相關訊息翻譯成你能閱讀的語言。

Polish

Jeśli potrzebujesz informacji na temat Trustu, zakresu naszych usług lub otrzymywanej opieki, poprosz kogoś z personelu o udostępnienie informacji w Twoim języku.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਟ੍ਰਸਟ ਬਾਰੇ, ਇਸ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਤੁਹਾਡੀ ਕੀਤੀ ਜਾਂਦੀ ਦੇਖ-ਭਾਲ ਬਾਰੇ ਕਿਸੇ ਵੀ ਪ੍ਰਕਾਰ ਦੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਬੋਲੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਪੁੱਛੋ।

Turkish

Trust (Vakıf), sunduğu hizmetler veya size verilen bakım hakkında bilgi edinmek istiyorsanız, lütfen personelimizden size tercih ettiğiniz dilde bilgi sağlanması için istekte bulunun.

