

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 if you wish to make a formal complaint, you can write to the 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.

If you are unhappy with the outcome of your complaint you can contact the Care Quality Commission at www.cqc.org.uk

You can find out more about the Trust and its services online at www.kmpt.nhs.uk

If you want to ask questions about anything to do with your care or the Trust, please ask a member of staff. If you require this leaflet in another format or language please speak to one of our staff or call Communications on 01732 520441.

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 otrzymaniwanej opieki, poproś 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 ਪੁੱਛਾਰ ਦੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਬੋਲੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਵਿਰਥਾ 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.

Publish Date: Mar 2011 Ref No.125
This leaflet will be reviewed no more than 3 years after issue

Brocklehurst and Amherst Wards



Welcome

The wards are designed to benefit the service user whose mental health recovery needs cannot be safely or appropriately met at home. The ward offers assessment and treatment for your mental health needs, with the aim of promoting and supporting your recovery. The ward works closely with other professionals involved in your care, carers, family and the Home Treatment Service.

The ward provides toilet and shower facilities, a TV lounge, a courtyard garden, laundry facilities and a kitchen. There are also facilities for clients to take part in activities.

Admission

Upon admission to the ward you will be introduced to the nursing staff. Nursing staff will provide you with a 72 hour care plan and you will be assigned to a Primary and Associate Named Nurse. After 72 hours, the care plan will be updated to include your recovery goals. You have the right to consent whether your admission and treatment details are shared with family and carers.

Observations

For the first 72 hours of your admission, you will be placed on Intermittent Observations which means that your whereabouts will be noted by a nurse every 15 minutes. These observations are regularly reviewed and may be either increased or decreased according to your needs. The levels of observations range from General (once per hour) Intermittent (every 15 minutes) Within Eyesight (within constant eyesight) and Arms Length (within arms length of a member of staff at all times).

Your Responsibility

While you are on the ward we expect you to behave with consideration and respect for other service users and staff. Relationships between patients are not appropriate whilst on the unit and you will be asked to stop if any physical contact is made. To protect patients that are vulnerable, you will not be allowed into each others bedrooms at any time.

The Trust operates a 'Zero Tolerance' policy on any form of abuse or violence towards anyone on the ward and incidents of this nature will be taken very seriously and dealt with accordingly.

Useful contacts:

Depression Alliance: for an information pack call 0845 123 2320 or visit www.depressionalliance.org

Rethink Advice Line: 020 7840 3188 or advice@rethink.org or www.rethink.org

NHS Direct: 0845 4647 (24hours) www.nhsdirect.nhs.uk

MIND infoline: 0845 766 0163 (Mon – Fri 9am – 5pm) www.mind.org.uk

SANE helpline: 0845 767 8000 (6pm – 11pm every day)

Carers UK advice line: 0808 808 7777 (Wed and Thur 10am -12pm and 2pm - 4pm) advice@carersuk.org or www.carersuk.org

Carers First (Tonbridge)
192 High Street
Tonbridge
Kent
TN9 1BE
Tel: 01732 357 555
www.carersfirst.org.uk

Comments on this leaflet

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

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 (West Kent and Medway)

0800 783 9972 (East Kent)

You can also email: pals@kmpt.nhs.uk

Discharge from Inpatient Care

Our aim is to plan your discharge home safely and therapeutically. To achieve this, the planning is done early on in your admission. It is crucial that your relatives/carers are involved in this process.

After discharge, ongoing support will be available from the Community Mental Health Services. If you have any questions please ask a member of staff.

Support for Carers

The Lead/Primary Nurse will contact your carer shortly after you are admitted to offer support. A carers drop in service is also available – details are available from ward staff.

Carers Needs Assessment

A Carers Needs Assessment is a service which assesses the needs of your carer and offers them advice and information on local support and groups if they need it. For more information please contact staff who can provide you with the Trust Leaflet 'Carers Assessment' or visit www.kmpt.nhs.uk

Confidentiality

Staff have a legal responsibility to keep information about you strictly confidential and only disclose it to other professionals involved in your care. Your information will not be shared with any other organisation without your permission unless there are exceptional circumstances relating to the health and safety of others or the law. For more information speak to a member of staff who can provide a copy of Trust leaflets entitled 'Your Information' and 'Confidentiality and Access to Health Records'.

Advocacy

A representative from ASSERT, the local advocacy service, visits the ward on Thursdays each week and is available to meet with you to discuss issues/concerns.

Detention under the Mental Health Act

During your admission, you may be detained in hospital under a section of the Mental Health Act. Your rights will be explained to you and you are welcome to ask any questions concerning this.

Leave From the Ward

For the first 72 hours we ask that you remain on the ward in order for your care needs to be assessed. Thereafter, leave from the ward will be negotiated between you and the care team. If you are detained under the Mental Health Act, any leave will need to be approved by the Consultant Psychiatrist.

Please note that any leave from the ward will require ALL personal belongings to be taken with you.

Female Only Unit

This area within the ward has six female only beds (one twin room) with a shared female only bathroom, toilet and lounge. If there are insufficient beds in this area, then you will be given a room in the mixed area of the ward and will be moved to a bed within the female only area as soon as one becomes available. You are welcome to use the female only bathroom facilities and lounge whilst in this area.

Please note that no male visitors are allowed to use the female only lounge area, but may be permitted to visit you in your room, unless in a shared bedroom. You may take male visitors into the shared lounge at the other end of the ward if you wish, or staff can give you access to the quiet room if available.

Personal Property

On admission, staff will make a record of what you have brought with you to help safeguard your property and prevent potentially harmful items from being brought onto the ward. Sharp objects (e.g. razors, scissors) must be handed to staff upon admission and these will be made available to you should you request them. Electrical items will be checked for safety before they are used. Due to restricted space in each room, it is requested that only essential items are brought into hospital with you, ideally those that can be packed into one small holdall.

Mobile Phones

You are welcome to bring your mobile phone with you and use it while you are here, in consideration with other service users. The charger will need to be checked by the electrician before it is used. We ask that if you have a camera phone that you do not use the camera while on the ward.

Meal Times

Both Brocklehurst Ward and Amherst Ward take meals in the main dining room together. The times are:

Breakfast: 8.00-8.30am Monday to Friday
8.30-9.00am Saturday and Sunday
Lunch: 12.00-12.45pm every day
Supper: 6.00pm every day

Hot and cold drinks and snacks are available on the ward at other times. If you have any dietary requirements please inform the ward staff.

During mealtimes, visitors will be asked to leave the ward under the Trust's Protected Mealtime Policy.

Visitors

Brocklehurst

Monday, Wednesday, Friday 3.00pm – 5.00pm
Protected Engagement Time is on Tuesday and Thursday, 3.00pm – 5.00pm and the ward will be closed to visitors during this time. For more information contact the ward staff.

Amherst

Monday to Friday: 4.00pm – 5.00pm
Weekend and bank holidays: 2.00 – 8.00pm
Protected Engagement Time is between 12.00noon – 2.00pm each day and the ward will be closed to visitors during this time. For more information contact the ward staff.

We ask that anyone wishing to bring children to visit contacts the ward staff beforehand so that appropriate arrangements can be made.

Ward Round

Ward rounds take place on a weekly basis with members of the ward and community teams, doctors and the consultant. Carers / family are encouraged to attend the ward round, staff can advise the times and days these will take place. Assert Services provide assistance, guidance and a presence at the ward round if required and is available on the ward.

Activities

The Occupational Therapy Team provides a group and individual activity programme which is delivered between Monday and Friday. Therapeutic activities bring structure and meaning to your day and help you to socialise and build confidence. Other activities may be organised in the evenings and at weekends.

Smoking, Alcohol and Illicit Drugs

In accordance with legislation, smoking is not permitted inside Priority House. Smoking is only permitted in the courtyard where a lighter has been installed for you to use – matches and lighters are not permitted on the ward.

The use of alcohol and illicit drugs is likely to compromise your recovery and will not be tolerated while you are an inpatient. Use of these substances will lead to a review of your treatment and you may be discharged from the ward.

Spiritual Support

A Chaplaincy Service is available to all service users and carers regardless of faith. The Chaplain, who has links with local churches and other faith communities, visits the ward regularly. There is a Spiritual Support group held each week.

Bed Management

Unfortunately, due to the demand for beds, at certain times we may be required to move you to a different room in the unit. We aim to keep any disruption to you to a minimum.