



**Information for people staying at
Vestige Healthcare**



Welcome!

The staff at Vestige Healthcare welcome you and wish to support you throughout your stay with us.

This handbook provides you with information that you may need during your stay.

This includes:

- Who your team are and what you can expect from us.
- Your role- What expectations are of you.
- The day to day routines.
- How to log a complaint if you are not happy.
- The risk assessment process.
- Information about The Mental Health Act and your rights.
- What your therapy timetable may look like.
- A copy of The Recovery Star
- A blank page for you to use for telephone numbers and addresses.

We hope you find this handbook helpful. Any information relevant to you as an individual will be added throughout your stay with us. Your named nurse will go through this with you and answer any questions you may have.

My named nurse is:

During your 1:1 named nurse session she/he will go through this handbook with you and will ask you to sign the back page to say that you have understood the information. The handbook is for you to keep. A copy of your signed sheet will be kept on file.

Meet the team

"The glass is not half empty or half full but it is refillable!"

Hospital Director- Allie Carr

Allie holds the responsibility for ensuring the service is run safely and in compliance with the national standards. Allie is available to talk to you about any concerns or try and resolve any complaints that you may have. Allie attends community meetings and has a strong clinical presence in the hospital. She wants to hear your thoughts and ideas; she recognises that your voice is essential in the smooth running and continuing improvement of the hospital and wants to ensure that you are safe and comfortable for the duration of your time here.

The Psychiatrist (Responsible clinician)

Your psychiatrist is your doctor, who is responsible for medical decisions. These may include anything relating to your medication, mental health and physical health needs.

Your psychiatrist will meet with you regularly and talk with you about how you are feeling, any symptoms or side effects that you might be experiencing, and how you are getting on with your medication. Your psychiatrist will lead ward rounds and will oversee your treatment progress. Your psychiatrist will represent you in manager's panel meetings, tribunals, and CPAs. He/ she will also meet with your home team, commissioners and family (if required at your consent), as part of your treatment package. He/she with the help of the GP will also monitor your physical health needs. If you are detained under a section which requires restrictions (Ministry of Justice), he/she will have the responsibility of providing the Secretary of State /Ministry of Justice with regular updates .

"Keep your face to the sun and the shadows will fall behind you"-

'Walt Whitman'

Director of Therapy Services- Kate Portman-Thompson

Kate leads our therapy services team and you will see her around the hospital often. Kate will ensure that when you come to Vestige, your Psychology team and Occupational Therapy team complete an assessment and that you have the right therapy programme in place.

The Nursing Team

The nursing team is made up of qualified nurses and support workers who are here to support you and promote your empowerment and independence to reach your identified goals. The nurses will work closely

with you and provide you with information about your mental illness, prescribed medication or any changes to your medication and maintain your health and wellbeing.

There will be a qualified nurse on duty 24 hours a day to assist with medication administration, planning your day and organising activities with the support workers for you to take part in. They will work collaboratively with you to build your care plans and attend your meetings. They will help you stay in contact with your friends and family, support and encourage you to make informed decisions and be your primary care providers.

The Occupational Therapist

The occupational therapist will meet with you within a few days of your admission. He/She will explain what Occupational Therapy is and discuss how this will support you through your recovery with the focus on your empowerment and activities that are meaningful to you. Your allocated Occupational Therapist (OT) will talk with you and find out what interests you have and what areas you need support with. You will have an individualised timetable with 1:1 and group activities to meet your needs and interests; it is really important to us that you are the centre of your treatment and you will be involved in all the decisions relating to Occupational Therapy, this means you will be more likely to want to engage in your timetable.

Assessments will also be an integral part of your individual sessions, this will enable your Occupational therapist to plan how they can support your needs, making it a core part of your life. The activities can be both within the hospital and in the community and will work towards the long-term goal of successfully integrating back into community life. Your OT will also establish whether you require any additional support from other health professionals such as dieticians, physiotherapists or speech and language therapists.

Occupational Therapist Assistant

Your OTA will meet with you within a few days of your admission and work closely with you to find out what interests you have. He/ She will plan activities, events and outings that are meaningful to you, this will be either 1:1 or a group activity.

Social Worker

Your social worker will meet with you within a few days of your admission and will ensure all your individual social needs are met. This will include supporting you to apply for benefits that you are entitled to, housing, debt management, liaison with friends and family and your stay here meets your current needs within The Mental Health Act and wider law. He/she will also support you to prepare for practical needs in the future.

Your Role within the Team

The most important person in the care team is you. We promise to work with 'Nothing about Me without Me' recommendations- keeping you involved and informed about every aspect of your care and treatment.

Your care plans will be built with you and your goals and wishes will be included. To help us with this we use The Recovery Star- A blank copy is included in this handbook. This ensures that discussions with you are tailored to suit your needs. This helps us to develop goals and plans that are individual to you.

We will also give you an individualised treatment contract within the first week of your admission. This will identify and risk factors that we think are relevant to you, and will set out some expectations that we have of you in terms of managing your risks and engaging in treatment.

If you have trouble understanding these approaches- Don't worry! We will make sure these are explained to you in a way in which you will understand.

What is a Ward Round? (MDT Review)

These take place on a regular basis to discuss your progress, your medication, your engagement in treatment. The meeting will include your Responsible Clinician, Psychologist, Occupational Therapist, Nurse and yourself. This meeting gives you the chance to ask questions and to discuss your planned goals, progress and care.

What is expected of Me?

We want you to feel safe, and respected by your team and in return, we want you to respect your team.

We want all our service users to respect one another and the expectation is that you will fully engage in the treatments offered.

What can I expect from Staff?

We expect all staff to:

- Treat all service users with dignity and respect.
- Respect cultural and religious differences.
- Respect people's individuality.
- Give information, advice and support during your stay.
- Respect personal privacy.

GP Service

You will be registered with a local GP within two days of your admission. Once registered you will be informed of your GP's practice, along with the telephone number. If you become physically unwell you will be encouraged to make an appointment, the nurse will do this for you and inform you of date and time. Transport will be provided, and a support worker will go with you for support.

Bloods

If you require a blood test, we may be able to do that here for you or the Haematology department at George Elliot Hospital.

Expectations

We need to ensure Vestige, Nuneaton is a safe place for everyone therefore it is necessary to prohibit and restrict certain items on the hospital premises.

(A prohibited item is an item that is banned from the site)

A restricted item that, dependant on the nature of the risk, may be used either under supervision or as part of a care plan. These items will also link to your risk assessment.

On admission all service users will be shown the list of items that are prohibited, you will be asked to sign and agree not to bring in any of the items on the list.

Prohibited Items are:

- Alcohol or illicit drugs
- Weapons and firearms, Knives, bats, guns (real or replica)
- Tools, hardware products.
- Pornographic material (not readily available over the counter, paper or moving images.)
- Any literature or material that incites violence, racial, cultural religious or gender hatred.
- Burning incense
- Rope
- Sharps e.g. scissors, pen knives, razor blades, pencil sharpeners
- Chewing gum, blue tack.

Visitors

We encourage you to keep in contact with friends and family that are meaningful to you. Visiting rooms are available 7 days a week from 10am -8pm. However, we do discourage arranging visits during your therapy, education and mealtimes as these are important factors in your journey of recovery.

Children (Brother, sister, your own children or close family members) may visit Vestige, Nuneaton under the supervision of their parents or guardians.

We know how important your pets are to you, therefore pets may be able to visit the hospital, however it remains the core responsibility of the owner, this should be discussed with the Hospital Director prior to planning any pet visits.

Drug and Alcohol Policy

All service users are asked to sign an agreement relating to drugs and alcohol. It is the policy at Vestige, Nuneaton that illicit drugs and alcohol are not permitted on site or the hospital grounds.

To ensure your safety and that of other service users and staff , there is a random drug and alcohol search policy in place which allows staff to carry out random searches of any service user’s areas. In order to ensure the safety of all service users in our care there is a random drug and alcohol testing policy. These policies will only be used where we have concerns regarding drugs or alcohols with individuals.

Smoking

Smoking is permitted in designated areas only. However, it is illegal to purchase cigarettes, e-cigarettes or vaping equipment under the age of 18 years old. Staff are not permitted to purchase these items for you.

For anyone who wishes to be supported to give up smoking, we provide a smoking cessation programme.

Aggression

We at Vestige, Nuneaton have a zero tolerance of aggressive behaviour towards either staff or service users and may put your placement here at risk. Any violent incidents may be reported to the police and you may be prosecuted as per policy.

Sexual Relationships

Sexual relationships between service users is not accepted at Vestige, Nuneaton; this is to maintain your safety and comfort here. This is a time for you to focus on your treatment, therapy and recovery.

The Routine

As part of your recovery we aim to promote a healthy daytime activity program with a restful sleep pattern. We encourage all service users to be up and ready to participate in activities and therapy sessions after breakfast.

We, at Vestige, Nuneaton promote good sleep hygiene as part of your recovery. However, we do understand that you may experience times when you are struggling with parts of your day, staff are always here, 24 hours to support you with your needs.

As Vestige, Nuneaton is a rehabilitation facility you will be encouraged and supported to prepare some of your own meals.

Treatment times/ therapeutic leave

You will be asked to work with your named nurse and other members of the multi-disciplinary team (MDT) to develop a therapeutic timetable which includes: personal care activities, which may include cooking and laundry, leisure interests, therapy groups and 1:1 therapy sessions with members of the multidisciplinary team.

Here at Vestige, Nuneaton the emphasis is on accessing community-based activities and therefore your timetable is likely to include activities both off and on site. All activities will be agreed upon and risk assessed by the MDT.

Leisure Time

Outside of the times when you are scheduled to take part in activities, group and 1:1 sessions or an offsite activity, there will be leisure times when you will be supported to engage in activities that interest you. Access to sharps for activities will be individually risk assessed and care planned.

Sessions identified on your therapeutic timetable should be given priority over leisure activities. If you are having issues managing your time speak to your OT.

Culture and Religion

We are committed to supporting cultural and religious diversity. This means that we will make every reasonable effort to support your access to religious routines and practices associated with your race and faith.

Community Meetings

Once weekly we hold a community meeting. This gives you and your peers a chance to discuss any environmental concerns you may have i.e. treatment, living environment, meals, catering etc. This is also a time when we can discuss what we are doing well/not so well. We strive to improve our service through your voice.

Advocacy

Whilst you are here you have access to an independent advocacy representative. An advocate can help you say what you want. An advocate is there to listen to you, they can represent you and support you in meetings. They can help you with your money, help you make decisions, and help you with any problems you may have that you don't want to talk to your team about, or you want them to say it on your behalf.

Bedrooms

Everyone here at Vestige, Nuneaton has their own bedroom with ensuite bathroom facilities. You will be expected to look after your own room and keep it clean and tidy. You will be encouraged and supported by the nursing team to take time to clean your room and change your bed linen. Personal laundry baskets are provided.

Laundry

The Laundry room is situated next to the dispensary/clinic on the ground floor. You will be encouraged and supported (if required) to launder your clothes on a regular basis.

Local Facilities

We have local supermarkets, a chemist, cafés, post offices and fast food outlets all within walking distance of the hospital. The town centre is just 2.4 miles away and the hospital is within walking distance to bus stops, with buses running regularly to take you into the centre of Nuneaton.

Leave will be granted depending on your progress here at Vestige, Nuneaton by the MDT. For service users who do not have leave, requests for shopping can be made and staff will endeavour to do this for you.

Complaints

If you have a complaint about the care you are receiving, staff shall endeavour to solve any issues. If however you are still dissatisfied with the outcome please put your complaint in writing to the Hospital Director (Complaints forms are available for you to fill out). Your complaint will be dealt with confidentially and you will receive a response within 7 days. The advocate is also on hand to help you bring up any complaints you may have that you do not feel able to deal with yourself.

If you do not wish to bring up your complaint with any of the above you are able to take your complaint to:

The Care Quality Commission National Customer Service Centre:
03000 616161

Email at: enquiries@cqc.org.uk

Look at their website at: www.cqc.org.uk

Write to them at: Care Quality Commission Citygate, Gallowgate Newcastle upon Tyne NE1 4PA



PLEASE COMPLETE THIS SHEET AND RETURN IT TO YOUR NAMED NURSE

A copy of the Vestige Service User's Handbook has been given to:

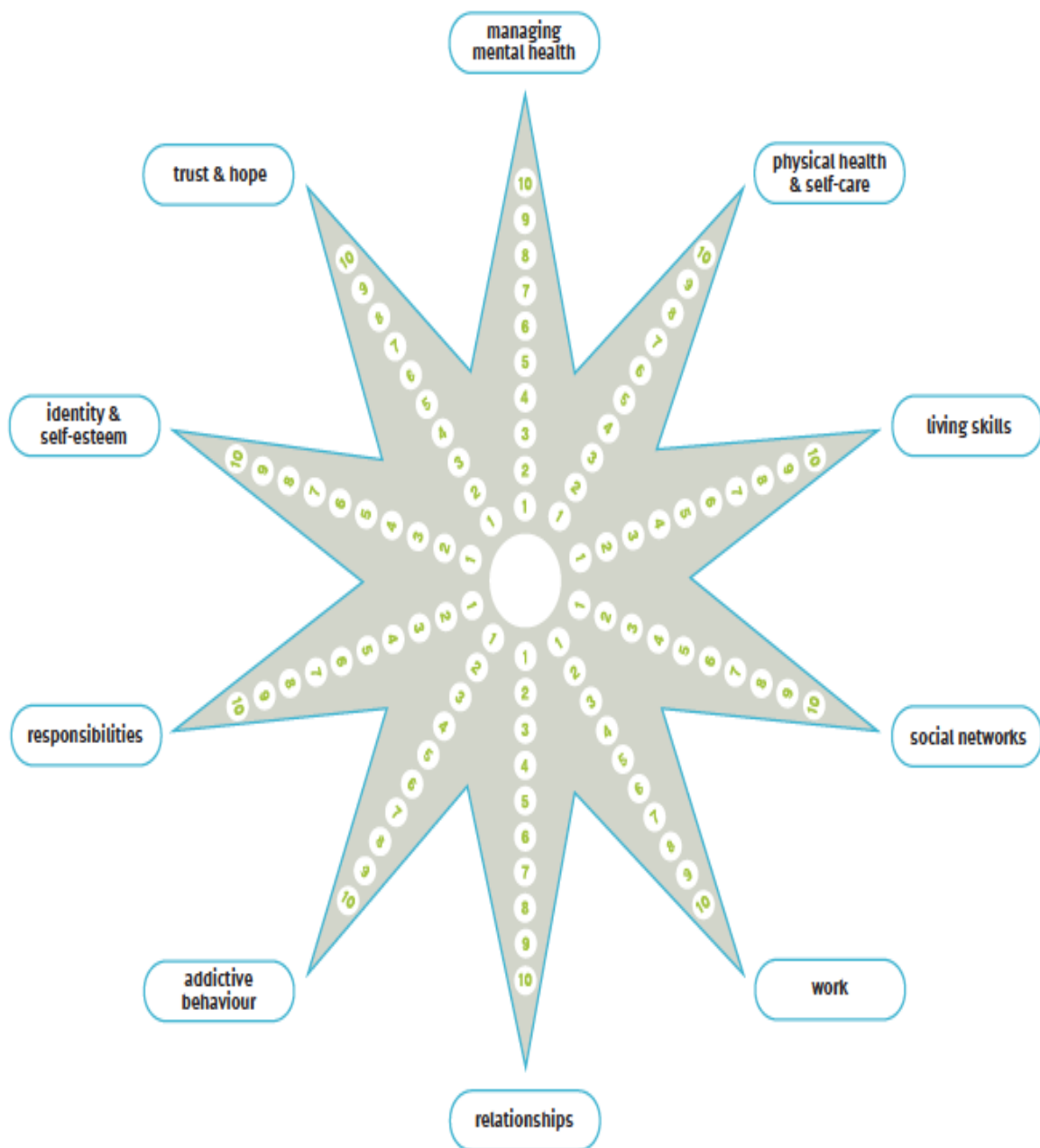
PRINT NAME.....

The handbook and the information contained in it has been gone through and explained to me. Any questions I had have been answered and I understand the information given to me in this handbook.

SIGNED (patient)..... DATE.....

SIGNED (staff member)..... DATE.....

Recovery Star



Staff will explain how you and the team can collaboratively work towards outcomes.

