



Older adult mental health

Welcome to Amber Ward

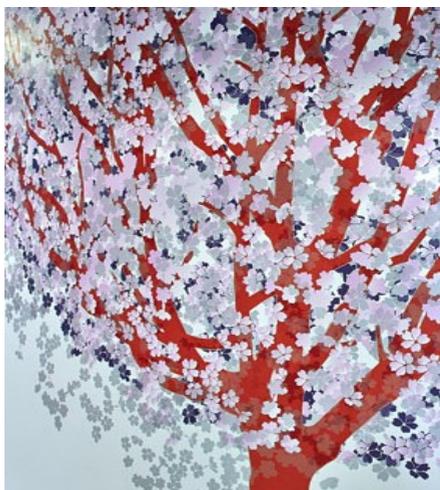
Welcome to Amber Ward

Amber ward is an inpatient ward which assesses and treats mainly people over the age of 65 who are experiencing organic and functional mental health problems.

We aim to give patients the best possible care provided on a 24-hour basis. The ward is for men and women and has accommodation for 20 individuals. You will have your own bedroom with ensuite facilities during your stay.

We aim to provide individual care and treatment, working both with patients and carers, to promote recovery and your return home.

We will work together with you to promote your dignity and choice in the planning and implementation of your care and treatment.



Useful contact information

Amber Ward phone number:

Your **key nurse** is:

Your **associate nurse** is:.....

Your **care co-ordinator** is:.....

The **ward manager** is:.....

The **modern matron** is:.....

Your **ward doctor** is:.....

Your **consultant psychiatrist** is:.....

Staff information

Key nurse

Your key nurse, a registered mental health nurse, will be responsible for co-ordinating your care on the ward for the duration of your stay. They will also collect and record information in your case notes and work with you on your care plan. When your key nurse is unavailable you will be assigned an associate nurse or allocated nurse.

If for any reason you wish to change your key nurse or associate nurse, please talk to the ward manager who can help you with this.

Ward manager

The ward manager is responsible for running the ward and for dealing with any concerns that have not been addressed by your key nurse. The ward manager is responsible for all the staff on the ward, for example nursing staff, housekeeping and occupational therapy.

Other members of staff

You will come into contact with a number of other people during your stay, including your consultant psychiatrist (who will be in charge of your medical

treatment whilst you are in hospital), a team of ward doctors, junior medical staff, occupational therapists, physiotherapists, clinical psychologists and members of the community mental health team.

What to expect on arrival

When you arrive on the ward you will be welcomed by a member of the nursing team and you will be shown around the ward to help you settle in. The nurse will check through your personal belongings with you and will take away any items which may be unsafe or restricted (see page 8). Please tell the staff if you have been taking any medication and hand any unused medication that you have brought with you to one of the nurses.

You will meet a doctor who will complete a physical examination and mental health assessment. If you have arrived at the ward with a relative or close friend, you may want them to stay with you so that the doctor can talk to them too. The doctor may prescribe medication if it is needed. At this point a decision will be made as to whether you will be able to leave the ward during the early part of your stay and what level of observation you will be engaged in.

Please give the doctor and nurses as much information as you can. This will enable us to help meet your needs. This could include dietary requirements, religious and spiritual needs and anything else you consider to be important.

What to bring

-  at least two sets of day clothes
-  outdoor shoes
-  nightwear and slippers
-  toiletries (razorblades will be kept safely by staff)
-  comb
-  coat
-  underwear

Please remember to label all items.

If you did not have time to pack before being admitted or if you have forgotten anything please speak to one of the nurses who will be able to help you with some of these items.

We understand you may want to bring some personal items with you during your stay on the ward. However please be aware that your room does not have a secure storage so all items must be brought in at your own risk.

Oxford Health NHS FT cannot be held responsible for any items which are lost, stolen or damaged.

We want to keep our ward a safe environment for all our patients and staff and therefore there are some items which we cannot allow on our inpatient ward. These include:

-  alcohol
-  illicit drugs - they will be removed, disposed of and the police may be informed
-  tobacco
-  plastic bags
-  glass bottles
-  cameras or mobile phones with a camera
-  jewellery and other valuables, or more money than you need for routine purchases
-  electrical items, including televisions, stereo systems and computer equipment

Other items considered hazardous to you or others will be removed at staff discretion.

Meals

Please speak to your key nursed nurse if you have any particular dietary requirements so that they can inform the catering department.

Food will be served during the following times:

Breakfast: 8am - 9am
Lunch: 12pm - 1pm
Evening meal: 5pm - 6pm

Hot and cold drinks and fruit are available throughout the day and night.

Due to food hygiene legislation, hot food cannot be kept for more than 30 minutes so it is important that you are ready for the meal service on time. If you do miss a meal an alternative can be arranged.

We do not allow visitors onto the ward during these times so that staff are free to assist patients.

Family and friends who support you

People who give you regular support when you are at home for example your partner, neighbours or friends may be described as carers. They may be anxious to know how you are and how they can help when you are discharged.

It is useful for us to know who gives your regular support. It will often be helpful for us to talk to them as they will know and understand your needs. It will also be helpful for us to know how you would like them to be involved in planning and reviewing your care.



They may also be entitled to what is called a carer's assessment. Your key nurse or care co-ordinator can give them further information about this if they have not already had a carer's assessment.



The Mental Health Act (MHA)

Some patients may have to go into hospital under a section of the Mental Health Act, once all other care and treatment options have been fully considered. If you are held under a section of the Mental Health Act, a member of the nursing team will give you a written and verbal explanation of your rights under the Mental Health Act. They will also explain your right to an independent mental health advocate (IMHA) and how you can access this service.

Patients held under most sections of the Mental Health Act have the right of appeal to both the hospital managers and the Mental Health Tribunal (MHT). This will also be explained to you by the nurse. If you wish to appeal, nursing staff will help you to do this.

Nursing staff will be able to provide you with a list of mental health solicitors so that you may choose a legal representative for your tribunal. Nursing staff will also be happy to discuss the Mental Health Act with your relative or carer if you wish them to do so.

If you would like advice on any aspect of the Mental Health Act, a member of staff can help you to contact a suitable solicitor, if you do not already have one, or if you prefer you can use the advocacy service to arrange this.

Ward access and exit

Entrance and exit to the ward is monitored. We are required to do this to ensure patient, staff and visitor safety.

If you are an informal patient and wish to leave the ward please speak to a member of the nursing staff. There may be circumstances where the nurses believe it is not in your best interest to leave but they will always explain and discuss their reason with you.

If you are detained under the Mental Health Act you must have written authorisation from the consultant

in charge of your care before you may leave. There may be occasions where staff acting in your best interest will not allow you to leave but they will always discuss this with you and answer any questions you may have.

Observations

The staff need to ensure that you are safe and well throughout the day and night. We need to check on you at least once an hour.

At night we need to open your bedroom door and use a small night light to check that you are okay. We will be as quiet as possible and try not to disturb you as we are aware that you need to get quality sleep.

Assessment of needs

During your stay you will have a full assessment of needs. This means you will be able to talk through your mental health, physical health and social care needs including benefits and housing. We can help you to find support or information you might need about any aspect of your health or social care needs.

Going home

When it is time for you to be discharged from hospital we will arrange a Care Programme Approach (CPA) meeting with you, your carer and your care co-ordinator. In this meeting we will discuss what your care needs will be in the future and how we can help you access these. Your care needs may include housing, benefits and finding a day service that can continue to support you.

Your care co-ordinator from the community mental health team will meet with you on the ward as part of your discharge planning meeting and help you develop an individual care plan. This will be written down and you will be given a copy. This care plan forms part of your Care Programme Approach.

Visiting times

Family and friends are welcome to visit you on the ward at the following times:

Monday - Sunday
2.30pm - 5pm
6pm - 8pm

If your visitors are not able to come during normal visiting hours, please discuss this with the ward team and special arrangements can be made. Visitors are welcome to sit with you in the lounge. To maintain the privacy and dignity of all patients on the ward, visitors are not permitted in the bedrooms.

The ward may refuse a visitor entry if they feel that the visit is not in the best interest for you or if it is outside visiting hours.

If you would like children under the age of 16 to visit with an appropriate adult please contact the ward in advance and we can make our ward review room available to you. They will be required to use a separate entrance to the ward. This is to ensure the safety of all who visit.

Ward doctors and ward rounds

Amber Ward has one consultant psychiatrist and a team of ward doctors. They work from Monday to Friday, 9am - 5pm. We have ward rounds on Mondays and Thursdays. However, if needed, patients are seen by doctors 24 hours a day.

Your key nurse will let you know which day your ward round will be depending on which community mental health team you belong to. If your family wish to attend a ward round to discuss your treatment, please ask the ward administrator to arrange a meeting.

Protected therapeutic engagement time

This is a period each day when the nurses and other clinical staff spend therapeutic time directly with service users. No visitors are allowed on the ward during this time and no meetings take place. The ward clerk will take all messages and telephone calls during this time.

Monday - Friday
11am - 12pm
(including protected
meal times)



Smoking

All Oxford Health NHS Foundation Trust sites operate a smoke-free policy. This means smoking is not permitted anywhere in buildings or on grounds owned by the trust. For further information please talk to a member of staff or visit www.oxfordhealth.nhs.uk/about-us/smoke-free-policy/.

Laundry

Patients' laundry is to be washed by family and carers. Only in emergencies should a small amount of laundry be washed by the ward. All garments being taken to be washed and returned must be listed and given to staff.

Please don't forget to label all garments.

Day activities

During the day various activities are available. Some activities may be in groups, others may involve you working one-to-one with a member of staff. Your key nurse will go through a list of what is available to you.

These arrangements are individually planned and will be part of your overall care plan.



Confidentiality

Hospital staff must keep the details of your care confidential. However, they have a duty to share information related to your mental health with other members of the team looking after you. Information is passed among people involved in your care and treatment when you leave the hospital.

Privacy and dignity

During your stay on the ward you can expect to be treated with respect and dignity. Everyone needs some personal space and the ward staff will do their best to arrange this for you.

On Amber Ward there are two separate corridors, one corridor for male bedrooms and one corridor for female rooms, and all bedrooms are ensuite.

Religious and spiritual needs

We recognise that for many people their spiritual needs and religious beliefs are very important and can provide support during recovery.

You can ask your key nurse to put you in contact with a member of the chaplaincy team and you may also wish to maintain contact with your local faith community.

The chaplaincy team aims to provide spiritual care and to meet the religious needs of all patients.

Occupational therapy

After experiencing a mental health problem people may find it difficult to carry out everyday activities. This could be a variety of reasons, for example loss of motivation, lack of confidence or difficulty in managing feelings and emotions.

Occupational therapists (OTs) work with people of all ages to help them carry out activities that they need or want to do in their daily lives.

These activities may include:

- personal care
- cooking and shopping
- managing finance
- leisure activities
- health and fitness
- social inclusion

OTs encourage people to have a balance of activities including work and leisure activities.



Reminiscence room

A programme of occupational therapy activities is displayed on the ward. Activities available vary weekly and depend on patient preference.

Below is an example of some of the groups that may be available on your ward. These groups may be facilitated by other team members.

- therapy groups
- creative groups
- living skills
- social and leisure groups
- cognitive stimulation groups

Physiotherapists

Physiotherapists will assess your mobility within 72 hours of admission and implement a plan of care to support you to achieve your optimum level of functioning. This includes a programme of bespoke exercises.

Physiotherapists will also offer suggestions on how to move and handle people who have difficulty in walking or moving around.

Interpreter services

If you or your family do not speak English as your first language we can arrange for an interpreter to be present at important meetings. Please let your key worker know what language is required and we will arrange an interpreter.

It is important to remember that we need time to arrange an interpreter so please give us as much notice as possible.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please speak to the nurse in charge of the shift, the ward manager or ward matron who will be available to discuss any concerns you may have.

If you feel you are unable to speak to a member of staff, you can call the Patient Advice and Liaison Service on freephone 0800 328 7971.

Notes

Please use this page to note down anything useful.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

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यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本文本，请与我们联系

नेवत बुवातुं छिठ नानवती विनी दुमी बामा नां नवल हिंस चानीसी ठेहे उं विवथा वर दे मारुं पुहे

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقہ سے درکار ہوں تو براہ مہربانی ہم سے پوچھیں:-

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Older adult mental health services are provided by our Older People Directorate.

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