



Oxford Health
NHS Foundation Trust



Specialised Services

Wenric House

Welcome to Wenric House

Welcome to Wenric House

This leaflet aims to provide you with answers to the common questions that people ask when they arrive at an inpatient mental health ward.

Wenric House is a 22 bedded low secure forensic rehabilitation ward that provides ongoing care in conditions of low security. Our staff here aim to deliver comprehensive, multidisciplinary treatment and care for patients.

Our promise to you

We promise to treat you as an individual, taking into account of your values, feelings, beliefs, goals and skills. We will help you to recover from your illness and difficulties.

We will always treat you with dignity and respect.

Your care

You will be working with a team of healthcare professionals made up of psychiatrists, nurses, support workers, occupational therapists and psychologists.

We will work with you either individually or in a group both on the ward and in the community. We focus on treatment needs across seven main areas: mental health, physical health, addictive behaviours, risk, relationships, life goals and skills.

Your physical health is as important as your mental health and you will receive a physical health assessment, treatment and support. If you require any specialist assessment or treatment

you will be referred to appropriate services and supported by us to attend appointments.

Your clinical team

Your clinical team is made up of a number of health professionals and you may hear it referred to as the 'multi-disciplinary' team:

- **Key Nurse:** co-ordinates your care for the duration of your admission. They will collect and record information and work with you on your care plan.
- **Associate Nurse:** works closely with and acts in the absence of your key nurse. If you wish to change your key or associate nurse, this can be discussed with the ward manager or the charge nurse.
- **Allocated Nurse:** if your key or associate nurse is not on duty another nurse will carry out the care agreed in your care plan. You should be informed who your allocated nurse is either verbally or on the information board.
- **Responsible Clinician (RC):** a consultant psychiatrist who will take overall responsibility for your care. They will lead the team of doctors involved in your care.
- **Ward Manager:** responsible for running the ward and for dealing with any concerns that have not resolved by your key nurse. The ward manager is in charge of all the nursing and care staff on the ward.
- **Occupational Therapist:** they are responsible for running

therapeutic groups and skills needed for every day living. They work with you on a individual basis during weekdays.

- Psychologist: they use a range of different approaches, sometimes called 'talking based therapies' to help people explore and understand their thoughts, actions, feelings and emotions. They may work with you on either an individual or group basis.
- Care coordinator: usually one of the in-patient team nurses who will help co-ordinate your care on the ward.

Community Mental Health Team (CMHT)

This team is made up of community psychiatric nurses, occupational therapists social workers and other professionals. They are based in the community but also link to the inpatient ward to support you throughout your stay. When you are discharged your care will be planned and delivered by a member of the CMHT.

Your care coordinator will stay in touch with you and will be involved with you at review meetings. Let a staff member know if you would like your community care-coordinator to attend review meetings.

Clinical team meetings

The CMHT meet with you every four weeks. You are invited to take an active role in these meeting as they will inform future treatment plans.

Care programme approach (CPA)

Throughout your stay you will be involved in planned CPA meetings. This process is important to consider what your needs are and how they can best be met.

This meeting takes place every six months. You will also help contribute to your care plan, which contains important information about how your needs will be met.

Please see the trust's guide 'making the most of the care program approach'.

What to expect on arrival

You will be shown around, introduced to your team and other patients. We will make a note of any preferences you have.

The nursing staff will check through your personal belongings with you and will take away any items that they think are unsafe. These will be kept in a secure storage area for you.

Medication

Please tell a member of staff if you have been taking any medicines and hand any unused medicines that you have brought with you to one of the nurses.

We will organise a welcome meeting for you, your friends and your family within four weeks of being admitted to Wenric House.

Bedroom and communal areas

All bedrooms at Wenric House are individual with communal bathrooms and toilets. There is a shared main lounge on the ward in addition to other communal areas.

Please be aware there is a limit to how many belongings you can store in your room. You will be given a copy of the property policy which will guide you.

Being part of the ward community

Ward activities

Activities often forming part of your treatment and are on offer which may be in groups or on an individual basis with the psychologist, occupational therapist or nurse.

The ward has an activity room where individual sessions with a fitness instructor are available, and there are gym facilities for you to use.

Daily planning meeting

Each weekday begins with a daily planning meeting at 9.30am. This is to help plan your activities including leave for the day.

On Mondays there will be a longer community meeting in the dining room, lasting around 35 minutes. All patients and staff are expected to attend, unless patients are too unwell to engage and benefit from the meeting. The aim of the meeting is to discuss any important ward information and to discuss any issues or concerns related to the ward community. There

will be a chair and a secretary for the meeting, and these roles will rotate.

Wider community meeting

On the first Monday of the month we have a wider community meeting where you can raise any general issues which will be attended by staff:

- PALS representative
- Chaplaincy Department
- Independent advocate.

We value contributions from everyone so please don't hesitate to raise anything, with the support of staff if you need it.

Meals

You will be provided with all of your meals. Please speak to your key nurse if you have any dietary requirements including cultural needs so that they can inform from catering department.

Drinks are available 24 hours per day. As part of occupational therapy there will be cooking sessions, as we encourage you to cook your own meals too and a small budget is provided for this.



Meal times:

- Breakfast: 8am - 9am (weekends 8am - 9:30am)
- Lunch: 12pm - 12.30pm
- Dinner: 5pm - 5.30pm

Being part of the wider community

Part of the recovery process involves becoming connected or re-connected with the wider community. You may also develop or build on existing skills and confidence.

Many people have leave from the ward, and depending on which section of the Mental Health Act you are detained under.

You will need to get the consent from your consultant psychiatrist and possibly the Ministry of Justice before you can take leave from hospital.

When permission for this leave is given, it is very important that you stay within the conditions of your leave.

Safety on the ward

To assist us in the maintenance of everyone's safety, we have a list of items that we will not allow onto the ward.

- Alcohol
- Tobacco
- Illicit drugs – they will be removed,



disposed of and the police may be informed

- Jewellery and other valuables, or more money than you need for routine purchase
- Plastic bags
- Glass bottles and drink cans
- Smart phones – there are two phones on the ward for patient use
- Sharp objects such as knives, scissors, nail clippers or cutlery.

If you feel unsafe or you see anything that concerns you, please talk to a member of staff.

Searching

In order to maintain your safety and the safety of others staff will conduct searches. These will include personal 'pat down' searches, searches of your bedroom and searches of the ward.

We will ensure that any personal searches are carried out by a member of staff of the same gender, and we will ensure your privacy and dignity are respected.

Drug screening

You are not allowed to take illicit drugs, medication that is not prescribed or 'new psychoactive substances' (formerly known as 'legal highs') use alcohol when you are at Wenric House. We use random drug screening which involves giving a urine sample under the supervision of a member of staff.

Alarms

Staff wear alarms which when activated, sound throughout the ward. There is also regular testing of both these alarms and the fire alarms. The staff will explain these to you.

Smoking

All Oxford Health NHS Foundation Trust sites operate a smoke free policy. This is to protect the health of both staff and patients. Smoking is not permitted anywhere in a building, on escorted leave or on grounds owned by the trust. For further information please talk to a member of staff or visit www.oxfordhealth.nhs.uk/about-use/smoke-free-policy

A brand of e-cigarettes has been approved for use on the ward; these can be purchased from the shop on site. The staff will inform you of where on the ward it has agreed they can be used, and how to dispose of them.

If you wish to smoke tobacco products then you will need to leave the hospital grounds when you have unescorted leave from the hospital. We appreciate that not being able to smoke in hospital might be frustrating and we have a range of support available. We can discuss smoking cessation support, including nicotine replacement therapy.

Staying connected to important people

Telephones

You are able to keep a mobile phone in your room, once this has been agreed with your clinical team. The ward also has a

separate public telephone and a cordless telephone for you to use.

Important phone numbers for the ward are located towards the back of this booklet.



Visits from family and friends

Family and friends are important and we want to make it as easy as possible for you to remain in touch with them. We may also be able to help your friends and family in a practical way by offering a carers' assessment.

We encourage family and friends to visit you as soon as possible after you are admitted. Visits need to be pre-booked with the ward 24 hours in advance. There are some protected times when visits cannot take place. Please use the ward phone number at the back of this book to arrange your visit. If your visitors are not able to come during normal visiting hours, please discuss this with the ward team and special arrangement may be made.

If your visitors wants to look around the ward, then this can be arranged with ward staff.

Children will only be allowed in exceptional circumstances and only when previously agreed with the team, as special arrangements may need to be made. An accompanying adult must supervise children at all times.

Involving family and carers in your care

Those people you wish to be involved in your care can be

invited to clinical team meetings, to CPA meetings and can have contact with the team outside of these meetings if you and they wish to. Please speak to any member of the clinical team to arrange this.

Your friends, family and carers can also be involved in the service through the carers' forum and the carers' council. The carers' forum is a support group that meets every three months. There is generally a speaker and a topic along with some informal time where carers can gain support from facilitators and each other.

The carers' council meets every three months and offers family, friends and carers of forensic service users a chance to provide their feedback on their experience of our service. It is also an opportunity to be actively involved in shaping the care and services the trust provides.

More information for carers can be found in our leaflet entitled "information for families and carers".

Having your say

Patient council

At Wenric House there is a patient council forum and the ward will have a patient representative who will listen to any ideas you may have for improvement or activities both on and off the ward.

They will bring your ideas, thoughts and concerns to a monthly meeting which is attended by a senior staff member.

These meetings are helpful to take forward new ideas and resolve concerns. Feedback around progress is shared by the service users representative and staff in the community meeting.

If you are interested in being a patient representative, please speak to a member of the occupational therapy team.

Feedback

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 tell a member of the team, and we will try to resolve the problem straight away.

Alternatively, if you feel unable to speak to the team you can speak to the local Patient Advice and Liaison Service (PALS) link worker. Contact details are at the back of this leaflet.

Should you have positive feedback you wish to share you can do so directly with the clinical team, or through PALS or the advocacy service.

You can also provide feedback via I Want Great Care. Ask the team for a leaflet or for details of how to complete a feedback form online.

Confidentiality

Hospital staff must keep your details of care confidential. They also have a duty to share information related to your mental health with the team looking after you. On occasions it is necessary to share information with teams external to

the hospital. If we need to do this, then we will talk to you first.

Mental Health Act

If you are detained under a section of the Mental Health Act (1983), or some other relevant legislation, a member of the nursing team will give you a written and verbal explanation of your rights.

Most detained patients held under a section of the Mental Health Act have a right of appeal to the hospital managers and to a mental health review tribunal. A member of the nursing team will explain this to you when helping you to understand your rights.

If you would like the advice of a solicitor and do not already have one, a member of staff can provide you with a list of recommended law firms. Alternatively, if you prefer, you can use the advocacy service to help you arrange this.

Other support available to you

Advocates

Advocacy is a process of supporting and enabling people to:

- Express their views and concerns
- Access information and services
- Defend and promote their rights and responsibilities
- Explore choices and options.

An advocate is someone who provides advocacy support when you need it.

There is an organisation called seAp which can provide you with an advocate. The service they offer is independent, private and confidential service which is separate to the NHS. You can contact them via the details in the back of this leaflet.

Welfare benefits advice

If you need to apply for or need help to sort out your benefits, your named nurse can arrange for you to see someone who can discuss this with you.

Finance department

The hospital has a finance department for patients to keep their money in their own account. If you are receiving benefits then you can get these paid directly into your account.

Diversity

We recognise that you have individual needs and these might be associated with gender, religion, sexual orientation, or other needs. We will respect these and support you. Please speak to any member of the team about any needs you may have.

Spiritual and pastoral care

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

The spiritual and pastoral care team aims to provide spiritual

and pastoral care and to meet specific religious needs across the Oxford Clinic to patients, their carers and relatives and to staff.

When facing mental health difficulties there is often a need to question what is happening. Searching for the answers can put people in touch with the spiritual aspect of their life. Spiritual care offers people the space to explore this area, and is rooted in compassion.

Patients can meet with a chaplain for a one to one on the ward or can explore spirituality through one of the groups which are offered by the chaplains such as 'exploring your spiritual side'. We will not seek to influence you into one or other religious faith.

If you do not adhere to a specific religion or faith, this does not mean you cannot seek support from us. For some people religion can offer a way of finding a meaningful path to follow. Some people turn to the arts or to nature to find ways of connecting with the spiritual dimension of life. The team is in contact with the different religious organisations in the area and can make sure that particular religious needs are met during a stay in hospital, including access to holy texts.

Staff or patients can contact the chaplaincy office to make arrangements on 01865 902 760 or email spiritual.care@oxfordhealth.nhs.uk

Important Contact Details

Our address is:

Wenric House
Littlemore mental Health centre
Sandford Road
Littlemore
Oxford
OX4 4XN

Patient Public Telephone: 01865 902188
Patient Cordless Telephone: 01865 902732
Nursing office Telephone: 01865 902242

Patient Advice and Liaison Service (PALS)

Patient Advice and Liaison Service (PALS)
Oxford Health NHS Foundation Trust
Warneford Hospital
Warneford Lane
Oxford
OX3 7JX

Freephone: 0800 328 7971
Email: PALS@oxfordhealth.nhs.uk
Open Monday to Friday 9.30am to 4.30pm

Useful resources

Advocacy service (seAp)

Tel: 0330 440 9000

Email: info@seap.org.uk

Website: www.seap.org.uk



Care Quality Commission

The independent regulator of health and social care in England. Ensures health and social care services provide people with safe, effective, compassionate, high-quality care .

Tel: 03000 616161



Oxfordshire Mind

Local mental health charity.

Tel: 01865 263730

Website: www.oxfordshiremind.org.uk/



Rethink Mental Illness

Specialist mental health advice for carers on the Criminal Justice System and forensic units.

Website: www.rethink.org

Tel: 0300 5000 927



Carers Oxfordshire

Tel: 0345 050 7666

Website: www.carersoxfordshire.org.uk



Carers UK

General advice for carers on a range of subjects.

Website: www.carersuk.org

Tel: 0207 3784999



Please contact us if you would like the information in another language or different format.

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسويق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Contact us

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