



Older Adult Mental Health

Sandford Ward Carers Information Leaflet

Welcome to Sandford Ward

We are sorry to hear that your family member/ friend is unwell. We aim to do our best in supporting both them and you through this difficult time.

In this leaflet you will find some information about contacting and visiting the ward, things we would love to know more about, and additional support and information available to you.

You will be invited to a meeting in the next few weeks with the ward team where we will discuss how your family member/ friend is doing, and our plan going forward. Here we can answer any questions you may have.





Communicating with the Ward

You can contact the ward and speak to a nurse at any time if you have any questions or would like an update. We do ask, however, that you avoid telephoning during mealtimes.

Sandford Ward Nurses Station: 01865 902427

We also love to hear more about our patients' personalities, preferences and interests. This helps us to monitor how they are doing, adapt the way we care for them, and make sure we are offering activities that they enjoy.

Please let staff know how you think your family member/ friend is doing, and anything you think we should know about them. It is helpful for us to hear more about them!

Knowing Me

Included in your pack is a form called 'Knowing Me', which is one way we collect this kind of information.

When filling this out, please try to include as much detail as you can.

When telling us more about your family member/ friend, you could think about:

- How would you describe their personality in three adjectives?
- What do they enjoy doing during the day?
- What are they like when they are well?
- What would be a good outcome for their stay here?
- Who should be contacted about their care, in order of priority?

Visiting the Ward

Visitors are welcome to join patients in the lounge or if preferred we have some quieter spaces to spend time together. We do not have set visiting hours, however we do ask that visitors avoid meal times.

Breakfast: 7:30am – 10am
Lunch: 12 noon – 1pm
Dinner: 5pm – 6pm

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 establish an appropriate space for you to meet.

We understand that you may wish to bring treats or personal items on to the ward for your family member/friend. Please be aware that our rooms do not have secure storage, but we can store food items in our kitchen and valuables in our safe, which can both be accessed by asking a staff member.

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 the ward. There is a sheet in your carers pack with details of which items are prohibited.

Support for Carers

Whilst we care for your family member/ friend, we also want to make sure that you have all the support and information you need during this difficult time.

We have lots of information leaflets which cover a range of topics including:

- Information about the ward
- Different mental health conditions
- Dementia
- Support for carers
- Patient advice and liaison
- Making complaints
- Advocacy
- Activities and support in the community

Some of these can be found in the leaflet racks on your right hand side as you enter the ward. The rest are stored in our carers resource pack.

We have dedicated staff who can talk you through these leaflets and the support available to you. These are our Carer Champions.

Carer champions are marked on the staff photoboard with a sticker on their photo. You can also ask any member of staff, who can tell you who our Carer Champions are.

If you would like to hear more about the support and information available to you, you are welcome to come and speak with us.

Numbers to call

If you are worried about your loved one, please call the ward and we will try to answer any questions you have.

If you are struggling at home and need support there are organisations in Oxfordshire that you can call or look up online.

Samaritans– provide emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.

Call 116 123 at any time.

Age UK– provide support, advice and assistance for older people.

Call 0800 678 1602 or visit www.ageuk.org.uk

Oxfordshire Mind- mental health and wellbeing support.

Call 01865 247788 or visit www.oxfordshire-mind.org.uk

Phone Friends Oxfordshire– a confidential telephone befriending service for people who would benefit from a free, friendly chat.

Call 01295 234 850 to refer yourself or someone you know.

Carers Oxfordshire- offer information, advice and support to adults caring for adults in Oxfordshire.

Call 0345 050 7666 or email carersoxfordshire@oxfordshire.gov.uk.

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 بتنسيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** 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.

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