



Older Adult Mental Health

# Welcome to Sandford Ward

## Welcome to Sandford Ward

This welcome leaflet provides information that we hope will support your stay in Sandford ward. It has been designed to make sure you know what to expect while you are here. The leaflet provides information about the ward, the staff and some of the activities that will be available to you. It also offers help with the practicalities of life on Sandford ward.

We recommend that you spend time going through this leaflet with a family member or friend. Alternatively, please ask any member of the nursing team to go through the leaflet with you, they can answer any questions or queries that you may have.

Further information and leaflets are available throughout the ward and at the reception of the Fulbrook centre.



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## Who are we?

Sandford ward is an inpatient ward which assesses and treats males over the age of 65 who are experiencing severe mental health and living with dementia. The ward has 14 individual bedrooms.

We aim to give our patients the best possible care on a 24-hour basis through individual care and treatment, working both with patients and carers to promote your recovery.

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

## Useful contact details

**Sandford Ward Phone number** – 01865 902427

The **ward manager** is: Paul Mccann

The **modern matron** is: Laura Parsons

Your **consultant psychiatrist** is: Dr Lilian Hickey

## What to expect on arrival

When you arrive you will be welcomed by a member of the nursing team and will be shown around the ward to help you settle in.

The nurse will check through your personal belongings with you and will safely store any items which may be unsafe or restricted (please see a list on page 7). Items such as razors and toiletries can be stored in a box allocated to your bedroom which will be kept in the ward store room. Please hand in any unused medications you have brought with you to one of the nurses.

You will also 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 levels 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 may 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

\*You may also like to bring any small photos or keepsakes to help you feel more comfortable during your stay. \*

Please remember to label all items. If you have not staff can help you with this.

If you did not have time to pack everything you needed before coming into hospital, please speak to one of the nurses who will be able to help you with some of these items until someone is able to bring in your own belongings.



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 secure storage.

Oxford Health NHS Foundation Trust 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 to be brought onto 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
-  Expensive jewellery and other valuables or more money than you need for routine purchases
-  Electrical items including televisions, stereo systems and computer equipment
-  \*Mobile phones are allowed on Sandford ward, for recommendations on their use and privacy considerations please speak to a member of nursing staff. \*

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

Items can either be kept in the ward safe or you can ask a member of your family or a friend to keep the items safe for you at home.

We are not able to store large sums of money on the ward, the money will either need to be sent to the welfare office at Warneford Hospital or you can ask a member of your family or a friend to look after it for you.



## 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 your 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.

Your relative/carer may be entitled to a carers assessment. Your primary nurse can give them further information about this if they have not already had an assessment. For more information, please see the Guide to a Carer's Assessment leaflet.

## Daily ward information

### Ward access and exit

You may have noticed that entrance and exit to the ward is monitored. This is part of our duty of care to ensure patient, staff and visitor safety.

If you are an informal patient wishing to leave the ward, please discuss with a member of staff that would like to take leave. There may be circumstances where the nurses believe it may not be in your best interest to leave the ward but they will always explain and discuss their reasons with you.

If you are detained under the Mental Health Act you must have written authorisation from the consultant psychiatrist 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. For more information, see the Detained Patients and Leave leaflet.



## 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.

## Observations

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

At night we will need to open your door and use a small night light to check 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. For more information, take a look at the Supportive Observations leaflet.

### Meals

Please speak to your primary nurse if you have any particular dietary requirements such as vegetarian, diabetic, coeliac or halal. These meals can be ordered from the catering department.

Food will be served during the following times:

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

Hot & cold drinks, biscuits & fruit are available throughout the day & 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 on time. If you do miss a meal an alternative can be arranged.

We recommend that visitors do not enter the ward during these times so that staff are free to be with patients. However, if you would like to share a meal with your family member or friend, please speak to a member of staff so that this can be introduced into your care plan.



## Protected therapeutic engagement time

This is a period twice a week when the nurses and other clinical staff spend therapeutic time with their patients. We do not accept visitors onto the ward during these times and we avoid planning meetings to ensure everyone can attend the groups on offer.

Our protected times are:

**Tuesday and Friday  
9am-11am**

## Visiting times

We do not have set visiting hours, however we do ask that visitors avoid protected therapeutic time and meal times.

Visitors are welcome to join patients in the lounge or if preferred we have some quieter spaces to spend time together.

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.

### Laundry

All patient laundry is washed on the ward unless family or carers notify the ward that they wish to take your clothing home to wash.

Please don't forget to label all of your garments so that we can return them to you.

### Smoking

All Oxford Health NHS Foundation Trust sites operate a smoke-free policy. This means smoking is not permitted anywhere in the building or on grounds owned by the trust.

Please speak to a doctor or your primary nurse who can support you with receiving nicotine replacement therapy. For further information, please speak to a member of staff or visit [www.oxfordhealth.nhs.uk/about-us/smoke-free-policy/](http://www.oxfordhealth.nhs.uk/about-us/smoke-free-policy/).



## Privacy and Dignity

During your stay you can expect to be treated with respect and dignity. Staff will do their best to ensure that you feel these needs are met at all times.

## Confidentiality

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 and any other medical or mental health professionals looking after you. Information is passed among people involved with your care and treatments when you are admitted and when you leave hospital. For more information, see the Confidentiality: Information for Carers leaflet.

## Religious and Spiritual Needs

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

The hospital chaplain can visit the ward on request. If you would like to be in contact with a member of the chaplaincy team to request a visit, please ask a member of staff who will contact them on your behalf.

## Sandford Ward staff

You will come into contact with a number of staff during your stay including nurses, your consultant psychiatrist, a team of ward doctors, clinical psychologists, occupational therapists, activity coordinators, social workers, pharmacists and members of the community mental health team.

Photographs of staff members are displayed on the ward.

All members of the multi-disciplinary team meet every Monday morning for ward round. Patients and family members are asked if they have any concerns or questions for staff to discuss during ward round.

## Staff information

### Primary nurse

Your primary nurse will be responsible for coordinating your care on the ward during your stay. They will also collect and record information in your electronic medical notes and work with you on your care plans. When your primary nurse is unavailable you will be assigned an allocated nurse. The name of your daily allocated nurse will be displayed on a white board by the nurse's station.

## **Modern matron**

The modern matron is responsible for ensuring that care is provided to consistently high standards and that the environment in which you are cared for meets acceptable standards.

## **Ward manager**

The ward manager is responsible for running the ward and for dealing with any concerns that have not been addressed by your primary nurse. The ward manager is responsible for all staff who work on the ward.

## **Deputy ward manager**

The deputy ward manager supports the ward manager and modern matron in improvement and innovation work and leading the multi-disciplinary team. They have a key role in supporting staff to provide high quality patient care.

## **Staff nurse**

The staff nurses coordinate the ward and work with allocated patients on a one-to-one basis to support them with their care needs and develop care plans as necessary.

## **Healthcare assistants**

Healthcare assistants will support you to meet your day-to-day needs on the ward. They will work closely with nurses and other staff to support your stay in hospital.

### **Consultant psychiatrist**

Your consultant psychiatrist is the most senior doctor on the ward, with overall responsibility for your care. They lead on important decisions about your treatment and discharge.

### **Ward doctors**

There are doctors available to see people 24 hours a day. The ward doctors support the consultant psychiatrist with your care.

### **Psychologists**

A clinical psychologist and assistant psychologist work on the ward to support staff and patients. They complete psychological and neuropsychological assessments. They also run groups and offer one to one sessions when needed. The clinical psychologist works with the multi-disciplinary team to create person-centred care plans including evidence-based psychological approaches and treatments. They also work with families.



## Occupational Therapists

Occupational Therapists (OT's) work with patients engaging in meaningful occupations for wellbeing and recovery, increasing independence and confidence in activities of daily living.

These may include:

- Personal care
- Cooking & shopping
- Managing finance
- Leisure activities
- Health & fitness
- Social inclusion

Occupational therapists see people individually and in therapeutic groups on the ward. Encouraging a balance of work and leisure activities and working with families and carers. Occupational therapy rehabilitation includes working in the community and in a person's home environment.

## Pharmacist

The Pharmacist will support the team to provide the most effective medical treatment for you and can provide you and your family with information about your prescribed medication.

### Physiotherapists

Physiotherapists at the Fulbrook Centre have both mental health and physical health training, providing them with expert knowledge of mental health conditions combined with specialised skills in the assessment and treatment of physical problems. This enables the Physiotherapists to understand and address the impact that your physical health may be having on your mental wellbeing.

The Physiotherapy team on Sandford Ward provide an initial assessment for all patients following admission to the ward, in order to determine whether individuals may need support to mobilise safely. Following this, the team continue to work with patients both in groups and on an individual basis using a range of approaches, and are supported by Technical Instructors.

There is a gym on site where patients can work with instructors to create a programme tailored to individual abilities and goals. Sessions with the Physiotherapy team may also include relaxation, Tai Chi and walking.

The Physiotherapy team can provide support for individuals with musculoskeletal and neurological problems, including rehabilitation following injury, balance and posture work and management of long term conditions. They also support individuals with falls prevention programmes and provide guidance to staff from other disciplines.

## Ward Activities

Sandford Ward offers a weekly activity programme which is displayed in the lounge. Activities vary week to week and often depend on the time of year and patient preferences and abilities. Our activity coordinator can develop individual activities suited to each patient and their own needs.

Some of the groups may include:

- Reminiscence groups
- Creative groups
- Themed activities
- Team games
- Sensory groups
- Cooking activities
- Gardening



We also have monthly cooked breakfast clubs, pie & chip suppers and themed meals. The ward has a toiletry shop, open Monday mornings, which has basic toiletries you may need, charged at cost price.



### 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 you regular support. It will often be helpful for us to talk to them as they will know and understand your needs.

We also have regular social events which relatives, carers and friends are welcome to join us for; these may include pie & chip suppers, barbeques, bingo and beetle drive afternoons. Family and friends are also welcome to join our weekly patient involvement meetings where we discuss ward news.

We also host 'Sandford Friends' meetings twice a year. During the meeting we discuss the ward and its environment and how it can be improved.



## Going Home

When it is time for you to be discharged from hospital we will arrange a Care Programme Approach (CPA) meeting with yourself, your care coordinator and anyone else you would like to be involved with your care. 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 coordinator 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.

For more information about care plans, care coordinators and Care Programme Approach meetings please look at the Care Programme Approach (CPA) leaflet.

## 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 meetings. Please let your primary nurse know what language they speak and we will arrange an interpreter.

## 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 or the ward manager.

If you feel unable to speak to a member of staff on the ward you can call the Patient Advice and Liaison Service (PALS) on Freephone 0800 328797 or have a look at the PALS leaflet.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق 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.

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