# Conference to transform care for patients with eating disorders - Oxford  Health NHS Foundation Trust

**Highfield Unit Brochure**





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**Introduction**

The Highfield Unit Oxford is an NHS unit run by of Oxford Health NHS Foundation Trust. The unit provides inpatient treatment for 18 young people aged between 11 and 18. The unit also offers a day patient service for up to four young people. Some of these young people may have been in-patients who have progressed to day patients; others may be admitted as day patients. We offer an environment where young people may be assessed and treated for mental health problems.

# Most of the young people who are admitted to the Highfield Unit Oxford come from Oxfordshire, Buckinghamshire, or Wiltshire, although some come from further afield. We aim to achieve a balance between keeping your stay in hospital as short as possible, while ensuring you make the fullest possible recovery. Although we must treat some young people against their wishes under the Mental Health Act, we endeavour to involve you and your family in all aspects of treatment and to gain your full consent. During your stay on the unit there will be a team of people who will work closely with you to offer you the most effective treatment based on evidence-based practice.

# Your arrival

# You may have met some of the members of the Highfield team at your assessment. Following this visit, if you have any questions before you come to the unit you may contact the nurses on 01865 902901.

# There is a portable phone available for patients to call out on or for families to call in on to speak to their child. The number is 01865 902795.

# When you first arrive on the unit, you will be introduced to your allocated nurse for that day. They will be one of the nurses who work on the unit. You will be informed who your primary nurse and who will be your family link HCA (Health Care Assistant) and individual HCA. They will arrange to see you in due course. You will be shown around the unit and introduced to the other young people and staff. Your Link Worker will also make contact with you and your family within the first week.

**Who’s who at the Highfield?**

# There are many staff who work at the Highfield Unit Oxford and who can be involved in providing your treatment programme, depending on your needs. The team includes the following people:

# Consultant Psychiatrists, Junior Medical Staff; Specialist Registrars (ST4-6), Senior House Officers (CT2-3), Modern Matron, Staff Grade Medics/Speciality Doctors, Nurses, Healthcare Assistants, Psychologists, Social Worker, Family Therapist, Teachers, Occupational Therapists, and a Dietitian.

# Your Case Team

# Consultant:

# Link Worker:

# Primary Nurse:

# Care Assistant (family link):

Care Assistant (Individual):

# Key Teacher/Occupational Therapist:

Additional Team Members (Family therapist/Psychologist, social worker):

**Contact with the Modern Matron and Consultant**

You may ask to meet with your Consultant or Sarah Firth, Modern Matron, at any point during your admission. Your parents can call the office manager on **01865 902711**.

# Confidentiality

# It is the Highfield policy to keep your parents or carers informed of all important issues to do with your treatment. If you do not wish your parents to be informed of all aspects of your care you will need to discuss this with your case team.

# We will also tell your referring GP and local Community Mental Health Team how you are progressing in treatment. Other than this all information is treated confidentially within the Highfield team. We will only disclose information about you to other people outside the unit with your permission (or your parents’ if you are under 16)

# The exception to this is if we feel that you, or any child you tell us about, are at serious risk of harm from others. We are then obliged to inform Social and Health Care (previously Social Services). However, we will discuss this with you before we must inform them. There are also certain circumstances when we may need to share information with other agencies; for example, if you have committed a criminal act or are taking drugs on the unit, we may need to involve the police.

**Case Team structure and roles explained**

**Link Worker**

* Leads on young person’s overall care pathway at Highfield Unit
* Feeds back at ward round/round table
* Chairs and arranges CPA meetings
* Links with community teams
* Has weekly meetings/contact with the family
* Meets young person for individual sessions
* Arranges leave with the family

**Primary Nurse**

* Leads on relevant 1:1 work with young person
* Updates the care plan
* Supports leave planning

**Family Healthcare Assistant**

* Checking in with the family weekly to see how leave went and to give family feedback on how the young person has been on ward (e.g., attending structure, doing group work, managing meals etc).
* Listening to any concerns / advice / feedback parents have and passing onto case team.
* Booking supported meals in if required.
* Joins link worker for family meetings and/or family therapy (these are written in ward diary).

**1:1 Healthcare Assistant**

* Supporting primary nurse with any relevant 1:1 work occurring (e.g., supporting exposure work, skills work and development, regular grounds walks, snacks, exercise/sensory programmes etc).

**General case team roles**

* All case team are responsible for completing a leave safety plan sheet each week after link worker has arranged/confirmed leave with the family.
* All case team are responsible for gaining information from both young person and parents regarding strategies/techniques that can upset or deescalate a young person and feedback to the primary nurse to be added to the care plan. (e.g., loud noises and horror movies are triggers, listening to music and using stress ball deescalates).
* Any of the case team can request case team meetings.
* From the beginning of admission there will be open lines of communication; this will be with a young person/family and case team members.

**Your treatment**

**Nursing care**

Nursing is the main form of treatment you will receive at the Highfield. The nurses will work closely with you to help you understand some of your difficulties and help you to think about how to make changes. The day-to-day activities and structure of the unit allow the nurses to make a good assessment of your needs and offer opportunities for you to try out new ways of doing things. This is not always easy and often requires hard work from you. The nurses will support you and your family throughout this process.

Although, at times due to ward acuity the family link HCA may not be able to meet their role, but we will try and ensure all information is relayed to the family in good time.

**Individual work and therapy**

This is talking one-to-one with a nurse or sometimes with another member of staff, such as a Psychologist or Social Worker. This one-to-one time provides you with the opportunity to reflect on and make sense of the issues that are important to you. Anything you say in your individual work will normally be kept private from your parents unless there are issues of safety (see “confidentiality”).

# Family Work

# An important part of your treatment involves meeting fortnightly (unless agreed otherwise) with your parents, carers /or other members of your family. These sessions will be supported by your Link Worker and a nurse from your care team.

# It is important that all family members of carers develop a greater understanding of your difficulties and needs so that they may be able to better support you during and after your admission. Sometimes young people can find attending these sessions difficult however staff are here to support you to manage to still attend these sessions.

# Sometimes family members/carers will meet with your link worker without you being present; this is also important to allow time to reflect on how things are for them and how to best move forward and support the young person as best as they are able to. As a family unit we understand the difficulties that parents or carers experience when their child is admitted to an adolescent unit and are committed to offering parents and siblings’ advice and support around aspects of your treatment. We actively encourage regular contact with family members, and time at home, and believe that families play a crucial role in promoting recovery.

# Our trained nursing staff provide ‘frontline’ support, and it is anticipated that parents will feed back to them how the weekend has gone so that the care team can offer the most appropriate support and advice. Weekly written feedback may also be requested to complete during leave; your link worker will talk to you about this if felt useful.

#

The unit is a training hospital with students from a range of disciplines. Your permission will be sought prior to students attending family sessions or other meetings but we do appreciate allowing learners to be involved in as many learning opportunities as possible.

**Medical**

The Highfield Unit Oxford’s psychiatric team consists of two consultant psychiatrists, senior trainees (ST4-6), staff grade/Speciality Doctor and junior doctors (CT2-3). This medical team will provide evidence-based clinical treatment including psychopharmacology for various conditions including major psychosis, schizophrenia, bipolar disorder, obsessive compulsive disorder, anxiety disorders and depression. The medical team or psychiatrists will oversee the treatment plans for all patients, working with the multidisciplinary team daily and in the weekly ward reviews.

The psychiatrists will be available to meet with all young people and families to ensure the delivery of the most effective and safe treatment possible.

Young people are always able to ask to meet with a doctor if they feel this is needed.

**Clinical psychology**

You or your family may meet with a clinical psychologist. The clinical psychologist is often involved in contributing to your assessment while at the Highfield. The assessment information can help the team to reach a diagnosis of your difficulties. The assessment is also used to formulate an understanding of what is happening for you and what intervention, therapy or psychoeducation is personally best for you. Your time with a clinical psychologist is confidential. However, you will often be encouraged to share information with some family members, where this will support your treatment. Information will also be shared with the team where necessary. An assistant psychologist will sometimes be involved in the assessment, formulation, and intervention process.

**Family therapy**

Family therapy at the Highfield Unit Oxford can give patients and their family members the opportunity to talk together, developing ideas around the support they each need, and the support they can give to each other. We think that talking with a family about their relationships and patterns of behaviour can help them develop and strengthen skills they already have, as well as helping our team to understand what else we may need to do to help.

At the Highfield Unit Oxford, we sometimes use a one-way screen, as this means we can invite other members of a young person’s care team to observe a session without being in the room with us. They can help our thinking in the session by joining us part way through to share their ideas.

**Social work**

Our social worker works with families and young people experiencing a range of social difficulties and is in close liaison with Children’s Social Service’s Teams.

The social worker offers carers’ assessments. These carers’ assessments aim to identify strengths and difficulties within the young person’s carer system and consider how these can be addressed to best support the young person in their treatment.

**Occupational Therapy**

At the Highfield Unit we have 2 Occupational therapists, one of which will be allocated to you during your admission. Occupational therapy aims to help young people establish a balance of purposeful activities that allow for creative, physical, and social development.

They will work closely with the teaching and nursing staff, through group activities and the ward timetable.

Occupational Therapists can adapt an activity to make it manageable for you and can problem solve with you to overcome obstacles.

The structure of the unit and range of group work activities provide many opportunities for you to develop your life skills, equipping you for life beyond the unit. We ask young people to engage in opportunities to participate in the group activities on the unit, though we recognise that this can bring challenges. The emphasis is on what young people can get out of an activity rather than necessarily being brilliant at it.

Engagement in groups is also essential for us to be able to get a clear picture of your skills and can lead to benefits for future planning and in terms of your being better understood. Other benefits you may get from being with others in groups include socialising, working together towards a group goal, creating something unique and generally gaining confidence in your peer group.

#

# In the holiday periods, Occupational Therapists, along with the nurses, continue to provide a unit programme of purposeful activity for young people.

**Individual work**

Occupational therapists also work with young people individually to assess how you manage and your skills to cope in each area of your life. They may then work with you to develop the skills that will help you achieve your goals. This assessment work might also be useful to promote others’ understanding of your needs or to help you to adapt to your future environment.

**Physiotherapy**

At the Highfield Unit we have 2 physios that visit a several times per week. The physio team can assess individuals for specific support e.g., specific musculo-skeletal difficulties and advice on healthy physical activity. The physiotherapists work closely with the OT/Nursing team to ensure that sessions are tailored to your needs. The Highfield Unit has its own gym with qualified staff to support.

**School**

# During term time, all young people at the Highfield are expected to continue learning. This is true whether you are still in school, in the sixth form or taking further education qualifications at college or becoming engaged in the world of work and training. We think that learning is a lifelong process and more importantly, it is part of your treatment here.

Shortly after you are admitted, you will meet your Key Teacher. Together, you will work out what sort of timetable will best meet your needs, taking into account what you may be studying at your home school, what your interests are and how much learning time you can manage. Your Key Teacher will link with your own school, college, or training provider and together they will agree how you can most effectively continue learning and avoid falling too far behind while you are an in-patient. Throughout the course of your stay, your Key Teacher will meet with you at least weekly so you can discuss how things are going. He or she will be part of your care team and will also go to CPA meetings to report on how you are getting on. The Key Teacher will also link up with your parents or carers and professionals who may be involved in your work or learning, like careers advisers or work experience placement supervisors.

The learning day runs from 10.00am – 3.30pm daily, with an extended day once a week when an additional session provides a chance to see a careers adviser, use the music studio or simply to catch up on some coursework or homework.

Your learning timetable at the Highfield is a personal one: it will change week by week to reflect how able you are to learn, to work with others and to take part in various activities on and off site. The five teachers and two teaching assistants employed by the Oxfordshire Hospital School can support your studies in most subjects, but sometimes you may learn online (for some languages, for example) or we may try to find specialist teachers for subjects. You may be taught on your own, in pairs or as part of a group. If you have public exams like GCSEs or A levels coming up, then these can be taken at the Highfield Unit.

In addition to these subject-based sessions, you will opt into various groups usually including at least one physical activity a week as your health permits (e.g., PE, swimming, gym or climbing) and at least one creative group (e.g., music, art, drama, pottery). There are other options such as cooking, gardening, and critical thinking. There is usually a weekly trip off site to places of interest in or close to Oxford. As your needs, interests and capabilities change, you may well want to talk to your Key Teacher about which groups you are part of. Teachers and occupational therapists tend to run many of these groups together.

As you approach discharge, your Key Teacher and your case team will plan carefully with you for reintegrating into your own school, college, or workplace. Whenever possible, you will be able to benefit from supported visits back and experience a gradually increasing timetable. If you are not in education, employment, or training, then teaching staff and Occupational Therapists will work closely with you to help you think about what you might want to achieve in the next stage of your life, support you in preparing for that and link with community workers to start making that happen

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# Group work

# Part of your treatment takes place in groups. If you are under 16 a teacher will advise you of the groups, you will be expected to attend throughout your stay. If you are over 16 an occupational therapist will meet with you following your admission to find out what your hobbies and interests are and how we can support your plans for work or within education. As you will see from the timetable there are a few groups on the Unit, and it is important that you attend these. They offer you a chance to talk about your worries and to hear the concerns of other young people. Through groups you can learn that many people have similar problems and together you can help each other to overcome them. Your team will help you to find out what groups may be beneficial to attend.

**Skills group**

These groups give young people coping skills to help manage stressful situations, difficult relationships, and to help cope with strong emotions.

**Expressive groups**

# These give you an opportunity to express yourself in different ways. (e.g., Music, art group).

**Talking groups**

# The emphasis of these groups is on supporting each other, discovering that other people have similar problems and that you are not alone.

**Eating disorders groups (Cognitive Behavioural Therapy)**

This group is for young people who have an eating disorder. The group will cover themes such as psychoeducation, motivation for change and CBT formulations which will help you gain an understanding of your eating disorder.

**Community meetings**

These happen on the unit each day and are an important opportunity for all the young people and staff to get together. There is a morning meeting at 9.45 am and “Sundown” meeting at 9 pm which you will be expected to attend.

# The morning meeting provides a formal start to the day, whereas the evening meeting is a less formal opportunity to reflect on the main part of the day.

# The aim is to:

# discuss any important information that affects the unit atmosphere.

# discuss any concerns or issues related to the unit.

# provide a place where young people and staff can find out what is happening on the unit.

# allow you to express how you are feeling and share this with the group.

# work together to resolve problems related to the unit.

**User involvement**

We try and consult all young people about decisions that are made at the Highfield Unit Oxford. We do this through several forums:

# Patient’s Forums

These are held every month. There are opportunities for young people to discuss possible improvements that could be made to the Unit.

Two senior members of the multidisciplinary team attend.

1. **Staff Interviews:**

Young people are part of the staff recruitment process. During interviews young people show the candidates around and then can ask the candidates questions. The young people then feedback to staff about their feelings regarding the interviewee.

1. **Your Treatment**

Your care team will ensure that you and your needs and views remain at the centre of decisions made about your care.

We ask that during your admission you regularly complete feedback so you can support us to make improvements.

**Highfield Unit Programme**

**Highfield young person timetable**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DAY/TIME** | **8:30-9am** | **9:45 – 10am** | **10-11am** | **11-12pm** | **12-12:15** | **12:15-12:45** | **12:45-1:15pm** | **1:15-3pm** | **3:00-3:30pm** | **3:30-4pm** | **4:30-5pm** | **5-6pm** | **6-6:30pm** | **6:30-7:30pm** | **8:30 – 9pm** | **9pm** |
| **Monday** | **Breakfast**  |       MORNINGMEETING(lounge) | School / Therapy slot | Free time | **Lunch** | Free time | School / Therapy slot | **Break** | **HUG 3:45-4:30pm** | Free time | **Dinner** | Free time | **Break** | Sundown meeting(lounge) |
| **Tuesday** | **Breakfast** | MORNINGMEETING(lounge) | **DBT Skills Group** | School / Therapy slot | Free time | **Lunch** | Free time | School / Therapy slot | **Break** | **Community** **Skills** **Group** | Free time | **Dinner** | Free time | **Break** | Sundown meeting(lounge) |
| **Wednesday** | **Breakfast** | MORNINGMEETING(lounge) | School / Therapy slot | Free time | **Lunch** | Free time | School / Therapy slot | **Break** | **EDP Group3:30-4:25pm** | Free time | **Dinner** | Free time | **Break** | Sundown meeting(lounge) |
| **Thursday** | **Breakfast** | MORNING MEETING(lounge) | School / Therapy slot  | Free time | **Lunch** | Free time | School / Therapy slot | **Break** | **DBT Skills Group3:30-4:30pm** | Free time | **Dinner** | Music Evening group | **Break** | Sundown meeting(lounge) |
| **EDP ROUND TABLEIndividual slots from 10.00-12.00pm**(conference room) |
| **Friday** | **Breakfast** | MORNING MEETING(lounge) | School / Therapy slot | Free time | **Lunch** | Free time | School / Therapy slot | **Break** | **Wind-down Group****3:30-4:30pm** | Free time | **Dinner** | Free time | **Break** | Sundown meeting(lounge) |
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| **Weekends: The OT Team alternate weekends and will be offering 1:1 slots and groups.** |

 **Nursing staff working over the weekends offer activities and garden time according to requests from the young people, availability of staff and current safety of the unit.**

 **Bed times: 21:30 Bedtime for Under 13’s**

**22:00 Lights out for Under 13’s**

**22:30 Bedtime for over 13’s**

**23:00 Lights out for over 13’s.**

**Mental Health Advocacy at Highfield**

An Independent Mental HealthAdvocate (IMHA) visits the Highfield fortnightly (virtually or in person) to offer a free and confidential mental health advocacy service. If you would like to know the times/dates for visits, please speak to one of the nurses who can confirm this for you.

Mental health advocates are there to ensure people’s views, wishes and concerns about their care and treatment are heard and respected. Information on rights under the Mental Health Act is also provided.

If you would like to see an IMHA, or talk on the phone, at any time, these are our contact details: A Parents information leaflet is also available to explain the service.

SEAP Oxford Office: 01865 728981. Monday- Friday,

Email: oxford.office@seap.org.uk

**Your stay at the Highfield Unit Oxford**

**Your Bedroom**

All young people will have a bedroom of their own with an ensuite shower room. There is also a bathroom with a bath for young people to use if they prefer.

It is highly likely during your admission that you will need to move bedrooms. We will try and inform you of this however this may not always be possible. Please can you support staff with this as required to ensure the safety of all young people on the unit and is not negotiable.

Apart from certain restricted items, you may choose what you have in your bedroom if you are safe and responsible with these items. Please do **not** bring too many personal items with you. Housekeepers will clean your bedroom, but you will be expected to keep your room, clothes, personal items, and bed tidy yourself. Staff will be able to help you with this if necessary. You are not allowed to bring your own televisions or computers onto the unit.

There are lockers for each young person to keep belongings in.

Your room will be locked when you are on leave. All rooms can be locked from the inside but are accessible to the nurses who hold master keys. This is only necessary if there is an emergency.

# Young people are not allowed into each other’s bedrooms but there are lounges and common rooms on the unit where you can meet with others in your free time. You can watch TV, listen to music, read, play computer games, etc.

Carers and family members are also not allowed in the bedroom areas unless specifically agreed by the team at the Highfield Unit for a specific task. There are meeting rooms for families and young people.

There is also a high dependency area on the unit which you may be admitted to if you are not able to manage yourself safely within the main part of the ward. Your admission to this area will be for as short a period as possible and reviewed regularly by the multidisciplinary team.

Once agreed by your case team you will be allowed out for walks in the hospital grounds with staff or family. We make every effort to ensure safety within the hospital grounds and cautions needs to be exercised all the time.

# Mealtimes

Breakfast 08:30 – 09:00

Lunch 12:15 – 12:45 Afternoon Break 16:00 – 16:20

Evening Meal 18:00 – 18:30 Evening Break 20:30 – 20:50

**Families are asked to not call the unit during these times, unless in an emergency, as mealtimes should be a protected time for young people to engage with peers and staff.**

# You will have a choice of a meat, vegetarian, or vegan meals. If there are any foods that you can’t eat or you need a special diet, the dietician and nursing staff will help to formulate a meal plan with you that, as far as possible, will meet your needs.

Meals are protected time at the Highfield and young people are expected to attend, however if a young person is unable to attend a meal, for example due to an appointment then food and drink is available 24-hours a day. If the dining room is locked, a member of the nursing team can unlock it for you. On admission it is important that you let staff know if you have any allergies e.g., nuts, penicillin etc. This will be included in your care plan and necessary precautions set in place.

Young people who are admitted for help with an eating disorder will follow the eating disorder programme (a separate leaflet describing this programme is available).

# Property

# When you arrive on the unit, a member of staff will help you unpack. Any restricted items will be removed for safekeeping. All electrical items like stereos or computer games must be handed to the nurses so that the hospital electrician can check them before you use them. Do not bring any items of value onto the unit. This includes laptops. Any valuables brought onto the unit will be the responsibility of the individual and the unit cannot take responsibility for their safety. We advise that along with several sets of clothes, young people bring a coat and a set of shoes for outdoor activities.

Your belongings will also be checked on return from leave.

# Banned items

# For reasons of safety, the following items are not allowed.

# Cameras

# All types of sharp implements, including scissors, knives, and razor blades

# Medication unless deposited in the Highfield Medication store and prescribed by the medical team.

# Alcohol or drugs

# Solvents and aerosols,

# Lighters and other smoking materials

# Inappropriate reading material, videos, or DVDs

# Plastic bags

# Laptops, iPads, tablets, and kindles

# Mobile phones or any device with internet connection or a camera is not allowed. *Young people can have a basic mobile to make or receive* calls however these. must not be used in school, at mealtimes, meetings, or group activities.

**Restricted items – these can be stored in the young people’s lockers**

* Electric items with cables such as hair straighteners, dryers, phone, and DVD chargers**.**
* Hair dye
* Food and drink
* Nail polish and hair remover

Internet and e -mail access in school is available but contingent on you signing a form to say that you will not access inappropriate sites.

# If you cannot behave safely with an item that is not restricted the nurses may exercise their discretion by confiscating this item and returning it to your parents or carers.

# This includes using a mobile phone in an inappropriate way

We ask that parents/carers support us in managing this on the unit.

# Pocket money

# Whilst you are an inpatient on the unit you will not need money; all food and drinks are provided. However, if you do wish to hold a small sum of money please discuss with staff and it can be locked in the safe and accessed whenever you need this. Do not bring large sums of money onto the unit as we are unable to store this. All money will be kept in the unit safe as per trust policy.

**Smoking**

# The unit is a no smoking unit. We offer practical advice to anyone wishing to give up smoking. If young people need support with giving up a member of their team will undertake an assessment with them to decide which treatment or support would be the most suitable for them. Young people will be asked to hand in any smoking materials on admission and following leave. Parents or carers are requested not to bring in any smoking materials.

**Mobile Phones**

When you are admitted as an inpatient or outpatient at the Highfield Unit, you will only be able to use a mobile phone that does not have a camera and does not have access to the internet (e.g. not a smart phone).

There are several reasons for this decision. Firstly, having cameras on the ward presents a serious risk to other young people and staff; photos taken can be used and uploaded on the internet long after a young person is discharged.

Secondly, at a time when you are very vulnerable, having unlimited, unsupported access to the internet can be very stressful; we know from what young people tell us how many of them have found themselves in difficulty with online activity, either through bullying or inappropriate relationships or accessing unhelpful sites. If you have experienced situations like this and would like to discuss them or ways to keep yourself safe online, do speak to a member of your case team.

Finally, when feeling unwell and are drawn to being self-isolative, devices which encourage you to spend time alone, in your rooms, rather than in social areas and engaging are detrimental to treatment.

We are aware that social media is very important to most people and therefore you can have access to chrome books for specific periods during the day to access your social media accounts and to maintain contact with family and friends.

You can use your phone after the therapeutic day, in your free time. This will be outside of mealtimes, school, meetings, therapy sessions, key working sessions, groups, and other therapeutic activities.

Phones will be charged in the nursing office.

Instance of mobile phones being used irresponsibly will result in having access to the phone reviewed.

You can use your phones on visits if you hand this back to your carer/family members.

If you are not able to access a mobile phone that does not connect to the internet, please speak with staff who may have some spare phones they could allow you to use for the duration of the admission.

# Fire procedure

# On admission, you and your family will be shown the procedure to follow if the fire alarms are activated. In the event of the fire alarms ringing, the nursing staff will lead the evacuation process to ensure that all young people are safe. You should not stop to collect any personal belongings on the way.

# You should always respond to an alarm. Any tampering with the fire detection system will be taken very seriously.

**Gym**

There is a small gym on the unit. Prior to using this you will need to have an assessment of your physical health to ensure you are well enough to use the equipment. An individualised programme will be developed for you with support from a trained member of staff or the physiotherapy team. If young people are able and wish to use the gym, then they will need a set of appropriate sports clothes and footwear.

**Overnight leave**

During your stay all your overnight leave will be arranged with your link worker and your case team.

# Post

# Post is delivered to the unit each morning (except Sundays and Bank Holidays). You may send post out from the unit and this is collected in the morning.

# The postal address of the Unit is:

# Highfield Unit Oxford

# Warneford Hospital

# Warneford Lane,

# Headington,

# Oxford

# OX3 7JX

**COVID-19**

We are sure you will understand there have been adjustments needed during this period that aim to keep all the patients, visitors, and staff safe.

These guidelines change in response to the current national and local risks and government guidelines and our team will meet with you, email or call to update you during the admission if needed.

Our current process is for all patients to have an LFT on admission to the ward. If this is negative, then they can join peers on the main ward however if it is positive OR a young person has any COVID symptoms then we will require a PCR test and you will be asked to isolate until this result is returned.

We currently will not be regularly testing YP on the ward nor ask you to LFT for visits or for a young person on return from leave however as you are aware guidelines regularly change so please speak to your link worker for the most up to date information.

We encourage YP to use their own bathrooms and to maintain good hand hygiene. Social distancing is encouraged.

**Visitors**

We know that regular visits are important, so we have created a booking system to allow all young people to access visits from family.

Parents can book in for a visit by calling the reception **01865 902711.**

The visiting slots are:

* Weekdays 16:30 – 18:00 or 18:30 – 20:00
* Weekends 14:00 – 16:00 or 16:00 – 18:00

We ask you to book in a maximum of 3 sessions per week to ensure that all young people can access these visits with family and carers. Please discuss with case team about visits from siblings. You are currently able to visit with both parents if you are from the same household. Extended family and friends are not able to visit unless specifically agreed by your case team.

We understand that this is a difficult time and staff are here to support you and ensure that the whole ward is kept safe. If you wish to discuss this further, please consult with your link worker.

# Local accommodation for family and visitors

|  |  |  |
| --- | --- | --- |
| **B&Bs** | **Address** | **Telephone Number** |
| Newton House B&B | 82-84 Abingdon Rd, OX1 4PL | 01865 240561 |
| Red Mullions Guest House | 23 London Rd, Headington, OX3 7RE | 01865 742741 |
| The Dialhouse Guest House | 25 London Rd, Headington, OX3 7RE | 01865 425100 |
| Heather House | 192 Iffley Rd, OX4 1SD | 01865 249757 |
| Claddagh B&B | 112 The Slade, Headington, OX3 7DX | 01865 751641 |

# Local travel information

Bus routes that come to the Warneford Hospital from Oxford City centre:

* 4
* 4A
* 4B
* 4C

The bus stop in the Oxford City centre next to St Aldates church and Oxford – STOP G1.

Reduced bus service on Sundays.

<http://city.oxfordbus.co.uk/timetables-fares/>

There are the following Taxi companies:

* Royal Cars 01865 777333
* 001 Taxis 01865 240000
* Oxford City Cars 01865 703030
* ABC Radio Taxis 01865 242424

# Contact with family and guardians

# There is a strong expectation that all young people will have weekend leave once they have settled into the ward and been assessed as safe to access this. There are very few exceptions to this. At times, young people experience difficulties in their family relationships and may not wish to go home. However, staff will support you as much as possible if this is the case. While you are on the unit you are under the care of the nursing staff and other members of the team. However, your parents will continue to have parental responsibility for you and as such will be invited to all CPAs and kept informed of your progress and welfare.

In the case of young people with eating disorders, weekend leave will not take place until you are physically well enough, or you and your parents are able to cope with meals at home (see separate programme).

**Living together and feeling safe**

To live together successfully and create a comfortable and therapeutic place young people need to know what the rules are and what is expected of them. We have a set of community expectations and unit rules to oversee the smooth running of this unit. These rules and expectations help everyone to feel safe and supported.

# Unit rules

# No physical violence to other people or property.

# No threatening behaviour.

# No behaviour that may put the safety of others at risk.

# No intoxicating substances (drugs, alcohol, etc.) can be consumed or brought on to the unit.

# No weapons (knives or other sharp items) can be brought to, or kept in, the unit.

# No intimate contact or sexual behaviour involving patients or their visitors while they are attending the unit.

# We have close links with the local police. If felt appropriate, consultation or police intervention may be considered if the above rules are broken.

**Individual Safety**

# For each young person there is also a Risk Assessment and Care Plan, held in the Nursing Office, which nurses and other professionals regularly refer to. Wherever possible, we will involve you in formulating your Care Plan.

**Staying safe on the ward**

Oxford Health has a zero-tolerance approach to unwanted behaviour across its services to both patients and staff.

Unwanted behaviour would be taken very seriously that includes:

* Harassment and targeted behaviour
* Ostracising from the peer group
* Bullying behaviour
* Exploitation
* Sexual advances or abuse

**What to do if you are being bullied**

Bullying is considered a one off or repeated behaviour which is intended to hurt someone either emotionally or physically. It can sometimes be targeted at someone due to their race, religion, sexual orientation, gender, disability, or appearance.

Bullying can include physical assault, teasing, making threats, name calling, abusive texts and cyber bullying.

Bullying can occur anywhere and anytime.

Even if you think the behaviour was ‘minimal’, unwanted behaviours affect us all differently. Tell someone, a trusted adult or member of staff. On speaking to staff members your initial conversation will not be shared immediately with the peer or staff member unless you consent to this.

If you wish to escalate your concerns further, then please ask to meet with the Clinical Nurse lead, Modern Matron or PALs.

**Observations**

Once admitted to the Highfield Unit Oxford, you will be placed on nursing observations which will be tailored to your individual needs. Observations might be perceived as quite invasive and as such, we will endeavour to place you on the lowest observation level possible without compromising safety or treatment.

Below, we explain the different types of observations levels and how or why they are reviewed. If you have any additional questions, please ask a member of the nursing staff or your link worker.

# General observations

# General observations can also be called Level 1 observations. Staff must see, assess presentation, and assure safety every 30 minutes, including overnight, and report what they have observed to the nurse in charge.

# Intermittent observations

# Intermittent observations, or Level 2 observations, can be carried out at different intervals (from every 20 minutes to every 10 minutes), or even a mix of intervals (e.g., at every 15 minutes during the day and 10 minutes at night).

# Staff must see, assess presentation, and assure safety at least once during the specified period, and report any concerns to the nurse in charge.

# Constant observations

# Constant observations can be carried out in two ways: within eyesight or at arm’s reach:

# Level 3, constant and within eyesight, observations

# Staff must be able to always see the young person, including if using the bathroom, unless agreed and specified by case team.

# Level 4, constant and within arm’s, reach observations

# Staff must be able to always reach the young person, including if using the bathroom, unless agreed and specified by care team.

# On both level 3 and level 4, if the young person uses the bathroom, staff will ensure that a member of the same sex is available, and if required, swap with another member of staff. Additionally, staff should try to give as much privacy as possible by using a curtain or screen, using a towel to enable the young person to cover him or herself.

# To have a bath or shower, the young person will be given the opportunity to do so in their underwear, again to promote their dignity

# During family meetings or visits, a member of the nursing staff is still required to conduct observations, unless agreed by the multidisciplinary or care team; again, and if possible, staff will give as much privacy as possible by enabling the visit or meeting to occur in a room with windows or a glass door panel.

# During the night, staff ensure that when the young people are asleep their breathing and movement are observed.

**Unit expectations**

# You need to have consideration and respect for other patients and their treatment programmes.

# You need to attend all unit groups and timetabled activities.

# You need to attend all meals.

# If you feel distressed or feel like hurting yourself, you should approach your allocated nurse on shift; and if your allocated nurse is unavailable, you should tell another member of staff at once.

# If you hurt yourself or act in a way that compromises your safety, we will need to inform your parents.

# If at any point you reveal to staff you have experienced abuse or neglect, this information will be shared with the unit social worker or named safeguarding lead for the ward, who is employed by Health & Social Care (formerly Social Services). This information may be shared with Child Protection Services in the area where you live.

# All young people are expected to have time at home at the weekends. Staff will support you with this if you find it difficult.

# If you deliberately damage hospital property, then we will consider involving the police and discuss with your family how you repay or repair the damage.

# You should behave sensibly and safely whenever you are out such as trips with staff.

# Your rights

Young people admitted to the unit can expect to be kept informed of their care and treatment in a way that is appropriate to their age and level of understanding. Young people have the right to:

* Child-centred care.
* Be looked after appropriately without discrimination.
* Develop their full potential.
* Be involved as appropriate in decision-making.
* Receive support and information in reaching decisions.
* Express their opinions without fear.
* Receive support and information in reaching decisions.
* Confidentiality (see section on Confidentiality).

**Translation Services**

If English is not your family’s first language, then a translation service is available for this brochure and for meetings with your care team. Please ask a member of staff for further details.

# Religion

# There is a Church of England service held every Sunday in the hospital chapel. The hospital chaplain or other religious leaders can also make visits as required. Please speak with your allocated nurse regarding your needs.

# Complaints or suggestions

# Our aim is to provide care and treatment that is helpful and supportive to you.

# If at any time you have a problem or suggestion to make about your treatment then please discuss with your primary nurse, consultant, or link worker. Alternatively, please contact Sarah Firth, Modern Matron to arrange time to discuss your concerns.

# Any member of staff can provide you with a complaints brochure if needed.

# Contact details for PALS:

# Telephone 0800 328 7971

# Email PALS@oxfordhealth.nhs.uk

# Fax 01865 738566

# PALS opening hours: Monday – Friday 09:30 – 16:30

# Highfield Unit development fund

# The Highfield Unit Oxford has a small charitable fund which aims to:

# Improve facilities for patients such as school equipment or extra furnishings

# Contribute towards specialist training for staff

# Support activities/creative projects for young people to attend over holiday periods

# If you or your family wish to make a donation or you have a suggestion for ways of using the fund, then please contact Dr James (Consultant Psychiatrist) or Sarah Firth (Modern Matron).

**Terminology**

* CPA – Care Plan Approach. These are regular meetings with the patient, family, and care team.
* Link worker. This is a team member who co-ordinates liaison within your care team and locality CAMHS, alongside you and your family.
* Link worker: Team member who coordinates liaison within your care team and locality CAMHS alongside you and your family.

# OxeHealth

# OxeHealth is a monitoring device installed in your room to help keep you safe without interrupting you. All patients admitted to a mental health inpatient unit must be observed every half hour or every 15 minutes to ensure their safety, 24 hours a day, seven days a week. Staff can do this either by doing observations in person or using the system camera-sensors when you are in your room.

# This means, staff must either go to your bedroom and make sure that you are safe, or staff can check your health, wellbeing and safety using the system camera-sensor without going into your bedroom. The camera-sensors also provides readings of your pulse and breathing rate without staff having to touch you.

# The system is an important part of the care that you will receive on the Highfield Unit. You can ask not to have this and to be monitored in person instead. You can also ask to change your mind for the use of the system: this would not affect your care.

# Admission Photo

During the admission process the nursing or administration staff will take a photograph of you using the ward digital tablet or camera. The photograph will be front facing, head and shoulder image taken in front of a blank wall. The photograph will be uploaded onto your electronic clinical record and will be deleted from the digital tablet or camera.

# Contact details

# Highfield Unit

Warneford Hospital

Roosevelt Drive

Headington

Oxfordshire

OX3 7JX

# Reception and Administration Team

# Telephone 01865 902711

# Email Highfield.Unit@oxfordhealth.nhs.uk

# Fax 01865 337413

# Nursing Team

# Telephone 01865 902901 (09:00-17:00)

# 01865 902945 (out-of-hours)

# Portable phone 01865 902795 (for patients)

# Lead Nurses 01865 902575

The nurses do their best to answer calls in the office but please be patient as they are often out on the ward with the young people rather than in the nursing office.

# School

# Telephone 01865 902525

Other Wards

* Allen 01865 902600
* Vaughan Thomas 01865 902992
* Wintle 01865 902481
* Cotswold House 01865 902571
* Ashurst 01865 902300
* Ketamine Clinic 01865 902522

All the above information was accurate at the time of writing but is subject to review by the Highfield Unit Team.

Senior Team

*Dr Anthony James, Consultant Adolescent Psychiatrist*

Dr Anthony James has been Consultant Child and Adolescent Psychiatrist at the Highfield Unit for over 25 years. Dr James qualified at St Bartholomew’s Hospital London, undertook postgraduate medical training at St Bartholomew’s Hospital and specialist training in child and adolescent psychiatry at the Maudsley and Bethlem Hospitals. He has qualified in child psychotherapy and family therapy. His research work includes ADHD, psychopharmacology, epidemiology, psychosis using MRI, DTI and MEG, the care system, OCD, bipolar disorder, anxiety, and depression. He has helped set up the DBT service.

*Sarah Firth, Modern Matron*

Sarah Firth has been Modern Matron of the Highfield since 2009. She trained as a mental health nurse at Oxford Brookes University and has extensive clinical experience of child and adolescent services. As Modern Matron, she manages both the multidisciplinary team and the nursing team. She has an active clinical role and ensures high standards of care are maintained for young people and their families.