



**Oxford Health**  
NHS Foundation Trust



**Older Adult Mental Health**

# **Sandford Ward Carers Information Leaflet**

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# 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 7:30am - 9am, 12:00pm - 1:00pm and 5:00pm - 6:00pm.

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.

There is a "knowing me" form which the nursing staff will give you to complete so we can know more about your loved one.

## Visiting the Ward

We only have one visiting room on the ward, so visits do need to be booked in advance.

The ward has set visiting times of: 11am, 1pm, 2pm, 3pm, 4pm, 6pm and 7pm.

Please contact the ward on the above number to book a visiting slot.

Each slot is an hour long however if you are travelling a long distance or there are any special circumstances, please discuss with a member of the nursing team so we can see how we can accommodate your visit

Due to the nature of the ward, under 18s are generally not able to visit.

However, we understand the importance of family contact and how this plays an important part in patient recovery.

Therefore, if you would like children 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.

When visiting the ward, please hand over anything you have brought in to a member of staff so it can be checked and labelled.

## **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 invite family members and carers to join us for our regular social food and drink events.

There are posters on the ward with details of these, and you will also receive email invites.

We also 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.

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

There is a carers noticeboard in the interview room, where you will be able to see details of our Carer Champions.

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](http://www.ageuk.org.uk)

**Oxfordshire Mind** mental health and wellbeing support.

Call 01865 247788 or visit [www.oxfordshire-mind.org.uk](http://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](mailto:carersoxfordshire@oxfordshire.gov.uk).

# Accessibility

An accessible version of this leaflet can be found on our website: [www.oxfordhealth.nhs.uk/leaflets](http://www.oxfordhealth.nhs.uk/leaflets)

## Get in touch

Address      Oxford Health NHS Foundation Trust  
Trust Headquarters  
Littlemore Mental Health Centre  
Sandford Road, Oxford OX4 4XN

Phone        01865 901 000

Email        [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Website      [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

## Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone        0800 328 7971

Email        [PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

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Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: **[www.oxfordhealth.charity](http://www.oxfordhealth.charity)**