

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.

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 noutro idioma ou num formato diferente.

Contact us

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Specialised Services

Forensic Services

Welcome to Woodlands House

A guide for patients and their families.

2024-25 edition

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Ward Contact Details

Address:

Woodlands House
Bierton Road
Aylesbury
Buckinghamshire
HP20 1EG

Patient Telephone: 01865 901565

Nursing Office Telephone: 01865 901073

Useful support organisations

Here are some other organisations which may be able to offer advice and support to you, your family or friends.

Oxfordshire Mind

Telephone: 01865 263730

Website: www.oxfordshiremind.org.uk/



Buckinghamshire Mind

Telephone: 01494 463364

Website: www.bucksmind.org.uk



Rethink Mental Illness

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

Website: www.rethink.org

Telephone: 0300 5000 927



Carers Oxfordshire

Telephone: 0345 050 7666

Website: www.carersoxfordshire.org.uk



Carers Bucks

Telephone: 0300 777 2722

Website: www.carersbucks.org



Carers UK

General advice for carers on a range of subjects.

Website: www.carersuk.org

Telephone: 0207 3784999



Feedback about the service

We aim to provide you with a high quality service at all times. If you have any concerns, complaints or comments please tell a member of the team, and we will try to resolve the problem straight away.

Other ways of giving feedback are:

- Speaking to the Patient Advice and Liaison Service (PALS).
- Seeing an independent advocate from POhWER.
- Completing an I Want Great Care (IWGC) survey.

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

Advocacy service - POhWER

PO Box 14043
Birmingham, B6 9BL

Telephone: 0300 200 0082

Email: oxfordshireadvocacyhub@pohwer.net

Website: www.pohwer.net



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.

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone: 03000 616161



Welcome to Woodlands House

This leaflet aims to provide answers to the common questions that people ask about spending time on an inpatient mental health ward. If there is anything you are unsure about, or isn't covered here, please ask a member of the staff team.

The ward

Woodlands House is a 20 bedded low secure forensic mental health ward. It is a stand alone unit situated adjacent to the Whiteleaf Mental Health Centre in Aylesbury. Woodlands House has a focus on rehabilitation and supporting patients towards greater independence in the community.

What to expect on arrival

You will be shown around, introduced to the staff team and other patients.

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



Medication

Staff must be told about any medicines you are taking, and all unused medicines that have been brought to the ward need to be handed over to staff. Any medication you need will be given to you by nursing staff.

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.



The Thames Valley Forensic Service

The Thames Valley Forensic Service provides both low and medium secure inpatient services for men and women.

We have four medium secure wards for men whose needs relate to their mental health, two in Oxford and two in Milton Keynes and one medium secure ward for men with specific needs relating to learning disabilities and autism in Oxford. We also have two low secure wards for men, one in Oxford and one in Aylesbury as well as two low secure female wards on our Oxford site.

In addition to this we have a pre-discharge unit site for both men and women in Oxford. This is an open ward and is an important resource in helping people on their journey through our services and back to the community. Our community teams are also available to support you throughout your stay and help you plan your future back in the community.

All our services are staffed by full multi-disciplinary teams including nurses, doctors, psychologists, social workers and occupational therapists, and supported by a variety of other professional colleagues including adult education, allied health professionals, and fitness instructors.

Your care is planned in collaboration with all of these professionals with a recovery approach to mental health treatment and care in mind. We would also like to also engage with carers, families and social networks with your permission.

Welcome Meeting

We aim to organise a Welcome Meeting for you, your family and any other close friends within the first few weeks of admission.

This is an opportunity for everyone to meet staff and ask questions. Please ask your key nurse about this if it doesn't happen.

Spiritual and pastoral care

We recognise that for many people their spiritual needs and religious beliefs are very important.

The spiritual and pastoral care team are available to support patients and patients can request to meet with a chaplain.

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.

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.

Telephone: 01865 902 760

Email: spiritual.care@oxfordhealth.nhs.uk



Other available support

Finance department

While you are in hospital you can keep your money safely in an account with the finance department. If you are receiving benefits then you can get these paid directly into your account. Speak to staff about how to arrange this.



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 PowHr 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 then the ward social worker can support you with this.

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.

Introducing 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.

Use this page to write down the names of the various members of the team, to help you remember. Alternatively ask a member of staff to give you the names of the people in the team.

Ward Manager:

Key Nurse:

Other Nursing staff:

Consultant/Responsible Clinician (RC):

Occupational Therapists:

Psychologist:

Social Worker:

Other members of staff you may meet:

The next two pages explain the role of all these different members of the team.

The role of each member of the team

Members of the Clinical Team work together to care for the mental and physical wellbeing of the patient with the aim of reducing risk and supporting their recovery and independence. The team is made up of a number of health professionals and you may hear it referred to as the 'multi-disciplinary' team (MDT).

The **Responsible Clinician (RC)** is a consultant psychiatrist who takes overall responsibility for care and prescribes and monitors medication.

The **Key Nurse** is a registered mental health nurse responsible for co-ordinating the patient's care on the ward for the duration of their stay. They may also be known as a care coordinator.



Nurses and **Support Workers/Health Care Assistants** are involved in the day to day care and treatment of the patients. Nurses give prescribed medication and carry out regular observation of patients, maintain a safe and positive environment on the ward and offer practical, emotional and social support to patients.

The **Ward Manager** runs the ward and works with the other professionals to ensure any concerns are dealt with. They are in charge of all the ward's nursing and care staff. The **Modern Matron** is responsible for ensuring the quality of nursing care on the ward.

The **Occupational Therapist** focuses on life skills and runs therapeutic groups. They will also work with the patient on an individual basis to engage in meaningful activities; such as cooking, work skills, self-care and hobbies.

Involving family and friends in your care

We sometimes refer to your family and friends as "carers" - because they are the people who care about you, and for you. It can be really helpful to have some family members or close friends involved in your care. It can give your care team a better understanding of your needs, help you feel less isolated and mean that your family and friends are better able to support you in the future.

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.

Giving consent to share information

We must have your consent before sharing any information about you with a family member or friend. It may be that you are happy for staff to let family know how you are doing day to day, but not more detailed information about your treatment. Please talk to staff about this.

Support for family and friends

Your friends, family and carers can also access advice and support from the service through the support meetings which we organise. These are usually online but we also hope to organise some in person meetings.

More information for families and friends can be found in our information booklet entitled "Information for Families, Friends and Carers". Please ask a member of staff if you want a copy of this to be passed to anybody who is close to you.



Staying connected with family & friends

Family and friends are important so 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 through offering access to support or a more formal Carers' Assessment.



Telephones

Please note that smart phones and phones with cameras are not permitted on the ward. The ward also has a telephone for you to use. The number for this phone is on page 2 of this booklet.

Visits from family and friends

We encourage family and friends to visit you as soon as possible after you are admitted. Anyone who wishes to visit you must be on an "Approved Visitors List", agreed by both you and the Clinical Team. All visits need to be pre-booked with the ward 24 hours in advance. There are some protected times when visits cannot take place. 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.

It is not possible for family members to go onto the ward as access to the ward is carefully restricted to reduce risk and protect the privacy and dignity of all our patients.

Children will only be allowed to visit 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.

The **Psychologist** uses a range of approaches, sometimes called 'talking therapies'. They help a person explore and understand strengths and difficulties, including thoughts, feelings and actions, relationships, risk and protective factors, with the aim of enabling the person to make changes. They may work with the individual, in a group, or involving family members and other significant people in a person's life.

The **Ward Based Social Worker** will support a patient's social care needs and rights, including help with any welfare benefits they may be entitled to claim. They will support with any housing issues that need to be resolved before discharge. They will also support patients in re-connecting with any family members if they choose to, and maintain contact with the local community team, so that they can be involved in planning discharge from hospital when the time comes.

The ward has a variety of other workers including **Activity Coordinators, Physical Health Instructors, a Dietician, Speech and Language Therapist** etc.

Peer Support Workers will also be joining some teams in early 2023. These are specialist support workers who have had their own experience of using services as a patient, and have recovered and want to use their experiences to help others.

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.

Working together towards recovery

During your stay with us we will work with you to decide what the aims for treatment are and how the service can best support you with your longer term goals. We will also consider your ongoing support needs.

Everybody has a different journey

Each person who uses our service will move through it in a different way. Some people are with us for a short time before being discharged to another service, supported accommodation or independent living. Others will move between different wards within our service over a number of years.



Whatever your journey, your clinical team are here to work with you to get the best possible outcomes for you.



Working with the team

During your admission you will have the opportunity to meet with and work with a variety of different professionals. These people will all work with you in different ways, but will be working to the same goals.

Getting involved in the service

The Thames Valley Forensic Mental Health Service is committed to having more involvement of patients in the running of the service. This is because it is really valuable to learn from the expertise that a person gains from having first hand experience of using our service.

There are lots of ways to get involved and the first step is to play an active part in things like the daily planning meeting and community meetings on your ward.

Some patients are involved in things like interviewing for new staff and we are also developing roles for Peer Support Workers. These are members of staff who once used a service like this and who now want to support others who are going through a similar experience.



The Patient Rep and Patient Council

Each ward has a Patient Rep. This is a paid role for a patient who will take responsibility for listening to any ideas patients may have for improvement or activities and will feed this back to the ward Senior Team.

The Patient Rep also attends the Wider Patient Council, which is a meeting for the Reps from all the wards across the service.

If you are interested in being a Patient Rep please speak to a member of the Occupational Therapy team.

Being part of the wider community

Leave

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

Many people have leave from the ward. You will need to get the consent from your consultant psychiatrist and possibly the Ministry of Justice before you can take leave from hospital. How leave is organised, and what leave a person is given, will depend on what Section of the Mental Health Act they are detained under.

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

Forensic Recovery College

The Recovery College offers a range of courses that are open to both patients and staff. There are a number of benefits of getting involved in the Recovery College.

- Safe space to ask questions about your own health.
- Look after our own wellbeing.
- Support other students in their recovery.
- Opportunity for a different level of interaction between patients and staff, as everyone is a student.
- It helps to build therapeutic relationship between both groups (Patients/staff)



The Clinical Team Meeting (CTM)

Your Clinical Team meet together regularly to discuss how your care and treatment is progressing. It is important that you also are involved in these meetings and attend so you can listen to the team but also give your ideas and views on what is going well and what you need additional help with.



As a service we are working towards supporting patients to take a more active role in their CTMs, so please speak to a member of staff if you feel there is anything that can be done to make it easier for you to join in.

The Care Programme Approach (CPA)

You will probably have heard of CPA and may already have a CPA care plan.

A CPA meeting happens less frequently than a CTM and is about reviewing your longer term needs and making sure there is a plan to ensure they are met.

It is also important that if at all possible your family and any close friends who support you are involved in your CPA meetings.

The meeting takes place every six months, and will help us to build your care plans to ensure they are relevant and meaningful to you.

Please see the trust's guide 'Making the most of the care program approach' for more information.

The ward and its facilities

Bedrooms

All bedrooms at Woodlands House are individual with en-suite toilets and showers. There is also access to bathrooms with baths. 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.

Communal rooms

There is a shared main lounge on the ward which has a TV and pool table. In addition to this there is also a separate quiet lounge which also has a TV.

Laundry

There is a laundry room available to use. Patients are expected to manage their own laundry. However staff are there to support you if needed.



Drug screening

You are not allowed to take illicit drugs, medication that is not prescribed or 'new psychoactive substances' (formerly known as 'legal highs'), nor use alcohol while you are an inpatient. 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.

One brand of e-cigarettes has been approved for use in the service. Only this brand may be used, as it is considered the most safe option available. Please ask staff for information about where these can be bought. The staff will also inform you of where on the ward 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.

Safety on the ward

It is important that the ward is a safe space for everyone - patients, staff and visitors. If you feel unsafe or you see anything that concerns you, please talk to a member of staff.



Banned items

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

- 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
- Sharp objects such as knives, scissors, nail clippers or cutlery

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.

Kitchen

There is unrestricted access to the patient kitchen and hot and cold drinks are available. The only limitations of this are when the kitchen is being used for cooking sessions at which times the kitchen will not be freely accessible.



Drinks will still be made available at these times. There are lockable cupboards one for each patient, so food can be stored securely. Cooking slots are facilitated following assessment by our Occupational Therapy team.

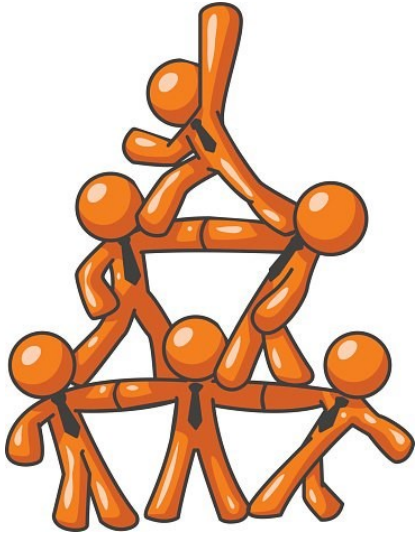
Garden

There is a ward garden accessible from the main lounge. There are protected garden access times, however the garden is accessible if requested and discussed with the nurse in charge. This will also be dependent on other activities and plans on the ward. Protected garden times are 9.30 - 09.45am, 1.00 - 1.25pm, 7.00 - 7.30pm and 10.15 - 10.30pm.

Other facilities

There is a small gym on the ward and an activity room where a variety of different activities take place. These include art, IT access, games. There are small side rooms which are often used for 1:1 time with staff or psychology sessions.





The ward community & routines

Each inpatient ward is a community made up of patients and staff, and it is important that everyone is actively involved in the day to day routine of the ward.

By participating fully in the life of the ward you will build positive relationships with the staff and peers, and you will get more out of your time on the ward.

Daily planning & community meetings

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

On Fridays there is a Community Meeting at 12:30pm. 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 information that may affect the ward and to discuss any issues or concerns related to the ward community.



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 the catering department.



Meal times

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

As part of Occupational Therapy there will be cooking sessions, and we encourage you to cook your own meals too and a small budget is provided for this.

Drinks

There is a beverage point on the ward where hot water is available throughout the day. You will be provided with a supply of tea, coffee and sugar.

Ward activities

Activities form part of your treatment and are offered both in groups and on an individual basis.

These activities may be organised by the ward Activities Coordinator, Occupational Therapist or other members of the team.

The ward has a Physical Fitness Instructor and they organise regular fitness activities including access to gym equipment.

