

Advocacy Service:

An independent professional advocate visits the acute unit and this service is available to you. Your named nurse is also your advocate.

Community Meetings:

Service user and staff meetings are held weekly and all service users are invited to attend.

Service User Rating of Effectiveness (SURE):

We will ask you to complete our SURE survey on our services during your stay as we value your opinion.

Car Parking Charge:

Service users who leave their cars in the hospital car park are subject to a daily charge.

Bus Service:

There is a bus to Tralee town centre from the main hospital entrance at quarter to the hour, every hour during daytime business hours.

Interpreter Service:

is available for non-English speaking service users, ask your named nurse for help.

Your Privacy and Confidentiality:

Personal information about your care is held safely on the ward. Only members of the multidisciplinary team and other professionals involved in your care will have access to this information.

Fire Procedure:

Please carry out instructions from the nurse in charge.

Alcoholics Anonymous Meetings (AA):

are held weekly.

Activities/Group Work with Clinical Nurse Specialist (CNS):

You will be prescribed activities / group work to promote your recovery at your multidisciplinary team meeting.

Occupational Therapy (OT):

You will be prescribed activities/group work to promote your recovery at your multidisciplinary team meeting.

Special Observation Levels:

If you are placed under 'Special Observation Levels' you will be nursed under the 'General and Special Observation Policy' with a special care plan (Ask your nurse and multidisciplinary team for details).

Hospital Policies:

The actions of staff are determined by policy documents which outlines a principle that governs activity and which individuals are expected to follow. These policies follow the recommendations of the Mental Health Commission. The policies are kept in a folder on the ward and also on the computer. Ask the multidisciplinary team to see the policies.

Structured Protected One-to-One Therapeutic Time:

is typically 20 - 30 minutes in duration. This one-to-one time is spent with your named nurse. Staff use charts and scales to assist you in dealing with your needs. Any questions / concerns you may have please discuss with your named nurse at this time or anytime during the day.

Closing Dormitory Doors:

We have a policy of closing dormitory doors during the day at certain times to help your recovery and sleep pattern.

Chiropody Services/Hairdresser: available on request.**Service User's Information:**

We have a display cabinet containing lots of information which you can access on request.

Unit Information Booklet:

This contains further information for service users. It is available on request from your multidisciplinary team. This leaflet provides an overview of the information you may require during your hospital stay.

If you have any questions:

Ask your nurse and multidisciplinary team for any assistance / information you may require.

Information for the Family on the Admission of a Relative**Visiting Hours:**

We actively encourage visits and try to be as accommodating as possible. The following visiting hours are required to facilitate service user's treatment plan:- 12.30pm - 2.30pm and 7.00pm - 8.30pm.

Protected Therapeutic Time:

Time allocated for therapeutic activities with staff, from 3.00pm - 4.30pm.

What personal belongings does the service user need for hospital stay?

Please ensure that the service user has the following items on admission: slippers, night clothing, glasses (if applicable), towels, etc.

What personal belongings does the service user not need for hospital stay?

Mobile phone, large sums of money, valuables, medications, alcohol, illicit drugs etc. Visitors are requested not to bring in any medication e.g. painkillers, laxatives, antibiotics etc. to clients while they are receiving treatment in hospital.

To whom do I give items for the service user?

In the interest of safety in the acute unit please hand in any items for the service user to the nurse at the nurses' station.

Where do I get information on a relative?

A named nurse / nurse in charge is available to answer any questions you might have about your relative.

Car Parking Charge:

All cars parked in hospital car park by visitors are subject to a charge.

Boundaries and Expectations Leaflet:

This is a guide to behaviour that is expected from service users, visitors and staff on the acute unit. Appropriate action will be taken against any individuals who fail to respect the Boundaries and Expectations of the Acute Unit, Kerry General Hospital.

Reask Ward: 066 7184 475/86

Valentia Ward: 066 7184 482/84

Developed by:

O. Creighton, M. Collins, J. Harmon, B. Fitzgerald, M. Myers (2009). We acknowledge the assistance received from colleagues, service users and others.

WELCOME

to

Acute Psychiatric Unit Kerry General Hospital Information Leaflet For Service Users and Families on Admission

**PHILOSOPHY OF CARE**

We aim to provide a safe haven for people in times of crisis while encouraging them to grow and return to a better state of health.

OUR CORE VALUE - RESPECT

Where it is acknowledged that someone or something has value and where the unique dignity of each person's culture, ethnicity, gender, socioeconomic status etc, is valued, through showing thoughtfulness, courtesy and care to all who enter, acute psychiatric unit.



Service User Information

Welcome:

We hope that you will settle in well during your stay here. We aim to help you to recover quickly so that you can return home.

To Enter Acute Psychiatric Unit:

Press Buzzer situated at the left hand side of the door.

To Exit Acute Psychiatric Unit:

Press Buzzer situated at the right hand side of the door.

Mental Health Commission:

is an independent statutory organisation that sets standards for care by inspecting mental health facilities and oversees the Mental Health Act (2001).

Mental Health Act 2001:

sets out the legal procedures for admission and treatment in approved centres. Ask your nurse for the booklet *'Your Guide to the Mental Health Act 2001'*.

Mental Health Tribunal:

Under the 2001 Act, all service users involuntarily admitted are reviewed by a mental health tribunal. The tribunal consists of a solicitor, lay person and psychiatrist. See page 59 *'Your Guide to the Mental Health Act 2001'*.

Consent To Treatment:

Your consent to treatment is required, except under certain conditions set out by the Mental Health Act (2001) see pages 46 and 47 of *'Your Guide to the Mental Health Act 2001'*.

Your Rights:

You have the right to receive good quality mental health care and people working in this unit will make sure that you are treated in a way that respects your rights as an individual.

Freedom of Information Act 1997 and 2003:

You have the right to seek access to information that is held in records about you personally, subject to certain exemptions.

Complaints Procedure:

You have the right to complain if unhappy with the service. All staff are responsible for accepting complaints.

Boundaries and Expectations:

We have set out the standards of courtesy and expectations of all in the acute unit and these are stated in the *Boundaries and Expectations* leaflet.

Illicit Drugs and Alcohol:

are forbidden on the acute unit at all times. Ask your nurse / multidisciplinary team¹ to see policy.

Smoking:

There is a special area where you may smoke.

Community Welfare Officers:

can assist you with financial queries etc. and are available on request (Ask your nurse / multidisciplinary team).

Visiting Hours:

12.30pm - 2.30pm and 7.00pm - 8.30pm. These visiting hours are enforced to help your treatment plan.

Protected Therapeutic Time:

is time allocated for therapeutic activities with your nurse including one to one therapy. 3.00pm - 4.30pm.

Mealtimes:

Meals are served at the following times:

Breakfast : 8.15am
Morning Tea : 10.00am
Lunch : 12.00 midday
Supper : 4.30pm
Tea : 7.30pm.

Our catering staff will cater for service users with special dietary needs.

Therapeutic Garden:

We have a lovely garden in which you can spend time during the day.



N.B. ¹**Multidisciplinary**, in the context of health care, means that health care providers from different professions work together to collaboratively provide diagnoses, assessments and treatment, within their scope of practice and areas of competence.

Therapeutic Activities and Daily Routine:

your named nurse will explain the therapeutic activities you will be taking part in.

Daily Activities:

A list of activities, e.g. relaxation technique, are on display on the white board opposite the nurses station.

Consultant Psychiatrist:

leads the multidisciplinary team. The list of consultants and the areas they cover are on display opposite the nurse's station.

Who are the Multidisciplinary Team (MDT)?

The multidisciplinary team is led by a consultant psychiatrist and consists of: a named nurse, community mental health nurse, social worker, senior house officer, occupational therapist, psychologist and administration staff.

Multidisciplinary Team Care Plan:

You and the multidisciplinary team caring for you will prepare an individual care plan outlining your treatment

How Is My Care Plan Reviewed?

This is done by using a Pre Team Meeting Review Form which you and your nurse will fill before you attend the multidisciplinary team meeting.

What are Multidisciplinary Team Meetings?

These meetings, to review and plan your care, are held on designated days for each consultant's area. You may attend the team meeting.

Spiritual Needs:

A pastoral care team for all denominations is available on request.

Pastoral Care Group Meetings:

are held on the Unit every Wednesday. You are invited to attend.

Roman Catholic Mass:

Hospital Chapel : Daily at 1.10pm.
Saturday at 8.15pm and Sunday at 11.00am.
Mass is televised to the Unit's sitting room on Sundays.

Wednesday : Liturgy at 1.10pm

Discharge Arrangement/Follow Up Care:

Once you are ready to go home your multidisciplinary team and named nurse will discuss everything with you, including your ongoing treatment. Useful contact numbers are available in the service users information booklet.

Medication Times:

10.00am, 2.00pm, 6.00pm and 10.00pm.

Bedtime:

is from 10.00pm onwards, after medication.

Shut Down Time:

All lights and TV are switched off at 12.30am.

Ward Facilities:

The unit has 7 dormitories, 6 single rooms, showers, bathrooms, toilets, TV, dining room, offices, therapeutic garden and a designated smoking area. Note: only supervised showers are permitted after 6.00pm.

Laundry:

Please send personal laundry home. Please note the hospital cannot take responsibility for lost clothing.

Mobile Shop:

A mobile shop visits the unit each morning between 9.00am and 10.00am.

Coffee Shop:

available at hospital entrance, opens 9.30am to 4.30pm, Monday to Friday.

Public Telephones On Unit:

Tel No: 066 712 7900 (Valentia Ward)

Tel No: 066 712 4093 (Reask Ward)

Telephone Calls:

Emergency calls may be made at the nurse's station.

Property/Valuables:

You may place a maximum of 50 euros in a small safe on the ward. You are advised to send all valuables home.

Mobile Phones:

Personal mobile phones are placed in the unit for safe keeping on admission. There is a unit policy on mobile phones.