



Family & Friends

Guidebook

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Introduction

We know that when a family member or friend spends any time in a hospital setting it can be a worrying time for you. Therefore, together with families and friends whose loved ones have been cared for at our hospital, we have produced this information guide which we hope will help.

The staff team at Cheswold Park Hospital recognise the importance of, and are committed to working therapeutically with the patient, their family carers and friends.

As a family carer or as a friend of the patient we know you will have a great deal of information that will help us to understand and provide the right care and treatment for them.

Communicating effectively with you is important as we need a clear understanding of life before hospital, as well as what has worked well and what hasn't worked well for them in the past. It is this information that will help us to identify a person's needs, their, and your own, hopes and aspirations for the future.

We are committed to the six key standards set out in the Triangle of Care* which has been devised to achieve better partnership working with family carers.

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols re: confidentiality and sharing information, are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available.

*<http://static.carers.org/files/caretriangle-web-5250.pdf> The Triangle of Care is a therapeutic alliance between service user, staff member and carer that promotes safety, supports recovery and sustains wellbeing.

In the following sections, we have tried to answer some of the frequently asked questions that families and friends ask us about the hospital and care of their relative or friend. We know this won't cover everything, so we encourage you to ask us directly if there is anything you are not sure about or need to know more about. You can ask a social worker or, any other professional you feel comfortable with.



About The Hospital

What is Cheswold Park Hospital?

Cheswold Park Hospital is an independent hospital serving men and women who have a range of mental health needs aged 18 and older. The secure hospital, situated in Doncaster, has 110 beds across eight wards. We admit patients from the community, other hospitals and custodial settings.

Each ward is dedicated to meeting the individual needs of patients within a specialist environment.

The eight wards at Cheswold Park Hospital offer focused support, for people with enduring mental health problems, those in need of rehabilitation and for those presenting with a mental health problem alongside their learning disability.

Bedrooms are en-suite and each ward has its own lounge, safe garden, dining room, laundry, kitchen, activity room and therapy spaces.

Patients have keys to their rooms and access to private space to make phone calls.

In addition to daily living skills, relaxation and other ward-based activities the people we support can access the gym, shop, multi-faith room, IT facilities, library, cinema room, garden and art room.



Who Works At The Hospital?

At Cheswold Park Hospital we have a Multidisciplinary Team (MDT) looking after each patient. An MDT is made up of a group of healthcare professionals including Psychiatrists, Psychologists, Nurses, Occupational Therapists, Speech and Language Therapists and Support Workers. Each ward has its own allocated Social Worker.

The Responsible Clinician (RC) is the Consultant Psychiatrist in overall charge of care and treatment.

A Specialist Doctor is the doctor who oversees the medical input agreed by the MDT.

A Named Nurse is allocated to everyone we support.

A Social Worker who is based in the hospital is allocated to each person.

As part of their care plan patients may also involve involvement from the Physiotherapist, Fitness Instructor, Basic Skills Tutor or other specialist support. Everyone has access to a GP service and will be supported to visit dentists, opticians and other services such as chiropody as required.



The MDT hold regular meetings to discuss and agree a plan to support each patient and how best to deliver care which is appropriate for meeting their needs.

About Care Programme Approach

What is a CPA?

The Care Programme Approach (CPA) is a package of care that is used to plan a person's mental health care and treatment. CPA Review meetings include members of the MDT and other people the patient would like to attend such as a family member, friend, advocate or external professional.

CPA meetings occur every three months after a patient's admission. However, changing circumstances or, a patient request, may mean that a review is held more frequently than this.

CPA is the system used to coordinate the care and support of people who use mental health services, and is designed to achieve the following;

- People have a full assessment of their health and social needs to avoid risk to their wellbeing or that of others.
- The CPA plan is a written care plan which identifies the help needed and who should provide it.
- The care plan is reviewed regularly and changed when appropriate.



So much is discussed in the CPA meetings you may find it useful to prepare a list of questions to raise within the meeting and, you may wish to write the answers down. If you don't want to raise questions in the meeting you may wish to ask them privately with a member of the care staff or the Social Worker.

The Royal College of Psychiatrists have prepared a list of questions for those caring for someone with a mental health problem. You may also find it helpful to visit their website (www.rcpsych.ac.uk)

- What is the diagnosis, or a possible diagnosis? What does this mean?
- What is the treatment plan?
- Are they on any medication? What are the likely side effects?
- Will they recover?
- What is likely to happen in the future?
- How can I help?

The Mental Health Act

What Does "Being On A Section" Mean?

Patients at Cheswold Park Hospital are sectioned under the Mental Health Act 1983 (amended 2007). The Mental Health Act is the legal process in which an individual with a mental health problem can be detained in hospital for assessment and treatment of illness.

Being compulsory admitted to hospital under the Mental Health Act is commonly referred to as being "sectioned" or being "on a section."

The Mental Health Act is divided into many different sections and is applied to different people depending on circumstance and needs.

If you wish to receive more detailed information about the specific section your relative or friend is detained under, and their rights, please ask a member of the staff team at the hospital. We also have an easy guide to the Mental Health Act that we can provide you with.

What If A Person Wants To Leave The Hospital?

Section 17 (planned or organised leave) - Individuals detained in hospital under the Mental Health Act are not permitted

to leave the hospital at any time (for example to walk into the grounds or visit the community), unless they have prior authorisation from their Responsible Clinician. This is referred to as "Section 17 leave".

Individuals detained in hospital under the Mental Health Act have certain rights, set out by the Mental Health Act. One of these rights is to be able to appeal against their detention in hospital under section.

How Can A Person Be Discharged Or Appeal Against A Section?

- The section simply expires and is not renewed by the Responsible Clinician.
- Planned discharge by the doctor in charge of your care (the Responsible Clinician)
- Discharge by your nearest relative (as defined in the Act).
- Discharge by Mental Health Act Managers.
- Discharge by a Mental Health Tribunal panel.

What is a Hospital Managers Meeting?

When referring to the term "Hospital Managers" it does not mean the people responsible for the day to day management of the hospital. Instead it means an independent group of people from the hospital, who ensure that the Mental Health Act is being correctly applied and that patients' rights under the Act are being upheld.

Anyone detained on a Section 2, Section 3, or Section 37 of the Mental Health Act may apply to the Hospital Managers to appeal against their compulsory detention in hospital. They may apply for a Hospital Managers review at any time, and as many times as they wish.

When a patient applies for a Hospital Managers review, it is their task within a hearing, to decide whether the legal criteria of the patients detention in hospital under the Mental Health Act continues to be met, and hence whether the patient should continue to remain detained in hospital under section.

What happens at a Managers Hearing?

The "Managers Hearing" is a meeting which is held at the hospital. At the meeting there will be a panel of three managers. Also present will be the patients Responsible Clinician (Consultant), a Nurse from the ward, Social Worker and the patient. The patient will have also had the opportunity to invite their legal representative, family carer, advocate, or someone to support them in the meeting.

To help the Mental Health Act Managers decide whether to discharge a person from detention under the Mental Health Act, they receive several written

reports before the meeting. The Hospital Managers will consider the reports and there will be a chance for discussion and questions. At the end of the hearing the Hospital Managers will decide whether the person on section should continue to remain on section.

What is a Mental Health Tribunal?

The Mental Health Tribunal Service is an independent judicial body and their role is to review cases of patients detained under the Mental Health Act, and to discharge from section where appropriate. Patients can apply for a Tribunal Hearing, to appeal against their detention in hospital under section. This is commonly known as an "application". However, Tribunal hearings many also take place because a case has been referred to the tribunal. This happens in circumstances when patients have not challenged their detention in hospital for a while and this is called a "referral".

Who can have a Tribunal?

Patients on Sections 2, 3, 37, 37/41, 47 and 47/49 are all entitled to a Tribunal but they all have different timescales as to when they can apply and on some sections they will be automatically referred. If you want to know when your friend or relative is entitled to a tribunal then please ask their social worker who can clarify and guide you.

Visiting Your Relative or Friend

Can I Visit My Relative Or Friend?

Visits from family carers and friends are welcome they are an important part of treatment and rehabilitation. However, due to the environment we politely ask that all visits are pre-planned. There are no set visiting times, but we ask that you avoid mealtimes and respect scheduled therapy times.

How Can I Arrange A Visit?

To book the day and time of your visit please call the main switchboard and ask to be connected to the ward your relative is on.

What Do I Need To Bring When I Visit?

For privacy and safety reasons you will be asked for photographic ID when visiting the hospital. Please remember to bring your driving licence or passport with you. If you do not have photographic ID, you will be asked to bring three forms of ID with your name clearly displayed, such as a birth certificate and utility bills. Remember that you need your ID every time you visit the hospital. Unfortunately, if you do not produce the required ID on arrival your visit will be cancelled.

Visits take place off the ward in a designated visiting room and a member

of staff will accompany you. If you want to see the ward where your relative/friend is staying, then please ask their social worker in advance of your visit to make arrangements for you.

What Happens When I Arrive At The Hospital?

- Please approach the main gate at the front of the building.
- Please use the intercom on the main gate to say who you are to the reception staff. If you cannot use steps please let them know as there is a lift you can use once you are past the fence.
- Once your pre-booked visit is confirmed you will be invited in. You will need to close the gate behind you before the next gate will open. The staff in reception can see you on CCTV so don't worry if you are not sure.
- After you have gone through the 2 gates you go up the steps into the main building please report to reception (or use the lift which you will see is directly in front of you as you go through the gate).
- At reception please present your ID documents and complete a Visitor Pass.

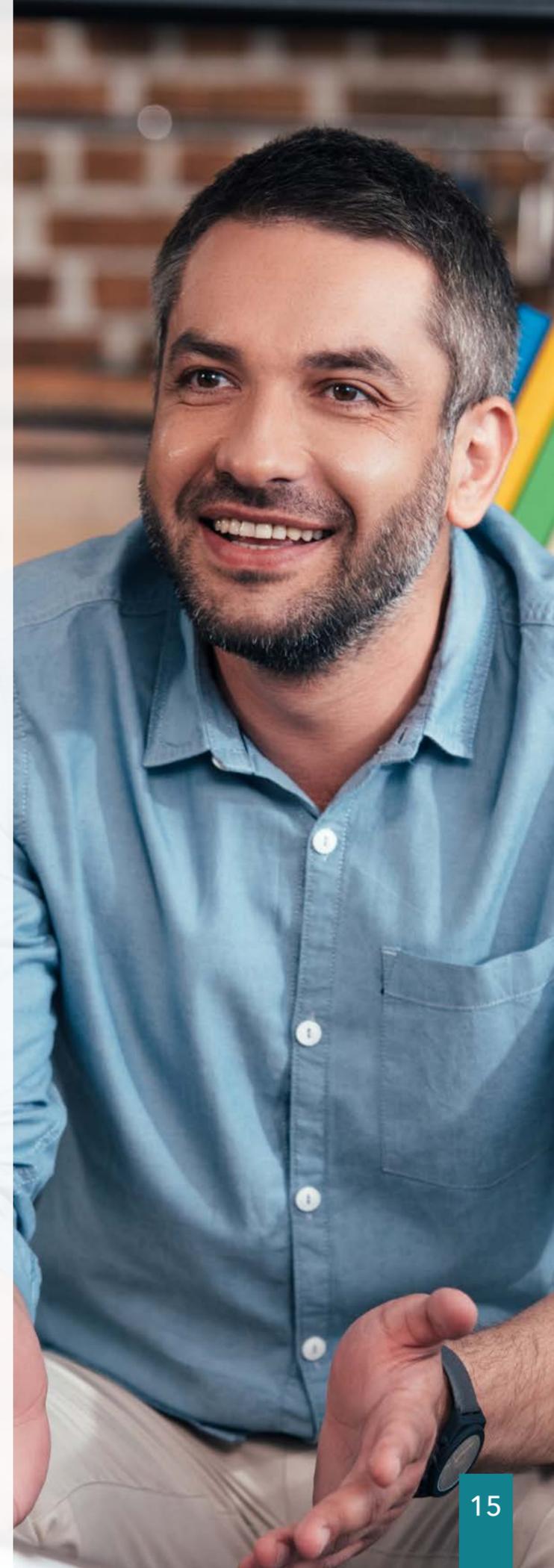
- Coats or luggage you bring will be stored in a locker.
- You need to tell reception staff about anything you have brought in for your relative or friend as it will need to be checked so that following your visit it can be handed over to them.
- A staff member will guide you to the visitor room to meet your family member or friend.

Please remember there is free parking on site, and we operate a no smoking policy throughout the hospital and its grounds.

Rarely and only with the permission of the visitor, we may ask to search them and their possessions. If permission is not granted the visitor will politely be asked to leave the hospital in the interests of safety and security.

Visits may be cancelled if visitors are believed to be under the influence of drugs or alcohol.

We actively encourage visits but there may be occasions when visits are cancelled at short notice due to the presentation of the patient. If this happens you will be provided with a full explanation from the Nurse in charge or Social Worker.



Child Visitors

Can Children Visit?

Visits to the hospital by children (under 18 years) need to follow specific hospital procedures. The patient is required to complete a child visit request form and will be supported to do so.

With the support of our Social Worker the parent or guardian of the child will be contacted. If the parent or guardian of the named child agrees they must give written permission for the visit to take place. It may be that our Social Worker will visit the child at home to make sure that the visit would be appropriate and in the interest of the child.

The MDT will discuss the request and if everyone agrees the Social Services Department in the child's area will be asked to provide an assessment of whether they believe the visit is in the child's "best interest". Contact with the child's Social Services can only happen with agreement, without permission to contact the local Social Services, a child will not be allowed to visit.

This process can be lengthy but when all the stages have been completed patients will be informed in writing that a child can visit.

How Can I Book A Child Visit?

Once permission is granted, normal visiting procedures are followed. However, we ask for seven days' notice for all child visits.

All visits with a child will take place in the designated child visiting area and will always be supervised by a member of staff. It is the responsibility of the named responsible adult accompanying the child to supervise the child's welfare and behaviour.





Maintaining Safety & Wellbeing

Because the hospital provides care and treatment in conditions of security there are certain items that are not allowed to be kept on site or have to be restricted. This includes items that might be brought in by visitors.

What Can I Bring Into The Hospital?

Certain items cannot be brought into the hospital and these are:

- Alcohol or illicit substances
- Solvents, chemicals and aerosols
- Knives, weapons/firearms, razors and blades, scissors, nail clippers, magnets
- Silver foil or metal containers
- Pornographic material
- Matches, lighters and lighter fuel
- Cameras, camera phones, recording equipment or two-way radios
- Any type of medication
- Bluetack or sticky tape
- Electrical equipment
- Potentially dangerous items (i.e. glass, plastic bags)
- Aftershave, mouthwash or other alcohol-based products

What About Different Cultures & Faiths?

All cultures and faiths are respected and supported, the hospital has a multi-faith room for quiet reflection and prayer.

Should you wish to bring home cooked, culturally specific food for you family member or friend, this can be arranged through the MDT. Any purchased food brought in for patients by visitors must be in its factory sealed packaging.

Support For Carers

Is There Support For Carers?

The Care Act 2014 gives local authorities a responsibility to assess a carer's needs for support, where the carer appears to have such needs. Carers can have an assessment, comparable to those of the people they care for.

Social Workers at Cheswold Park Hospital do not carry out carer's assessments, however where appropriate they will inform you of your rights to receive one and if you wish support you in requesting one.

Remember that if a relative or friend is due to be discharged from hospital and you are providing them with a significant amount of practical or emotional support, you are strongly advised to request a carers assessment. This is so your own needs can be assessed, and any extra support or services put in place.

Sometimes carers find talking to people in similar situations to themselves and sharing experiences extremely supportive. Each borough has carers services which provide support and assistance to carers including support groups.

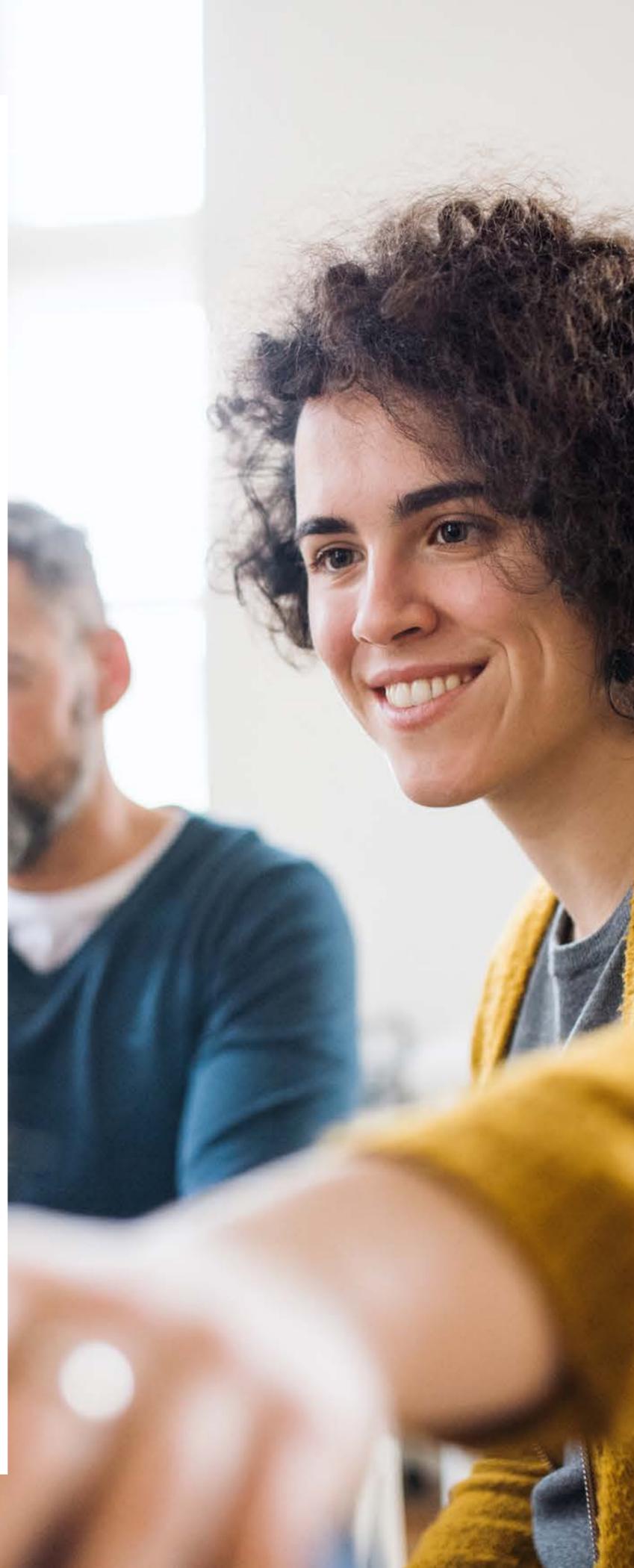
Sometimes having a family member or friend in hospital can cause stress and worry. If you become physically or mentally unwell it is extremely important that you approach your own GP for help. It is helpful to look after your own health most importantly keeping in touch with your friends and family to avoid isolating yourself.

Where Can I Find Further Information?

There are many books and website that have useful advice and information for carers of people with mental health problems. If you do not have access to a computer or a printer, we can help you access further information, please ask the Social Worker on the ward.

Carers UK, A national charity which campaigns for the rights of carers, providing information leaflets, online help and a national carers line. t: 0808 808 7777 w: carersuk.org

The Royal College of Psychiatrists produce useful leaflets for carers and their website provides a wealth of information for carers. w: rcpsych.ac.uk



Useful Numbers:

The Samaritans, confidential, emotional support to anyone in distress.

t: 116 123

Saneline national out of hours, mental health helpline providing support and information to anyone in distress.

t: 0300 304 7000

Doncaster Adult Carer Support - Making Space, who support adult carers of adults. Making Space can support people in a caring role, helping to enable carers to be connected in their community.

t: 01302 986900

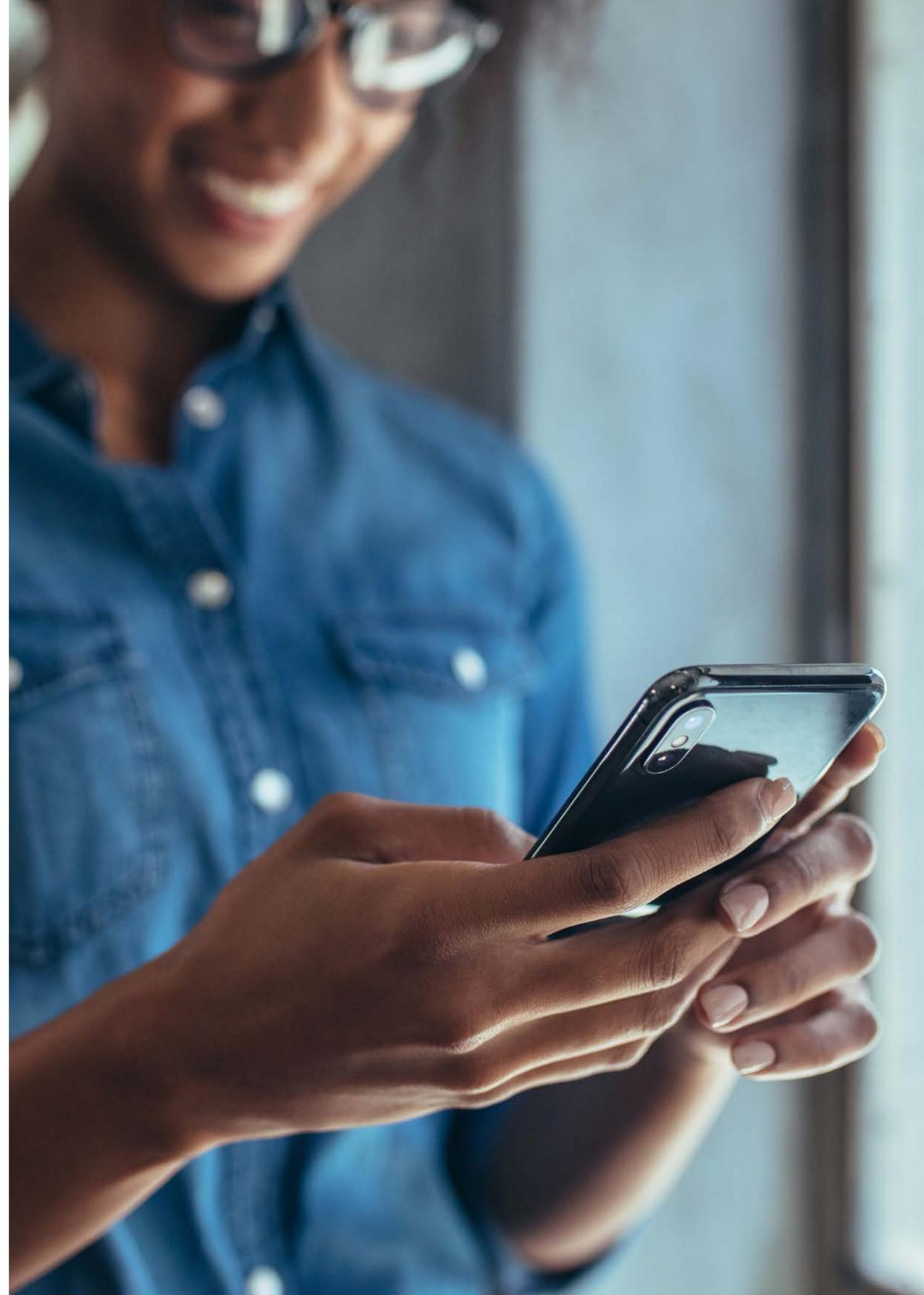
or

e: DoncasterCarers@makingspace.co.uk

Useful Contacts Details

With so much information to take in we thought it would be useful for you to keep a note of the key individuals at the hospital. Ward staff will help you complete this and keep it up to date.

Ward name:	
Telephone & extension number:	
Named Nurse:	
Ward Social Worker:	
Ward Social Worker telephone:	
Responsible Clinician:	
Advocacy Service:	VoiceAbility 01302 319052
Notes:	
Notes:	
Notes:	



Where Is The Hospital?

An Overview

Cheswold Park Hospital, Cheswold Lane, Doncaster, DN5 8AR.

Sat Nav: Power Station Road DN5 8AS

The hospital is located close to Doncaster town centre, approximately 15 minutes' walk from the bus station, train station and the centre of town .

t: 01302 762862

w: cheswoldparkhospital.co.uk

e: enquiries@cheswoldparkhospital.co.uk

Cheswold Park Hospital is owned and run by Riverside Healthcare Ltd, company number 04979179



How Can I Support My Relative Or Friend?

We want you to feel as much a part of your relatives care as possible and we will talk to them about what they want to share with you and any friends that are close to them. We will ask them permission to share details about a range of things that will include:

- information about their illness, care and treatment
- information about legal rights
- information and attendance at the various meetings that are held

We know that when people are unwell that any consent they give us to share information may change from time to time but do please feel free to tell us if you are worried. We take a common sense approach to confidentiality and want to be able to reassure and involve you appropriately.





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