



Essex Partnership University
NHS Foundation Trust

Welcome Pack



**Byron Court
5 Heath Close
Tye Common Road
Billericay
Essex CM12 9NW**

01277 637205





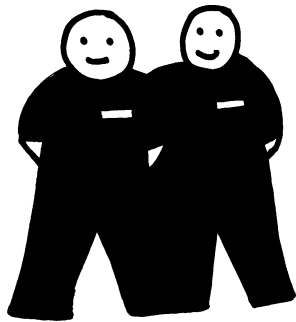
Welcome to Byron Court



Up to **7 people** stay here and are looked after by **doctors and nurses**



The staff wear a uniform and yellow name badges.



You will have a photo of your special nurse or 'named nurse' on your wall



Your room will look like this

This is the:



- lounge



- dining room

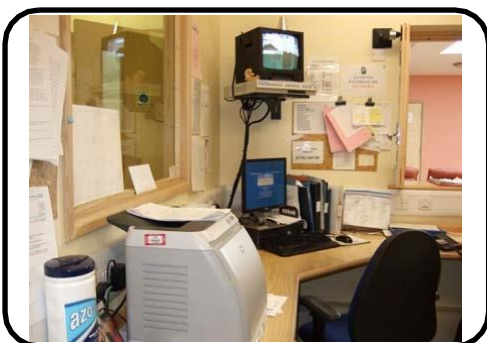


- bathroom

you can have a bath or shower when you want to



- gardens



- office

come to the office if you want to ask a question

Who looks after you



Brad Willis
Ward Manager



Claire Turner
Deputy
Ward Manager

Who looks after you

You will have a named nurse. It will be one of these:



John



Colin



Sam



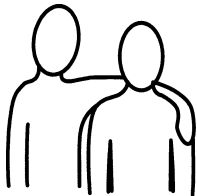
Marie



Lucy



Joe



They are here to help you



Ask them about your stay here, and any worries or questions you may have

Staff Photos

Here are pictures of some of the other staff you may meet:



Leah



Scott



June



Amanda



Nancy



Chidi



Jackie



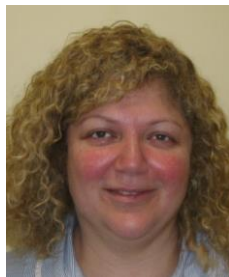
Jennifer



Leonora

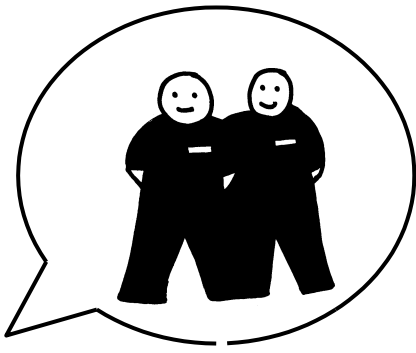


Titus



Simone

One of them will be your keyworker.
Your keyworker helps you get the things you
need from the shops eg: toiletries.

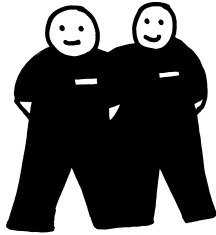


Talk to staff about your stay in Byron Court.

Any worries or questions you have about:



- your care plan



- support from staff



- cleanliness of the unit



- activities in the unit



- medication



- food



- the unit building and the furniture.



- planning for after your stay



If people try to hurt themselves, other people or staff;



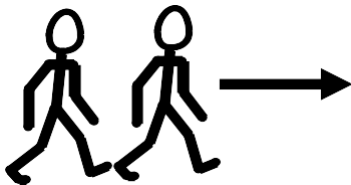
staff may offer them activities they enjoy.



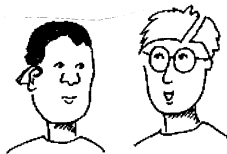
Staff may also offer them medication called PRN.



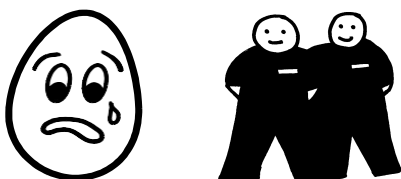
Staff may have to restrain people.



When things like this happen we may have to ask you to move to another area or ask visitors to leave.



If you see these things, staff can talk to you and reassure you.



If you ever feel upset please let staff know.

These are the doctors



Dr Picton



Dr Sidhu



Dr Udu

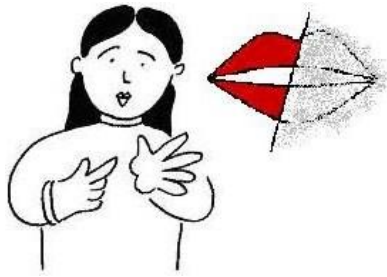


Dr Suresh

Clinical Meetings



Your doctors will see you every week at your clinical meeting. They ask you and the unit staff and your carers how you are feeling.

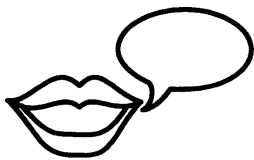


The Speech & Language Therapy Department S.L.T

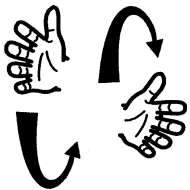


George
Speech & Language
Therapist

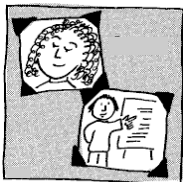
S.L.T. help people to:



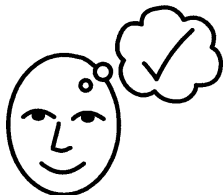
• talk



• sign with their hands to talk

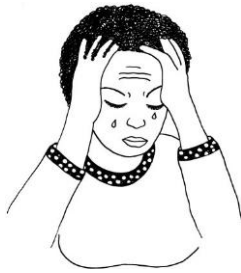


• use pictures to talk

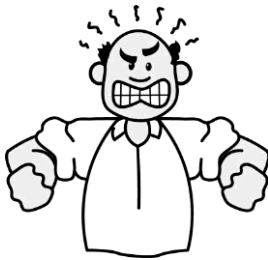


They help people understand

People staying at Byron Court often feel:



. upset



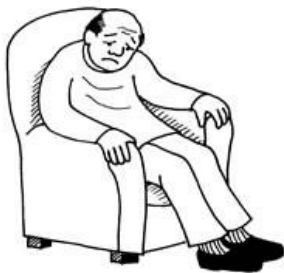
. angry



. worried



. confused



. depressed [fed up]



. frightened



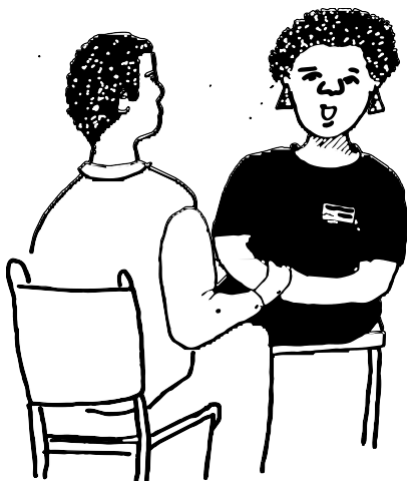
- sometimes they cannot tell staff what they feel



- sometimes they cannot tell staff what they think



- sometimes they cannot ask questions



S.L.T. want to give you:

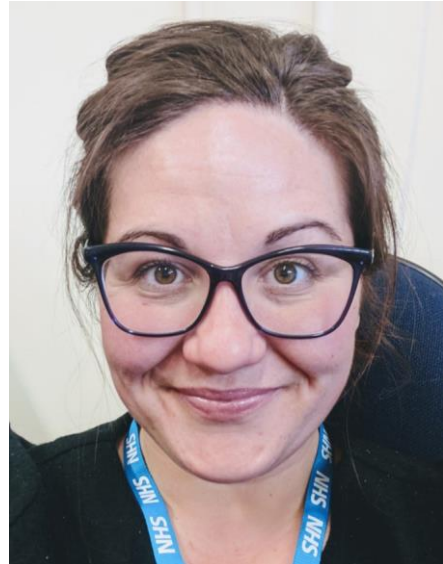
- time to talk about you
- help to talk about you
- ways to talk about you



The Behaviour Therapy Service



Tracey
Behaviour Therapist



Gemma
**Behaviour Associate
Practitioner**

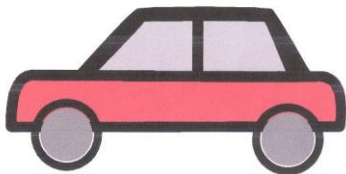
We help people who



- may cause injuries to themselves and other people



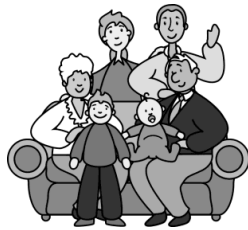
- may damage where they live or where they work



- may put themselves or other people in danger



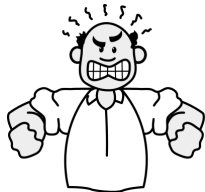
We will help you to learn about yourself and your feelings and how you get along with others:



- family



- friends



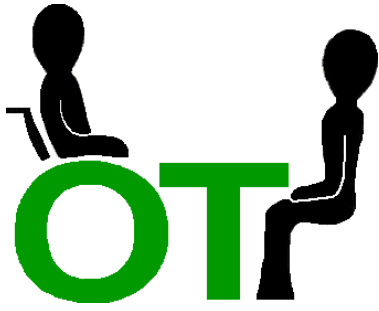
- feeling angry



- feeling sad



We will write Positive Behaviour Support plans with you.



The Occupational Therapy Department O.T.



Rosemary
Occupational Therapist



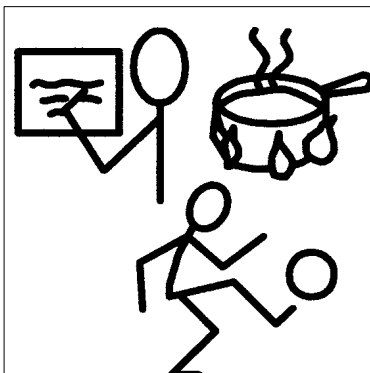
Julie
Rehab Practitioner



Leah
Occupational Therapy
Technician and
Activity Co-ordinator

O.T.s help people to enjoy life more and to learn new things.

Talk to us if you want help



It's a way of helping individuals to do what they want to do. It's a way to be more independent.

We help people learn new skills:



- crossing the road



- work or domestic skills



- feeling good about yourself

Looking after yourself:



- healthy eating



- washing and dressing

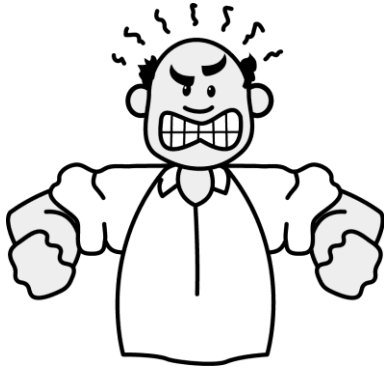


- And finding out what support you need to leave hospital safely.

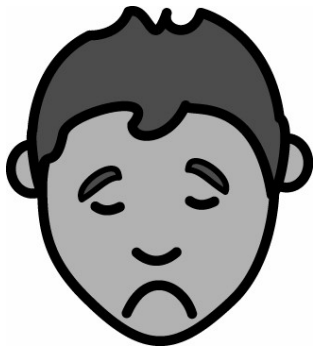
Learn about yourself and
your feelings and how you
get along with others:



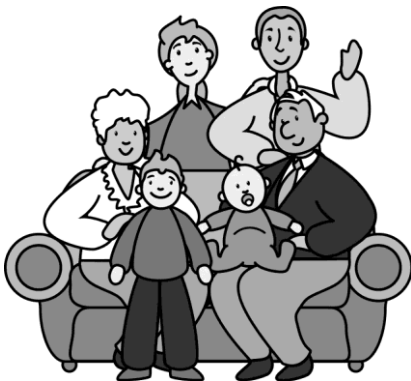
• friends



• feeling angry



• sad



• family

Planning your day:

Finding things you like doing:



- gardening



- art



- reading

Planning your day:

Working together with others:



- talking together

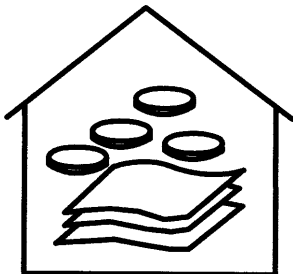


- meeting people

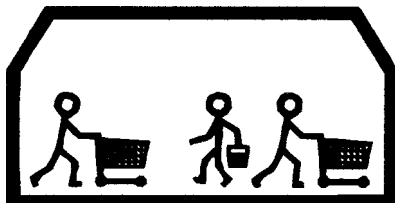
Using community resources:



- library



- bank

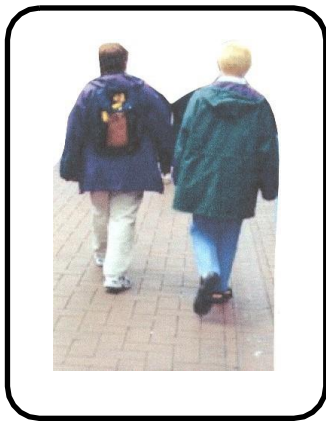


- supermarket

Going out of the unit



- Byron Court is a short walk from the shops and the park.



- if you are well, you can go out with your carer or family.
- sometimes unit staff can go out with you.



- If you are on a section the doctor will give you leave to go out when you are well.

Leaving hospital



The therapy team and nursing staff will work with you to find out what support you need to leave hospital safely.



We will talk to you about what is important to you.



We will meet your carers and let them know what is important to you and how to support you.



**Byron Court
Billericay**

RULES



We want to make sure you have a good stay in Byron Court.



To do this we have to have some rules.

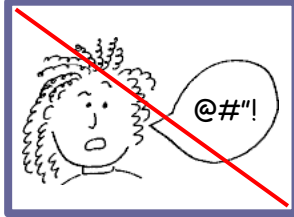
These are:



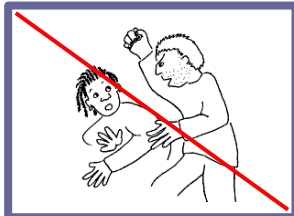
- No smoking



- No alcohol



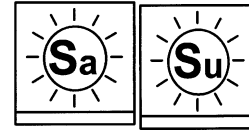
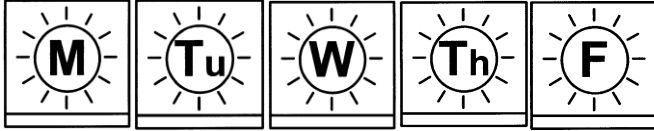
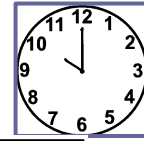
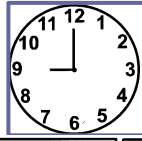
- No bad language



- No aggressive or threatening behaviour

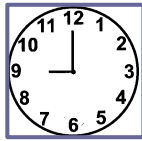


We would like all patients to be out of bed by:



9.00am

You need to wash/shower/bath and get dressed so you can access communal areas hygienically.



We will need to give you your medication

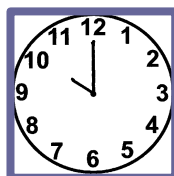


Have your breakfast, if you haven't already done so.

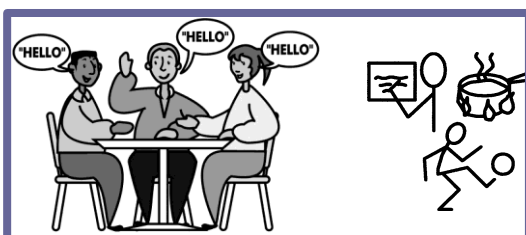


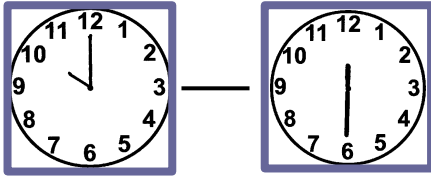
10-00am

Daily patient meeting with nursing staff, chef and sometimes OT and SLT staff.



Patients can say what activities they want to do that day.



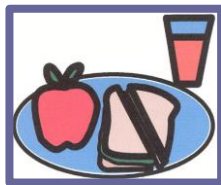
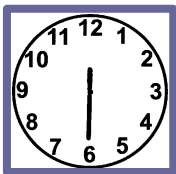


10.00am – 12.00pm

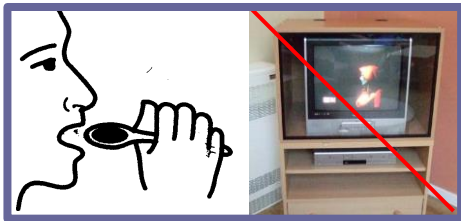


Groups and activities

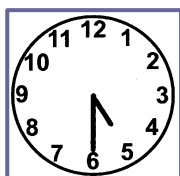
12.00pm



At lunch time you can choose what you want. We will like to you to have a good diet.



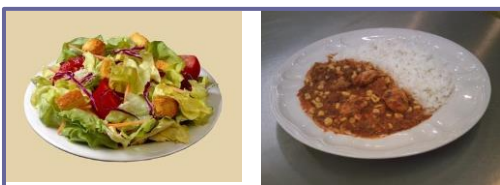
The television will be turned off while you are eating your meals.

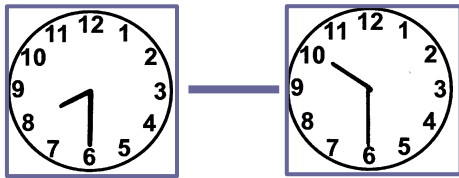


5.00pm Dinner

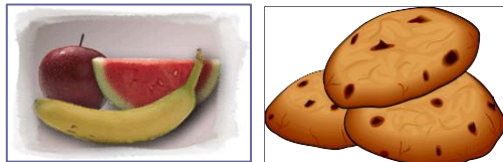


The chef will give you a choice of meals. If you need a special diet this will be given to you.



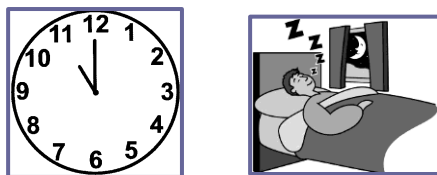


8-30pm - 10-30pm
Supper

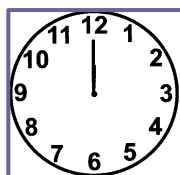
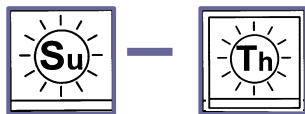


If you would like a snack from night staff:

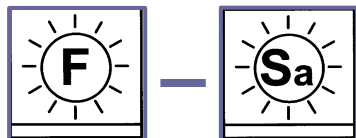
Fruit or a low fat biscuit will be offered, allowing for individual care plans.



11-00pm Time to go to your bed
Sunday— Thursday



Patients can stay up later
Friday + Saturday



You can stay up later in your room if you want to:

- Read
- Watch T.V.
- Listen to music



If you wake during the night staff will be there to offer support and reassurance.

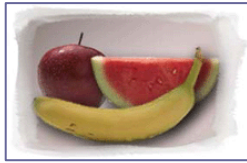


Staff will encourage you to stay in your room to help you go back to sleep.

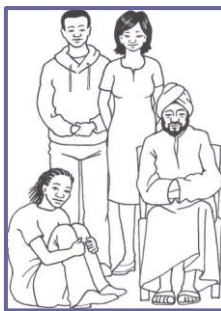


Tea, coffee and cold drinks are available all day, just ask if you would like one.

There are fruit bowls in the office and kitchen. Please ask if you would like some.



We may have to restrict some fruits or drinks if they will interfere with your medication or treatment.



Byron Court welcomes visitors

Visitors can come to see you, visitors should phone the unit before visiting.

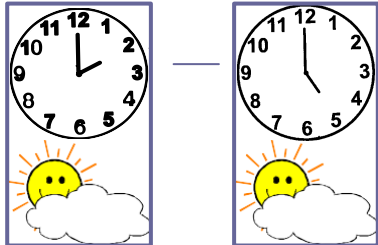


Visitors can use the meeting room for their visit or if this is not available they may use the OT room or ADL kitchen.

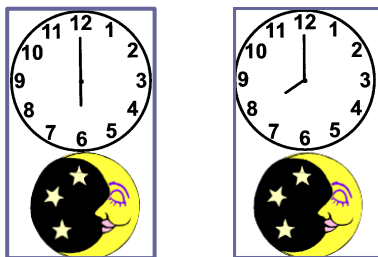


Visitors are not normally allowed to go into patients bedrooms but requests can be made to a qualified member of staff

Visiting times are:



From 3.00pm in the afternoon until 5.00pm in the evening.

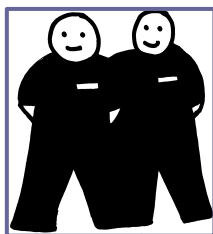


and from 6.00pm in the evening until 8.00pm at night.

We may be able to adjust these times in exceptional circumstances to help your family to visit



We need patients to be able to relax in the unit in the evening and be able to wear night clothes if they want to, that's why we like visitors to leave by 8 O'clock.



You will be told who your Named Nurse and Keyworker are.

They will:

- Involve you in planning your care.





- Write a nursing report ready for your discharge.

Clinical Meeting



- Involve you in arranging your Clinical Meetings.
- At Clinical Meetings we will help you plan your care.

Assessment and Treatment Programmes



While you are in the unit a programme will be developed with you.



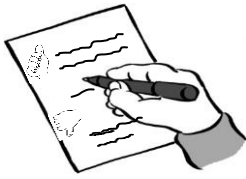
You, the staff and the therapists will do this as agreed.



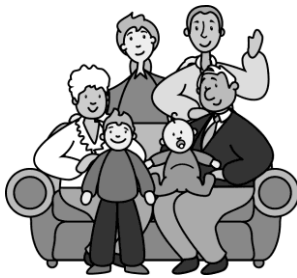
You will have a weekly Clinical Meeting with your consultant, nursing staff, other professionals and your family.

These meetings are sometimes called CPA, or if you have been with us for some time, CTR.

This is to see how you are doing and for you to have your say. We will support you in planning your care.



CTR patient forms are available for you to complete.

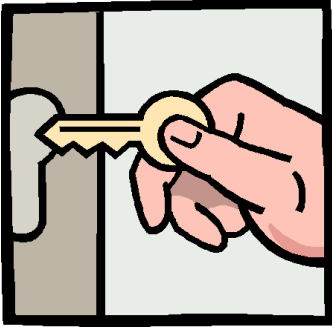


Your family can attend to keep them up to date with your care.

A screenshot of a patient form titled "My clinical meeting". The form includes fields for "Name:", "Supported by:", and "Date:". Below these fields is a section for "How many people?" with a grid of icons representing different people (e.g., patient, family member, caregiver) and checkboxes. At the bottom, there is a "Comments" section with a text area and a "Submit" button.

We may also ask you to fill in the patient form for your clinical meeting. Please use this form for any questions you may have.

Locked Door



Doors to the outside are kept locked to keep the building safe. If you are an informal patient you can ask staff to open the door so that you can go out, if you are safe to do so.



Staff Escort

Sometimes you may need staff to go with you to the local shops or out in the community. Staff have lots of jobs and cannot always leave the ward when you want to go out. Please try to plan it in the morning meeting if you want to go out.



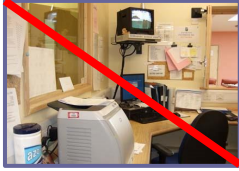
Gardens

If you would like some fresh air or sunshine please ask staff. We cannot promise the sunshine but we can open the doors if it's safe to do so.



No access to the Staff Room

The staff room is a private area for staff.



No access to the Office, kitchen or sluice unless invited.

Private information is kept in the office.

There are some rooms you can be escorted to for activities.



- ADL room
- Chill out room
- Sensory area
- Laundry
- Gardens

We would like it if patients did not go into the hallways past the office unless invited

Because there could be:



- Meetings
- Group sessions
- Individual sessions in the Therapy Room



Not to go into other peoples Bedrooms

Bedrooms are where people can be private, and their belongings are safe.



Your money will be kept in a locked box in the office.



We would like you to:

- Keep your room tidy

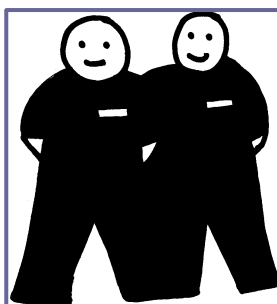


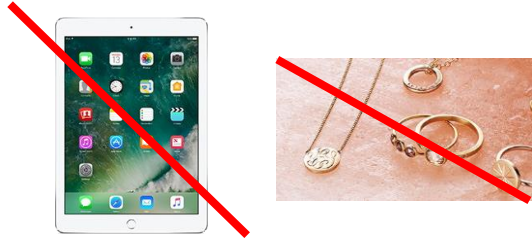
- Do your washing



- make your breakfast in the ADL kitchen

This will help you keep your self help skills, it could also be part of your assessment. Staff will always help you.

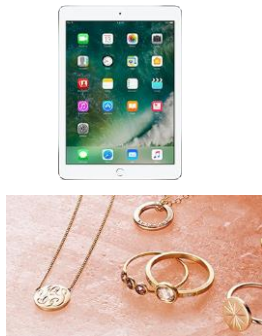




We ask you not to bring any personal property into the unit.



This is because it could get lost or damaged.



If you do bring personal property in with you, you are responsible for looking after it.



Byron Court will not be held responsible for any loss or damage to your personal property.

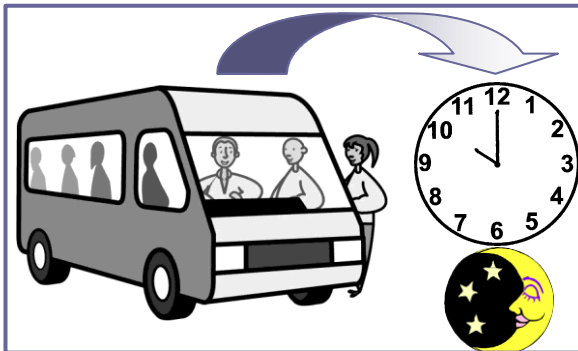
Mobile phones are only to be used in your bedroom

This is so you can make private phone calls and not use it too often.

Your phone will be taken from you if hoax calls are made to you or made by you. You will get it back when you leave Byron Court.



If you have support hours and go out in the evening we like you to be back in the unit by 10 o'clock.



Returning at this time helps staff to make sure your mental and physical health are ok before you go to bed and that the other patients aren't disturbed.



Before using the drinks room or OT kitchen patients should have had a good wash and not be wearing night clothes.

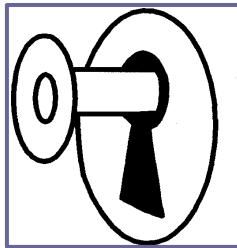


This is to make sure everything is clean for everyone to use.



Only one person at a time to use the drinks room.

This is to keep patients safe.



The drinks room is to be locked if there are no staff in the lounge/ dining area

There are no set times for drinks. If you would like one just ask.



To protect everyone smoking is not allowed anywhere in Heath Close.

While you are staying at Byron Court staff will offer you support to help you stop smoking.

As part of your care planning, staff will talk to you about any faith or spiritual needs that you may have.



Whenever possible staff will support your choices about faith or religion. However, sometimes this may not be possible if your doctor feels that it may be harmful for you at the moment.



Heath Close Forum

We have a Heath Close forum once a month.

This is a meeting run by patients supported by staff.

Elspeth Clayton is the Associate Director of Learning Disabilities



She is here to help you if you need any help.

Please contact Elspeth on:



01277 637213

Gemma Robertson is Head of LD
Allied Health Professionals,
Integrated Clinical Lead, Enhanced
Support Team



She is here to help you if you need any help.

Please contact Gemma on:



01277 637213

Our Housekeeper



TANYA

If you require any help with:



- Laundry



- choice of food

Personal Care



- keeping clean

Please contact Tanya, the Housekeeper on:



01277 637205/1

We have 3 cleaners at Byron Court:



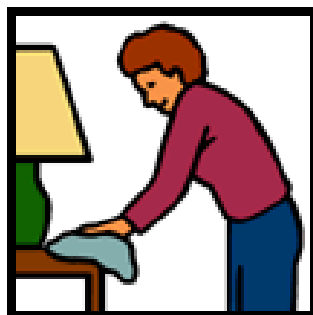
Estelle
Domestic Supervisor



Carol



Anna



**They clean Byron
Court in the morning**

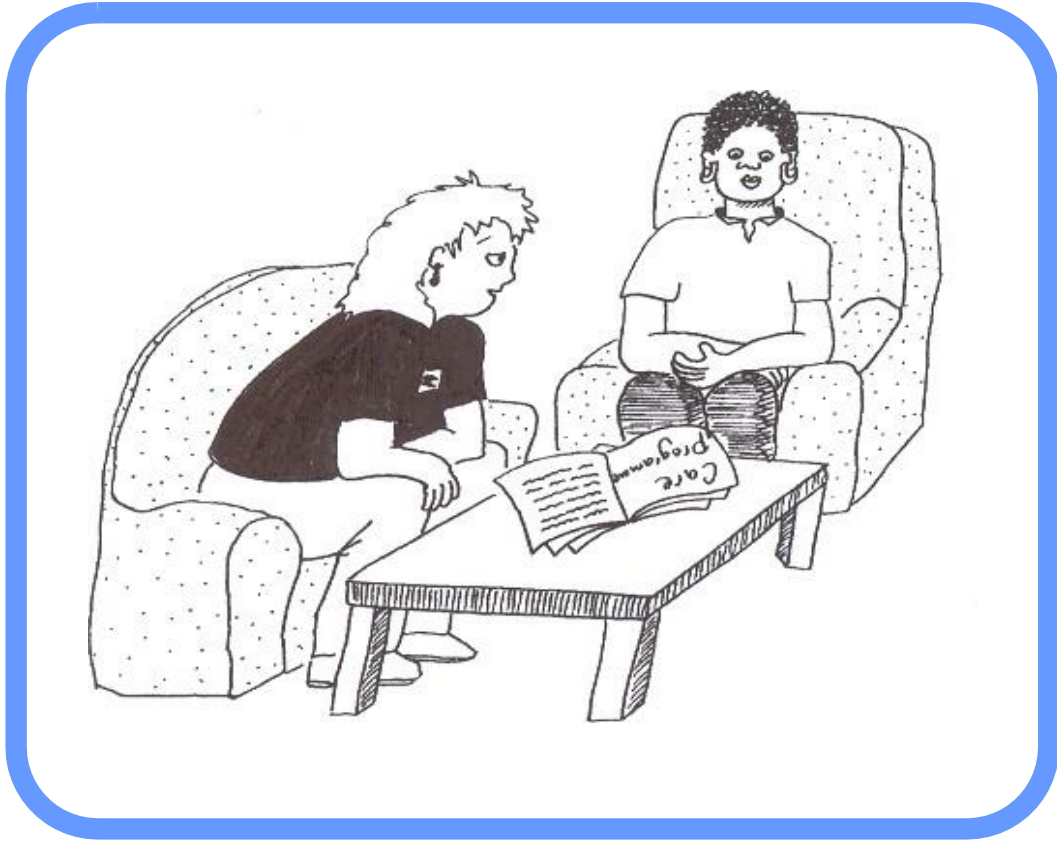
Our ward clerk is called Julie



**Julie
Ward Clerk**



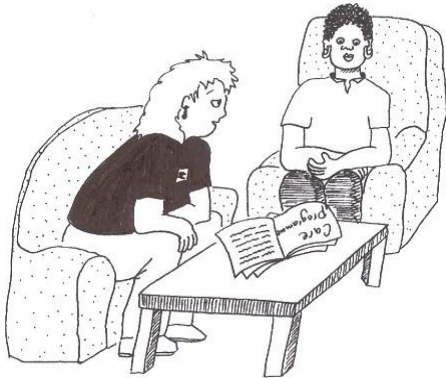
**Julie works in the office.
She collects the post and
types reports.**



**If you need
an
Advocate**



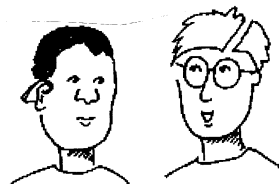
- an advocate is a person who helps people with a learning disability, they do not work for this health trust



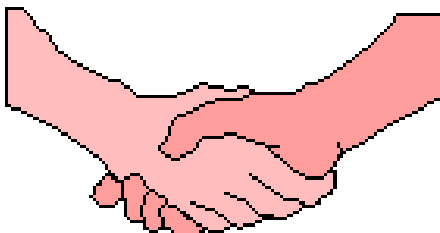
- if you have a problem, they will talk to you about it and help you choose what to do



- an advocate helps you to tell other people what you want



- if you need an advocate, we can talk about it



Or you can call **BATIAS**
(Advocate Service)



01375 389869



What is abuse?



If you need help with this leaflet, please ask someone to go through it with you.

Leaflet number: 140

1.

What is Abuse?

Abuse can be :

- Physical
- Emotional
- Financial
- Sexual



If you need to talk to someone about abuse you can talk to staff on the ward. You can also call these numbers and ask to speak to someone in the LD Intensive Support Team.

Monday- Friday between 8 am and 8pm

01268 739150

After 8pm and at weekends

0300 123 0808

There are also leaflets available, just ask a member of staff.



The way we work in Byron Court [Values Statement]



Dignity

We will respect and treat you as we would wish to be treated

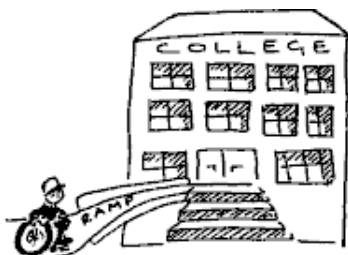


Individuality

We will work together to help you meet your needs

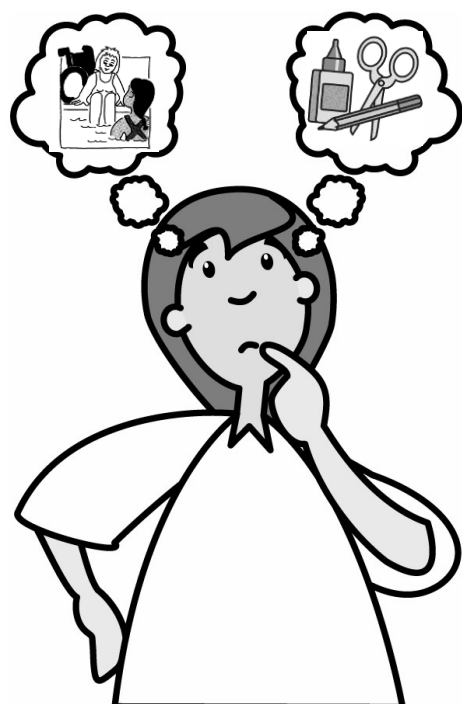
You are an individual, you have skills and strengths.
You may have needs and problems





Relationships

We will work together to help you meet your needs for meeting others, making and keeping friends



Choice

We will help you to choose what you want to do:

- here in the unit
- when you leave



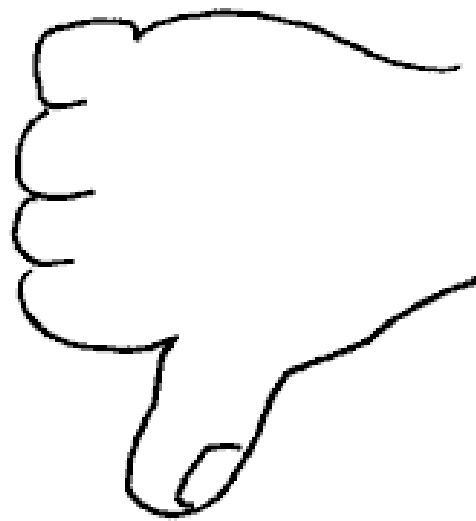
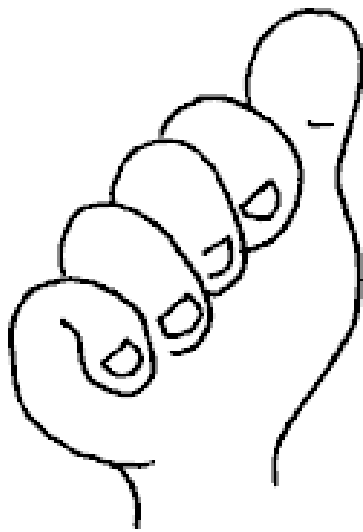
Access

We will help you to find and use places that you want or need to go to



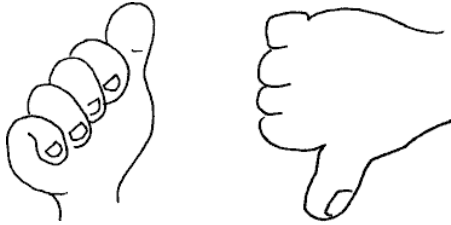
Skills and Independence

We will help you to learn how to do things on your own

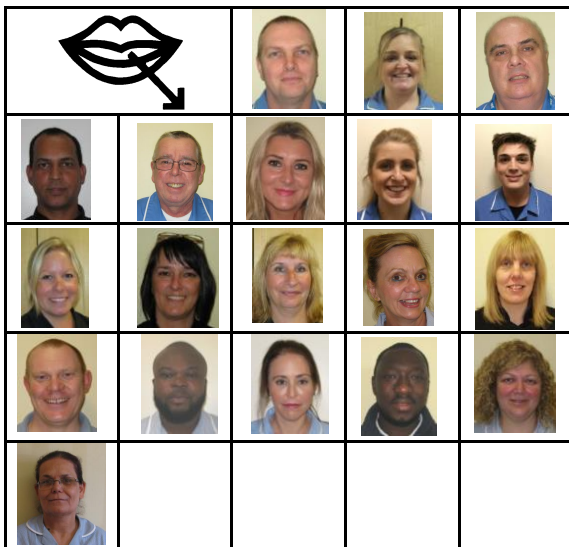


**What do you think?
[Compliments and
Complaints]**

Byron Court Compliments and Complaints



Are you happy or unhappy with the unit?



- talk to staff

01277 637205
Byron Court



- talk to Elspeth



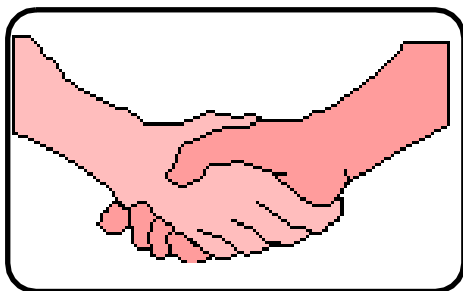
01277 637213
1 Heath Close

You can also contact:

- Patient Advice and Liaison Service (PALS)
- Public & Patient Involvement Department (P.P.I)
- tell P.P.I./ Tony Short [Public & Patient Involvement]
- Care Quality Commission (CQC)



Free phone 0800 085 7935



- **BATIAS**
[Advocate Service]



01375 389869



- **Care Quality Commission (CQC)**



03000 616161



- **Mencap**



01245 268303

What to do



COMMENT CARD

I am happy with this service

I am unhappy with this service

Other comments:

Please put in box provided. Thank You

There are blank forms in the unit entrance.

Please fill one in and give it to staff.



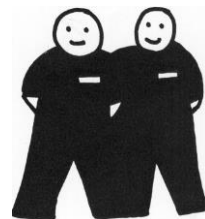
If you are happy



We are happy



If you are unhappy



We are unhappy



Byron Court



BEHAVIOUR CONTRACT



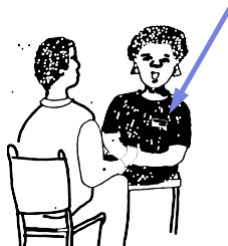
I will not damage or break things on purpose.



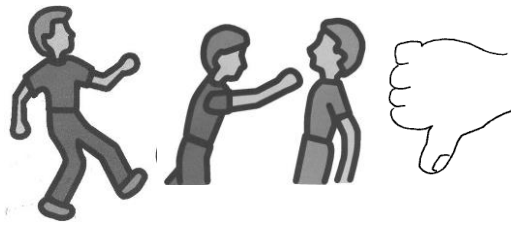
I will not be aggressive to other patients and staff.



I will not upset other patients who are ill.



I will talk to staff if I am feeling frustrated or angry.



**I will not kick or punch anyone.
I will not kick or punch the walls,
doors and windows.**



**If I do any of these things staff
may have to restrain me. Staff do
not like doing this.**



**Or I may have to leave Byron
Court.**



**I will not go into other patients
rooms, I will not ask them into my
room.**



**I will do what is in my treatment
plan.**



**I will not drink alcohol.
I will not use any illegal drugs while
I am a patient in Byron Court.**

Month: _____

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18		
19	20	21	22	23	24	25	26		
27	28	29	30	31					



Date: _____

Your stay in HEATH CLOSE

We want to make Heath Close better for people who stay. Please help us.

Date:

How long was your stay?

Did we give you information about your problems, medication and treatment?

Please choose a box to tick:

Was it ok?

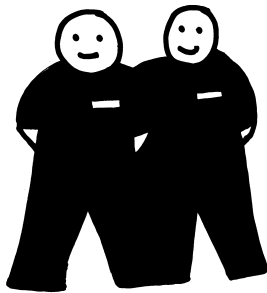
Do you want more?

Was it enough information?

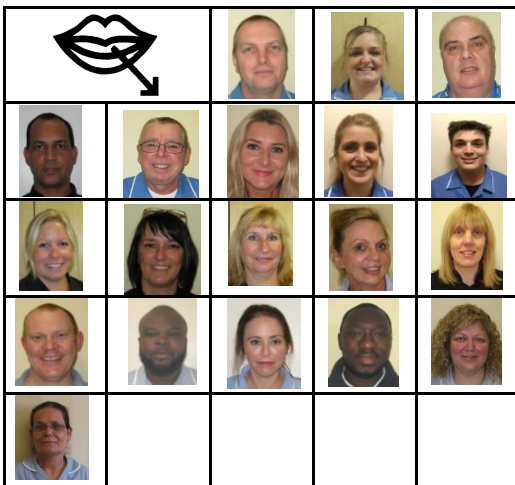
Produced by SPT Speech & Language Therapy Inclusive Communication Service Tel: 0277 633839 Using Picture Bank 'Change', 'Backgrounds', 'Partnership Picture Bank', 'E', 'Mistakes and 'OK' symbols.

When you are discharged from Heath Close you will be asked to complete a questionnaire.

Your feedback will be used to help other patients.



If you need support in completing this, please ask a member of staff.



Staff at Byron Court

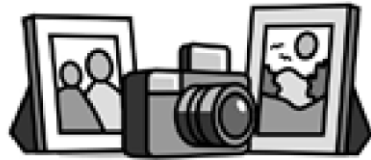


Photo Permission



Name: _____



Date of birth: _____



I am happy for my photo to be used on my care plan, medication chart, patient forms or groups



My photo will be kept on a locked computer



Name: _____

(If you wish to sign, on behalf of the patient's legal representative, please note that we do not have the authority to sign on behalf of the patient)

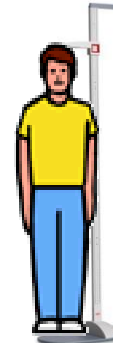
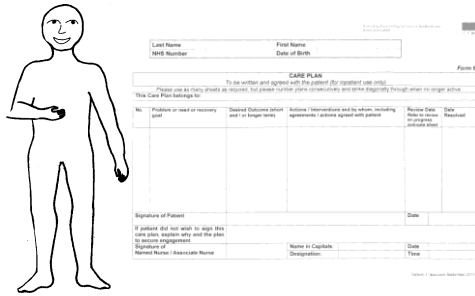


Date: _____

Byron Court Care Plan

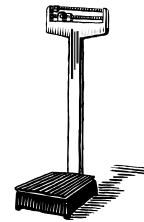
On Admission

Staff would like to check that you are in good health and to plan your treatment with you

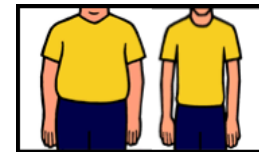


Height

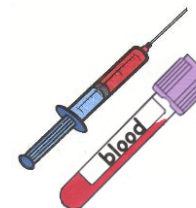
Weight

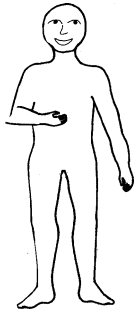


BMI



Blood Test.





Form 4

LAST NAME: _____ FIRST NAME: _____ DATE OF BIRTH: _____

CARE PLAN

To be written and agreed with the patient (or equivalent carer).

To be used as a living document to support, but not replace, patient autonomy and self-direction through shared decision making.

No.	Problem or need or recovery goal	Shared Outcomes (S.O.)	Actions / Interventions and by whom, including agreements - outline agreed with patient	Review Date	Date Revisited

Signature of Patient: _____ Date: _____

If patient not able to sign, sign care plan, explain why and the plan to review engagement.

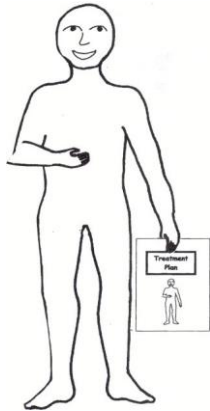
Signature of: _____ Name in Capitals: _____ Date: _____

Role: _____ Designation: _____

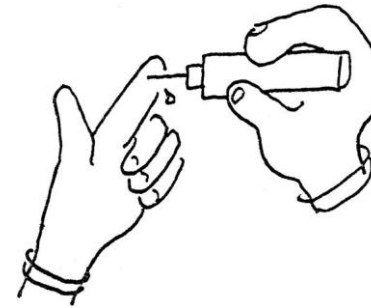
Byron Court Care Plan



Do a wee in a bottle or a pot.



I may be asked to :



Have a little bit of blood taken from your finger.

Let staff do a Waterlow pressure score.

Patient's Name: _____ Date of Exam: _____

Waterlow Pressure Score Prevention/Treatment Policy

Risk scores of 0-4 are low, 5-6 are medium and 7-10 are high.

To Risk/Weight for Height	To Skin Type	To Skin Area	To Sex	Special Risks
Average 0	Healthy 0	100% 0	Male 0	1) Tissue Malnutrition
Below average 1	Thick paper 1	Partial 1	Female 1	2) Leg Terminal Ache
Obese 2	Dry 2	40-60 2	1	3) Contact Ulcer
Below average 3	Cherry red 3	60-80 3	2	4) Pressure Ulcer/Decubitus
To Edema 4	Clammy (sweaty) 4	80-90 4	3	5) Incontinence
Compromised 5	Discoloured 5	90-95 5	4	6) Smoking
Disturbed 6	Non-healing 6	95-100 6	5	7) Neurological Deficit
Disturbed 7	1) Mobility 7	100 7	6	8) Vascular, MS, COPD
Disturbed 8	2) Mobility 8	100 8	7	9) Minor Surgery
Disturbed 9	3) Mobility 9	100 9	8	10) Fracture
Disturbed 10	4) Mobility 10	100 10	9	11) Major Surgery/Trauma
Disturbed 11	5) Mobility 11	100 11	10	12) Compromised
Disturbed 12	6) Mobility 12	100 12	11	13) Blood vessel/arterial
Disturbed 13	7) Mobility 13	100 13	12	14) Medication

When assessed (check) score from each category into table below:

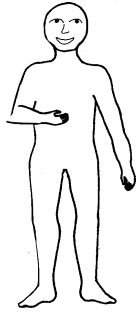
Score	0-4	5-6	7-8	9-10
Low	At Risk	High Risk	Very High Risk	Very High Risk

Waterlow Score	1	2	3	4	5	6	7	8	9	10	Score of 11+	Specialist Referral

Form Completed by: _____ Date: _____

Review Date: _____

Byron Court Care Plan

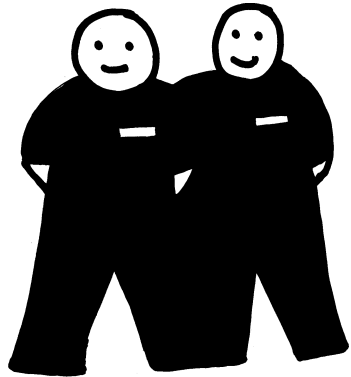


Last Name		First Name			
NHS Number		Date of Birth			
Page 8					
CARE PLAN					
<small>Please use an entry, written in agreed with the patient (for repeat use only). This Care Plan is subject to review. It is subject to review and should be updated through agreed review dates.</small>					
NO.	Problem or need or concern (and/or longer term)	Agreed Outcome/Action (and/or longer term)	Agreed Interventions (and/or longer term)	Review Date (and/or longer term)	Final Reviewed (and/or longer term)
Signature of Patient					Date
If patient did not wish to sign this care plan, explain why and the steps to ensure engagement					Date
Name in Capitals			Date	Time	
Name of Healthcare Professional			Designation		



Last Name		First Name			
NHS Number		Date of Birth			
Page 8					
CARE PLAN					
<small>Please use an entry, written in agreed with the patient (for repeat use only). This Care Plan is subject to review. It is subject to review and should be updated through agreed review dates.</small>					
NO.	Problem or need or concern (and/or longer term)	Agreed Outcome/Action (and/or longer term)	Agreed Interventions (and/or longer term)	Review Date (and/or longer term)	Final Reviewed (and/or longer term)
Signature of Patient					Date
If patient did not wish to sign this care plan, explain why and the steps to ensure engagement					Date
Name in Capitals			Date	Time	
Name of Healthcare Professional			Designation		

Last Name		First Name			
NHS Number		Date of Birth			
Page 8					
Infection Risk (on admission) form					
<small>Please use an entry, written in agreed with the patient (for repeat use only). This Infection Risk form is subject to review. It is subject to review and should be updated through agreed review dates.</small>					
NO.	Problem or need or concern (and/or longer term)	Agreed Outcome/Action (and/or longer term)	Agreed Interventions (and/or longer term)	Review Date (and/or longer term)	Final Reviewed (and/or longer term)
Signature of Patient					Date
If patient did not wish to sign this infection risk form, explain why and the steps to ensure engagement					Date
Name in Capitals			Date	Time	
Name of Healthcare Professional			Designation		



My staff need to:



- Fill in forms for your;
- Health Action Plan
- Careplans.
- Infection Control Risk Assessment.
- Talk to other professionals about your care.

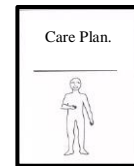
Month:
1 2 3 4 5 6 7 8 9 10
11 12 13 14 15 16 17 18
19 20 21 22 23 24 25 26
27 28 29 30 31

Date:



Signature:

Print name:



Care Plan no:

1



Sign name:

Print name:



Your stay in HEATH CLOSE

We want to make Heath Close better for people who stay.

Please help us.



Month:

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18		
19	20	21	22	23	24	25	26		
27	28	29	30	31					

Date:



How long was your stay?

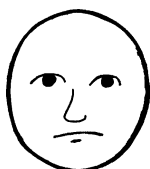
.....



Did we give you information about your problems, medication and treatment?



Please choose a box to tick:



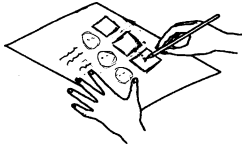
Was it ok?



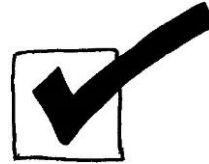
Do you want more?



Was it enough information?



Choose a box to



If you want to tell us, are you:

WHITE:

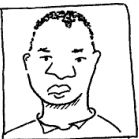


British



Irish

BLACK or BLACK BRITISH:



Black Caribbean



Black African

ASIAN or ASIAN BRITISH:



Indian



Pakistani

CHINESE:



Other Ethnic Group

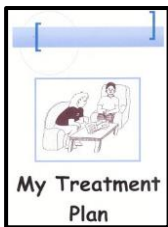


- Other White
- Other Asian
- Other Black
- Bangladeshi
-



MIXED:


- Other White
- Other Asian
- Other Black
- Bangladeshi
-




1. Your Treatment Plan

- a nurse told me about my treatment plan

 yes:


 no:


 don't know:



- did your nurse give you copies of your treatment plan and talk about it?

 yes:

 no:

 don't know:





- in your Treatment Plan what was most helpful?






- were you given medication here?

 yes:


 no:


 don't know:

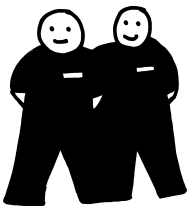


- were you told about your medication?

 yes:

 no:

 don't know:



- who was your named nurse?



John



Sam



Marie



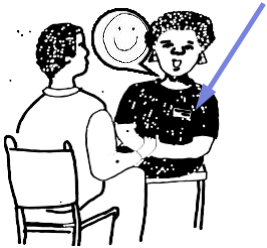
Colin



Lucy





Joe

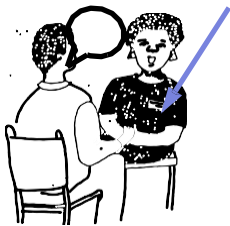


- did your named nurse tell you how they were going to help you?


 yes:


 no:


 don't know:



- I could talk to staff if I needed help

 yes:


 no:


 don't know:



- I could talk in private with staff

 yes:

 no:

 don't know:



• did they talk to you about your treatment?



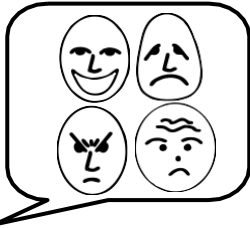
yes:



no:



don't know:



• did they ask you how you felt?



yes:



no:



don't know:



• did your unit doctor tell you how long you would need to stay at the unit?



yes:



no:



don't know:



• did they listen to you?



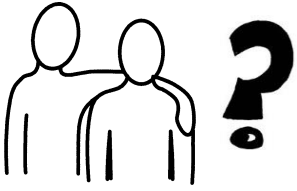
yes:



no:



don't know:



• did you trust them?

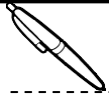
yes:

no:

don't know:



• what did you like about your clinical meeting?



don't know:



• is there anything you would have changed?

yes:

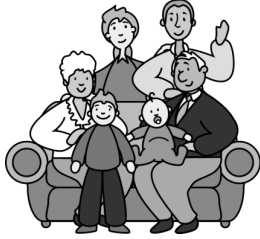
no:

don't know:



Did you have visitors?

Were they:



• family



• friends



• advocate



• social worker



• community nurse

Anyone else?



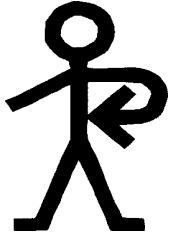
Were they made to feel welcome?

 yes:

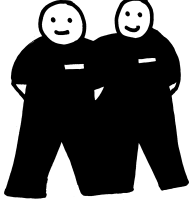
 no:



don't know:



Did you like:



• your staff



• your room



• your food



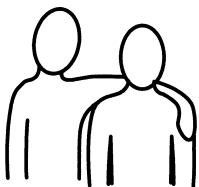
• the unit



• the things to do



• the way you were treated



Did you feel safe

Being Held



This booklet was produced in collaboration with some of our patients after them giving feedback about not understanding the restraint practice.

What is this book about?

This book is to tell you about **being held**.

Some people call this '**restraint**'.

In this book we will tell you about **when** you might be held.

In this book we will tell you about **different ways** of being held.



Why will staff hold you?

If you are feeling agitated staff will talk to you and try to help you.



If staff cannot help you in any other way, then they will have to restrain you.



Why will staff hold you?

Staff will hold you firmly to stop you **hurting yourself**.

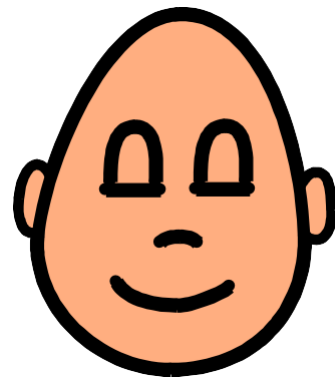


Staff will hold you firmly to stop you **hurting other people**.

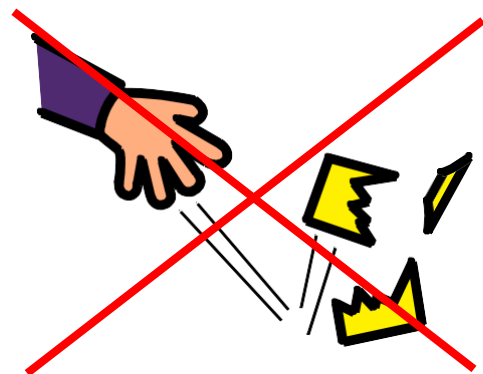


Why will staff hold you?

Staff will hold you firmly to **keep you safe**.



Staff will hold you firmly to stop you **breaking things**.



Different ways of being held

There are different ways of being held.

This will be written in your care plan.

If you are being held, there will be **at least 2 staff** holding you.



Staff may touch or hold your arm lightly.

This is to help them move you to a safer place.

This is called a **gentle come along** or **supportive touch**.

Different ways of being held

Staff may hold you when you are sitting down.

This is called a **seated figure of four**.



Different ways of being held

Staff may hold you on the floor, so that you are lying flat on your back. This is called **supine support**.



What will it feel like being held?

You might feel ok, scared, frightened, angry upset or worried about what will happen next.



When you are being held **staff will talk to you** and tell you what they are doing.

They will tell you what will happen next.



What happens after you are held?

Staff will make sure that you are ok.



You might go to a **quiet room**.

This may be your **bedroom**.



What happens after you are held?

Staff will leave you on your own if you want to be by yourself and if it is safe to do so.



After leaving you on your own staff may still need to see you. This is called observations.



What happens after you are held?

You can choose not to interact or engage with staff but they will still watch to keep you safe.



When everyone is ok, you can talk about what happened in a calm and safe place.



What happens after being held?

Staff will check that your heart and breathing are ok after being held.



Talking about being held

Staff will **always talk with you** about being held. This may be later in the day or the next day.



You can ask questions and talk about how you felt and staff will listen to you.

Staff may ask **you questions** to **help you understand** how it felt.



What if someone gets hurt?

Staff are **trained** to hold you safely.



This means that no-one should get hurt.

But if you get hurt, tell staff.

Staff will look after you.



What to do if you are unhappy about being held

Staff are **here to care** and look after you and keep everyone safe.

If you are unhappy about being held, you can **talk to any member of staff** and they will listen to you.



We can **all learn from what you have to say** and we will review your care plan with you.



This booklet was created with the active involvement of one of our patients who also agreed that it was easy to understand.