

Glossary

Care Coordinator The care coordinator will work especially closely with you and will help you with your care programme.

Care Programme Approach (CPA) This is used to plan and review your mental health needs, with input from agencies and members of the MDT.

Care Quality Commission (CQC) The authority for health and social care in England which checks that health services are meeting national standards of quality and safety.

Multidisciplinary Team (MDT) A team of professionals on a ward who are responsible for providing care to individual patients.

Patient Advice and Liaison Service (PALS) PALS are there to assist and provide guidance with any issues or problems that arise in your care and treatment at St Andrew's.

POhWER POhWER stands for 'People of Hertfordshire Want Equal Rights'. This is an entirely separate organisation with independent advocates who can work with you on a range of things, including providing support at meetings and tribunals.

A charity leading innovation in mental health



Your guide



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Hello and welcome

to St Andrew's Healthcare.



I am very pleased to have you join us as you enter this very important, yet perhaps daunting, stage in your journey.

It will be our role to help you along this path, and I hope this guide will reassure you about what your stay here might be like.

We are a charity, which means everything we do is for patients, not profits. It means we will always strive to be supportive, understanding and caring towards our patients, their carers and everyone else in the St Andrew's community.

It may be a slow start, but as you progress you will be given opportunities to try new things. I encourage you to get involved with these as much as you can - you will be supported by an experienced team of great staff who want to see you succeed.

As you enter this journey, it is important you know that we will treat you with integrity and as an equal, and will be

open and honest with you about your recovery. I really hope that you will help us by treating us in the same way.

I wish you all the best with your recovery.

With best wishes,
Gil Baldwin

What you can expect

Your first few days at St Andrew's

The first two or three days at a new hospital can be very stressful. You won't yet know the staff and other patients, will be learning new rules and may still be waiting for some of your belongings.

We will always aim to reduce this stress as much as possible. To help you prepare, here's a little on what you can expect.

On arrival: You will be greeted by staff who will give you a tour of your ward and explain things such as laundry and meal times. You will also be given your own welcome pack.

Week one: If you haven't already, you will meet your care coordinator in the first week. This is also when the rest of your belongings should start to arrive.

In coming weeks: You will meet and get to know the wider team who will be supporting you at St Andrew's. Together you will plan what you will do during your stay in order to move on.

Welcome pack

We recommend that you bring a bag with enough things to last you for a few days as we wait for your belongings to arrive. In the meantime, you will receive a welcome pack with toiletries, stamps, phone cards and activity books to help you settle in. These packs are handmade by patients through Workbridge - to learn more about Workbridge visit page 28.

The women's pack includes:

- a bra
- sanitary towels
- stationary
- stockings
- toiletries

The men's pack includes:

- an electric shaver
- toiletries
- stationary



Your room

On arrival you will be shown to your own private bedroom and bathroom, which is out of bounds to other patients. You will be able to decorate your room and put up pictures and posters to make it feel as close to home as possible.

Your bedroom will typically include:

- a bed
- a small locker to keep important things
- a desk, TV, electrical sockets and TV/FM radio point
- a wardrobe to keep your clothes in

Your ward will have rules about what you can have in your room. Please ask your ward team about this.



Your ward

Your ward will have been specially chosen to meet your needs and help you work towards being discharged.

There will be a dining room for meals, quiet spaces for relaxing, as well as lounges and common areas where you can socialise in your free time. You can watch TV, listen to music, read and do other activities in the ward as you choose. You will also have access to outdoor space.

Who will be looking after me?

Your care coordinator will work especially closely with you. They will help you to manage any problems as you move towards being discharged.

They are supported by a diverse team of other staff who form a group which we call the multidisciplinary team (MDT).

Members of the MDT include:

- ✔ Nurses
- ✔ Occupational Therapists (OTs)
- ✔ Pharmacists
- ✔ Psychiatrists
- ✔ Psychologists
- ✔ Social Workers
- ✔ Speech and Language Therapists

Staff on the ward are kind hearted, humorous, supportive and reliable. It's nice to have people around me that care.

Justin, Adolescent Pathway



We also have a full physical health team who can support you with any physical health problems.

This includes:

- ✔ Dentists
- ✔ Dieticians
- ✔ GPs
- ✔ Physiotherapists
- ✔ Podiatrists
- ✔ Practice Nurses



Visits and stays

It is really important to keep in touch with loved ones, particularly if you are in hospital a long way from home. We will support you to keep in touch with your friends and family through visits, letters, phone calls and even video calls.

How to arrange visits

Your social worker will support you to organise visits from your friends and family and, where possible, also arrange for you to visit them.

Because we are a psychiatric hospital we have to have rules around children and young people visiting. Your social worker will be able to explain what these are and how to arrange these important visits.

Long distance visits

People come to St Andrew's from all over the UK and beyond, and we know how difficult it can be for families to travel such a long distance. We can offer overnight accommodation and other support to aid these visits, so please ask your social worker if you think we could help.





Communicating with friends and family

Mobile phones

Some of our wards do not allow mobile phones on the ward. Please ask the ward team if this is the case for you.

Telephones

Each ward has private telephones for you to use. Phone calls are paid for using phone cards, which are available for you to buy on site. You will also receive a phone card in your welcome pack so that you can make phone calls straight away.

Internet

You may be able to use the internet depending on which ward you are on and your individual needs. Please check with your ward team to see what internet access you will have.

If you are on a ward which does not allow internet access, we have computing sessions in which patients can access the internet with support from staff.



I didn't know much about the ward when I arrived but felt peaceful in my room. I enjoy myself now as there are activities and things to do.

Jenna, Women's Pathway



Your first few weeks

On top of settling you in, your first few weeks will be used to help map out a journey for your care. Together with staff, you will take part in assessments to look at what you need and how long it might take to be discharged.

These assessments will be discussed at what's called a Care Programme Approach (CPA) meeting. This takes place after three months. You can invite people to this meeting to support you. This could be family, friends or even your solicitor.

Smoking

The charity aims to be smoke free by 2017. Until then, there are designated outside areas where those over the age of 18 can smoke. Access to these areas may depend on which ward or unit you are in. Please ask your ward team to find out the rules for your ward.

Quitting

We understand that quitting smoking is difficult and want to help reduce your discomfort. We can give you support to quit such as nicotine replacement. Your ward team will be able to help you find out more.



What you can expect from us

Our role is to protect and support you to make the best possible strides in your recovery. This includes treating you with dignity and respect, and supporting you to be as independent as possible.

You can expect the following during your stay:

- We will provide high quality physical and mental healthcare and healthy, good quality meals
- You will have the opportunity to take part in activities and therapies, and will be supported to learn new skills.



Your rights

It is your right to feel safe and free from discrimination, so it is important that you let us know if you have any concerns. We are here to support you, and have dedicated teams such as the Patient Advice Liaison Service (PALS) committed to helping you. You also have a right to seek independent advice and will be supported to access advocacy services as well as your solicitor. More information on advocacy can be found on the next page.

Your records

We keep electronic records about your treatment here. These can be shared with you if you wish. Please speak with your care coordinator or ward team to find out how to do this.



Advocacy service

Advocacy services are very important. They provide advice about your rights and care. The advocacy service at St Andrew's is called POhWER.

This is an entirely separate organisation with independent advocates who work with patients on a range of things, including supporting you at meetings and tribunals. Your ward team will be able to provide contact details, or you can call using the free direct line on the ward telephone.

How do I get information I can understand?

We will work with you to give information in a way you find easy to understand. This can include easy read, large print, audio, British Sign Language or other formats.

What if I need extra help

We care for people with a wide range of special needs and disabilities. So we can provide you with the necessary support, equipment and adaptations, please tell your team if you have any special requirements.

What is expected of you

We expect everyone at St Andrew's to treat others with respect. This means respecting people's rights and differences so that everyone - including patients, staff and visitors - can feel safe and valued. We expect you to do the following while you are at St Andrew's:

- You will treat yourself and other people fairly, safely and with respect, even if you're having a bad day or you don't agree with opinions or decisions
- You will try to engage with your treatment and care as best as you can
- You will apologise when you upset or hurt other people, even if you didn't mean to
- You will try to learn from mistakes in order to avoid the same problems in future.

It is our responsibility to take appropriate action to ensure everyone feels safe and respected. We will always take action if there is harm to people or property. This may include informing the police.

I don't kick up a fuss very often but I feel comfortable to ask when needed.

Carl, Men's Pathway



How to give feedback

Feedback is the best way for us to find out what works well, and what could be better. We value your comments and will always invite you to share your experiences with us. You can share feedback directly with your care coordinator, the MDT, ward staff and PALS.

What to do if you're not happy

Sometimes things don't go as planned and you may wish to make a complaint. We take every complaint seriously and will use it as an opportunity to learn and improve. Your care will never be negatively affected or made worse for making a complaint, so please don't feel anxious about speaking out.

You may find the advocacy service can help you with this. If you want to take your complaint further, you can also complain to The Parliamentary and Health Service Ombudsman or the Care Quality Commission (CQC). We will support you in making this step.



Your opportunities

Being in hospital can sometimes be boring and frustrating. We will try to provide as many opportunities as we can for you to keep busy and avoid feeling like this.

Occupational therapy

Each week you will have a timetable of sessions and activities which are agreed with your team. Your OT will meet with you to discuss your interests and help you plan your week. What is available will be dependent on your individual needs and preferences, as well as any safety concerns.

Education

We have our own education department where you may be able to have your own time with a teacher. Your teacher can also help you to study for college or university.

I like to do my education and I also love art. I have become a library assistant which has improved my confidence so much.

Sarah, Learning Disability Pathway



Sports and fitness

Staying fit and doing exercise is as important for your mental health as your physical health.

We have staff dedicated to help you to stay fit. They can help you use our sports facilities including gyms, swimming pools, and sports equipment. Fitness sessions are sometimes supported by professional sports teams such as the Northampton Town or Mansfield Football Clubs depending on your site. If you are less mobile, we can adapt activities so that you can enjoy them.

Speak to your ward team to find out more about how they can support you with these activities.



Leisure and social

You will have many opportunities to participate in a range of leisure and social activities. On our sites you will find recreation clubs, music nights and other special events for you to be a part of. We even have an annual summer party which is held especially for patients.

Spirituality

Whether you have a strong religious faith or none, there are times in hospital when spiritual support can be helpful. We have a large, multifaith chaplaincy team who work with patients on all of our wards. They provide religious services for a variety of faiths and denominations. Please ask your care coordinator if you would like to contact the chaplaincy team at any time, even before you are admitted.

You can contact the chaplaincy team directly through the ward telephone.

Patient experience

As a patient you are at the heart of what we do and we want to be led by your views and opinions. We have a patient experience team who collect patient advice and feedback to help improve the way we provide care. This team includes former patients who now work for St Andrew's.

Patient experience invites patients to be involved in a wide range of things including induction sessions for new staff, education sessions for medical students and giving feedback on our policies and practices.

Patients are also part of our interview process for all senior positions including new consultants. If you wish to get involved in the many opportunities available to you, the patient experience team can help you to do this.

Please ask your ward team to find out more.



Workbridge

Workbridge is based at our Northampton site and has many opportunities to build and improve work skills.

Workbridge offers a wide range of vocational training and accreditation. It provides the opportunity to build self-esteem and encourages independence, respect and teamwork in a supportive environment. Activities are held at the Northampton site and give patients the opportunity to work alongside staff members to develop their skills.

Workbridge offers sessions including:

- Catering
- Ceramics
- Contracting
- Design and Print
- Horticulture
- Office Skills
- Woodwork

We have different opportunities available at our other sites. Please ask your ward team to find out what these are.



Workbridge also offer a wide range of work experience opportunities. These are great for developing work skills and your CV as you progress towards discharge. They include:

- Caretaker
- Education Assistant
- Hairdressing Assistant
- Library Assistant
- Music Studio Assistant
- Receptionist
- Sales Assistant
- Sound Technician



There is a formal interview process to follow when applying for work experience. Staff will be able to support you through each step of this process.



How to contact us

How to contact your ward team

Our sites

You can find out more about St Andrew's at standrehealthcare.co.uk.

If you have any questions before your stay, you can email info@standrew.co.uk or contact your team directly.



Northampton

Set over 135 acres, our Northampton site delivers mental healthcare for young people, men, women and older adults. We provide medium and low secure, locked and open services for over 500 people diagnosed with a range of conditions, including:

- autistic spectrum disorder
- brain injury
- Deaf people with mental health illnesses
- dementia
- Huntington's disease
- learning disability
- mental illness – such as psychosis and schizophrenia
- personality disorder.

We have a range of facilities, including:

- arts and crafts workshops
- café
- computer suites
- gym
- music studios
- spiritual and cultural facilities
- Workbridge vocational skills workshops.



St Andrew's Northampton



Workbridge, Northampton

📍 Cliftonville Road
Northampton, NN1 5DG
(postal address only)
t: 01604 616 000
(we welcome text relay calls)
e: info@standrew.co.uk
w: [standrewshealthcare.co.uk/
northampton](http://standrewshealthcare.co.uk/northampton)

Birmingham

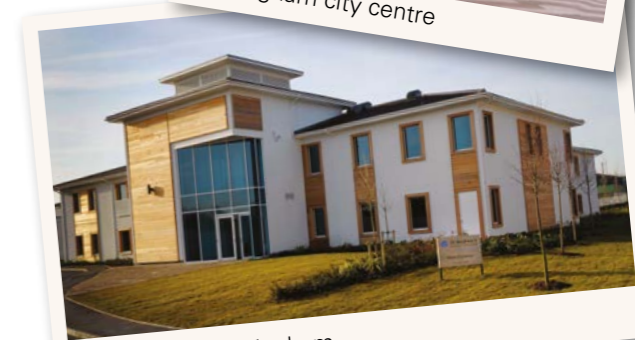
St Andrew's Birmingham provides care to over 120 men and women with mental health illnesses and autistic spectrum disorder.

On site, we are able to offer a large number of therapeutic activities, including:

- adult education
- art therapy
- community outreach
- drama therapy
- health and wellbeing sessions
- music
- nurse led group sessions
- vocational therapy.

We have a range of facilities, including:

- arts and crafts workshops
- café
- computer suite
- gym
- music studio
- pastoral service
- shop.



St Andrew's Birmingham



Birmingham city centre

📍 70 Dogpool Lane
Stirchley, Birmingham
West Midlands, B30 2XR
t: 01214 322 100
(we welcome text relay calls)
e: info@standrew.co.uk
w: [standrewshealthcare.co.uk/
birmingham](http://standrewshealthcare.co.uk/birmingham)

Essex

St Andrew's Essex supports over 80 men and women diagnosed with complex mental health and personality disorders.

On site we are able to offer a large number of therapeutic activities, including:

- adult education
- art therapy
- community outreach
- drama therapy
- health and wellbeing sessions
- music
- vocational therapy.

We have a range of facilities, including:

- arts and crafts workshop
- café
- gym
- pastoral service
- shop
- therapy spaces and treatment rooms.



St Andrew's Essex

📍 Pound Lane
North Benfleet
Essex, SS12 9JP
t: 01268 723 800
(we welcome text relay calls)
e: info@standrew.co.uk
w: [standrewshealthcare.co.uk/
essex](http://standrewshealthcare.co.uk/essex)

Nottinghamshire

St Andrew's Nottinghamshire team provides care for up to 64 men diagnosed with autistic spectrum disorder and learning disabilities.

On site we are able to offer a large number of therapeutic activities, including:

- adult education
- animal assisted therapy
- art therapy
- drama therapy
- health and wellbeing sessions
- music
- occupational therapy.

We have a range of facilities, including:

- arts and crafts workshops
- café
- gym
- music studio
- pastoral service
- shop.



St Andrew's Nottinghamshire

📍 Sherwood Oaks Business Park
Sherwood Avenue
Mansfield, NG18 4GW
t: 01623 665 280
(we welcome text relay calls)
e: info@standrew.co.uk
w: [standrewshealthcare.co.uk/
nottinghamshire](http://standrewshealthcare.co.uk/nottinghamshire)