

# Charlton Lane Hospital

**Charlton Lane, Leckhampton, Cheltenham, Gloucestershire, GL53 9DZ  
Telephone Main Reception: 01242 634100**



## Patient & Visitors Handbook

Your Named Nurse: .....

Your Doctor:.....

## Welcome to the Charlton Lane Hospital

Charlton Lane Hospital is one of the county-wide inpatient facilities provided by 2gether NHS Foundation Trust. The hospital has three wards: two for the assessment and treatment of specialised mental health needs, and one ward specialising in dementia care.

Our Inpatient wards provide assessment and treatment for people who are no longer able to care for themselves or be cared for in their own home or the residential/nursing home where they live. We aim to help patients become well enough so that they can return to living in the local community either in their own home or a suitable nursing/residential home with the appropriate support they require.

Our staff teams aim to make your stay with us as comfortable as possible. We recognise that all patients are individuals and work in a way that maintains their dignity and respects their own personal, spiritual and cultural beliefs. Patients will always be treated with equality and we do not discriminate against anyone due to race, age, gender, disability, religion, or sexual orientation.

We are able to access translation services if required.

The length of time you will need to stay in hospital will be determined by your needs.

We hope this booklet provides you, your relatives and friends, with the information you need. Please remember that staff are here to help you, and will be happy to answer any questions you have about your care and treatment in hospital.

## Hospital Wards and Facilities

The hospital has three wards:



**Chestnut:** this ward has 14 beds.



**Mulberry:** this ward has 18 beds.



**Willow:** this ward has 16 beds.

All bedrooms are single-occupancy, with en-suite bathrooms.

### Contemplation Room

The Contemplation Room is available in the Therapy Suite on the first floor, which can be used for multi-faith, spiritual, religious, and emotional solace.

### Gardens

You and your visitors are welcome to use the outside ward gardens and courtyard. These are secure areas.

### Entertainment Systems

Radios are available, and a television is provided in the communal ward areas. Should you wish it, you will have access to areas free from television or other background noise. A Hearing Loop system is available in communal patient areas. You will have access to a telephone if requested

### Parking and transport links

Charlton Lane Hospital has free car parking on site. (For Sat Nav use Postcode GL53 9DT)

For information about Community Transport visit [www.a2binfo.net](http://www.a2binfo.net) or call 0845 045 0302.

For public transport timetables and help planning your journey contact Traveline [www.traveline.info](http://www.traveline.info) or call 0871 200 22 33

## The Staff Team

You may meet a number of different staff during your stay on the ward who will be involved in your care:

### **Clinical Staff**

#### **Medical Team**

The Medical Team of doctors are led by Consultant Psychiatrists who are assisted by a Specialist Psychiatrist and a Psychiatrist in-training. There are daily visits from General Practitioners from the Barnwood Medical Practice to manage patients' day-to-day health. There are also weekly visits from a Consultant Geriatrician from the Acute Hospital Trust, who will advise on more complex medical conditions.

#### **Nursing Team**

The Nursing Staff are led by the Ward Managers. The Nurses work closely with Health Care Assistants to support and contribute to your programme of care. Whilst you are in hospital, you will be allocated a specific Named Nurse and Associate Nurse who will work closely with you and your family during your stay. If you have a preference for a male or female Named Nurse, we will try to accommodate this.

#### **Health Care Professionals**

Other Health Care Professionals that visit the ward on a regular basis are Occupational Therapists, Physiotherapists, Speech & Language Therapists, Chiropodists, and Social Workers.

### **Non Clinical Staff**

#### **Chaplain**

A multi-faith chaplain is available for you to talk to. If you wish to see the chaplain or you a faith representative of your choosing please ask a member of the ward staff to contact them on your behalf. If you need somewhere to worship or a quiet place to be alone you can also arrange to visit the Contemplation Room.

#### **House Keepers**

We have a team of Hotel Services and ancillary staff who ensure that high standards of hygiene and cleanliness are maintained within the site at all times.

**All staff that have access to your medical records are obliged to maintain confidentiality at all times.**

**All members of staff wear uniforms and a name badge and carry Identification Cards. Listed below is a general guide to uniforms you may see at Charlton Lane Hospital**

<b>Staff member</b>	<b>Female</b>	<b>Male</b>
Matron	Navy blue with burgundy piping tunics/dresses	White tunics with burgundy epaulettes
Ward Manager	Navy blue with light blue piping tunics/dresses	White tunics with light blue epaulettes
Deputy Ward Manager	Navy blue with white piping/dresses	White tunics with dark blue epaulettes
Staff Nurses	Blue and white striped tunics/dresses	White tunics with striped blue epaulettes
Healthcare Assistant (HCA)	Green and white striped tunics/dresses	White tunics with striped green epaulettes
Student Nurse	Light blue with university logo	White tunic with university logo
Physiotherapist	White polo shirts blue trousers.	White polo shirts blue trousers.
Occupational Therapist	White with green edging	Green polo shirts
Speech & Language Therapist	White top red edging	
Hotel Services	Purple and white stripes	Purple polo shirts.

**Members of the medical team (Doctors, Consultants) do not wear uniform however they will always carry identify and wear a name badge.**

## What to Bring With You

### **Clothing & Toiletries**

A welcoming Toiletry Pack will be given to you on arrival.

We are only able to provide emergency clothing, so it is essential that you bring with you, clearly labelled\* if possible:

- At least 5 sets of day clothes (with extra underwear as required)
- Suitable footwear: one pair of shoes and one pair of slippers
- Dressing gown and 2-3 sets of night wear or more if required
- Coat
- Toiletries: liquid soap, shaving gel, comb etc avoiding bars of soap as they do not comply with our Health & Hygiene policies.

Whenever possible patients will wear their own clothes, but in emergency situations or for hygiene reasons, sometimes it will be unavoidable not to use ward stock clothes and we hope you will understand.

**\*Labelling items of clothing and property is really important as it enables us to return items that people have lost to their rightful owners.**

Towels are provided

### **Other useful items**

- Your medication
- Spectacles
- Hearing aids
- Any telephone numbers you may need

### **Laundry**

**The Trust advises that we do not launder your clothing.** This helps to reduce the risk of clothing being mislaid or confused with other laundry. We will launder only in exceptional circumstances, such as when relatives are on vacation, or where no relatives or carers are identified.

**It is expected that members of your family or friends will collect washing from your room or as arranged with your Named Nurse.**

**\*At times despite the best efforts of staff to ensure the safety of a person's property, items of clothing and property go missing. Please do not bring anything of value with you into hospital'**

## Money and Valuables

We prefer that you do not bring large amounts of money and valuables into hospital. Jewellery and items of sentimental value should not be brought into the ward due to the risks of items being misplaced or broken.

Ward Staff will make a list of any valuable items you bring in with you, and you will be given a copy. There is a safe within the hospital where we can hold your valuables for safe-keeping.

You or your relatives will be asked to sign an Indemnity Form for any items you wish to keep with you and not hand over for placement in the safe.

### ***Disclaimer:***

*The 2gether NHS Foundation Trust cannot accept responsibility for property or valuables that have not been handed in for safe keeping.*

## Security

To help maintain patient safety a fob system for access to the wards and throughout the ward environment (kitchen areas, bathrooms, bedrooms) is in place.

Keys are available for patients to access their room. These will be issued in discussion with patients and family and will depend on whether the patient wishes to have the responsibility of holding a key to their room and if patient has the capacity to manage that responsibility.

To leave the ward patients can approach any member of staff for access. If there are risk issues these will be assessed and care planned accordingly.

## Your Hospital Stay

Coming into hospital can be very worrying, especially the first time. However, there can be times when coming into hospital is the best option

### **What happens on admission to our hospital?**

A registered nurse and a doctor will spend some time with you on your first day to discuss your health concerns and answer any questions. The doctor will also want to give you a physical health check. To help us to plan your care we will need to find out from you the things that you manage well and the things that you need help with or cause you and your relatives/carers concern. We will also with your permission talk to your relatives/carers to find out from them about how you were managing before you came into the hospital and the help they think you need. These assessments will help us to identify your health and social care needs and to decide on an individual care plan. You will be given a Named Nurse who will be responsible for working with you and co-ordinating your stay.

Although the ward is locked all staff have electronic key fobs to allow access on and off the ward as necessary.

### **On the Ward Assessment & Treatment**

Following admission you will then stay on the ward for an initial assessment and treatment period, which may last anything from a few days to a few weeks, depending on your needs. A meeting will be arranged by your Named Nurse, to discuss your future care. This meeting will include your relative or carers, (if you so wish) doctors, and any other professionals involved in your care. At this meeting we will discuss progress made and decisions about your future care and social needs.

During your inpatient stay your Named Nurse will:

- listen to your opinions and wishes and help you voice them
- help answer your questions
- keep in contact with you and usually see you most often
- help you receive the right support
- coordinate all aspects of your care plan
- arrange regular reviews

Multidisciplinary Reviews or Ward Rounds take place weekly where the team discusses individual patient care and treatment. A copy of the Ward Round Standards will be made available to you.



## Ward Activities

Patients are encouraged to join in group and individual activities and therapies. Patients will be able to practice skills, relearn old ones and learn new ones.

A variety of activities and therapies are available on our wards and in the therapy suite according to an individual's needs. These may include:

- Quizzes, Puzzles and Games
- Art Therapy
- Physiotherapy
- Exercise Groups
- Gardening
- Reminiscence work
- Cognitive Behavioural Therapy
- Occupational Therapy
- Relaxation

Quiet areas are also available for patients who wish to spend time alone, or with relatives, and the right to privacy is respected as much as possible

## Visiting Times

It is important to have visits from family and friends, so we want to be flexible with visiting times. We also understand that, in certain circumstances, visiting outside specified hours can be very beneficial.

Where you or your carer feel that extra contact would be beneficial to your recovery staff will show flexibility around visiting times and telephone contact.

In order to avoid mealtimes, we ask that, as far as possible, visiting takes place between:

**2pm – 5pm  
and  
6pm – 8pm**

## Guidelines for Visitors

- All visitors should sign the Visitors' Book (located at Reception) on arrival and when leaving.
- We request that visitors use the quiet areas on the ward when visiting or the patient bedrooms to avoid overcrowding in the day areas.
- No more than 4 visitors per patient at any one time.
- Children under the age of 16 are to be accompanied by a responsible adult.\*
- In the interest of Health & Safety, pets will not routinely be permitted to enter the hospital.
- Alcohol, illicit drugs, weapons or dangerous items, are not permitted in the hospital.
- **No Smoking policy** is in force throughout the building and grounds.

However, patients are permitted to smoke in designated outside areas.

**\*To help ensure the safety and comfort of children visiting patients in the hospital it is advisable to talk to the Ward Manager or Named Nurse to discuss how the visit can be supported.**

## Working in partnership with Carers

A leaflet 'Working in Partnership with Carers' provides details of how we will work with relatives, friends or partners whilst the person they support is in Charlton Lane Hospital. The leaflet should be given to the carer when the person is admitted. If a copy has not been received please talk to the Ward Manager or Named Nurse.

## Infection Prevention and Control

We take the prevention and control of infections seriously, and ask you if you can support us by considering the following prior to and during your visit;

- 1) Do not visit if you or someone who you have been in touch with has been suffering from an infectious illness such as colds and flu or vomiting and diarrhoea.
  
- 2) We understand that your visits are very important, but during our break situations there are occasions where we may have to stop or assess visiting on an individual basis, to help contain and eliminate the spread of the infection.
  
- 3) If your relative is suffering from an infection then they may be asked to stay in their room to minimise the spread of the infection. This is always assessed and consideration is given to the overall wellbeing of the individual and other patients.
  
- 4) Use the alcohol gel/clinical wipes that are in the reception area prior to entering the ward and when you leave. (Cover your hands completely with it and leave them to dry).

## Meals and Refreshments

Your individual nutritional and clinical dietary requirements will be assessed and met, including any necessary help with eating.

We aim to provide a nutritious, well-balanced and varied menu. Your dietary preferences will be discussed with you on admission to the ward. We cater for special diets.

There is access to food 24 hours per day, but you will be encouraged to attend regular mealtimes, and will be able to join with staff in setting the tables in preparation for the meals.

### **Breakfast**

Between 8am and 9am

### **Lunch**

Between 12.30pm and 1.30pm

### **Tea**

Between 5pm and 6pm

Hot drinks are provided intermittently throughout the day, and cold drinks are available at any time.

## Handover

Handover takes place at the beginning and end of each shift. This ensures that each change of staff are fully informed about the care you and others may need and ensures the continuity of care provided.

Handover times:

Morning:	07:00am – 07:20am
Afternoon:	13:20pm – 14:30pm
Evening:	21:00pm – 21:30pm

It would be helpful for visitors to avoid telephoning during these times as the remaining staff on the ward need to be available for patient care.

## Your Rights as a Patient

If you have been admitted to hospital on an informal basis you have certain rights. These include the right to advocacy, the right to a second opinion and if necessary you will also be offered access to an interpreter. You can talk to your Named Nurse or consultant if you want more information or have any concerns in relation to your rights.

### Advocacy

Many people find that when they feel ill they are not as good at saying what they want as at other times.

An advocate is a person outside of the health service who is able to give support, and help to enable you to express your views about your care and treatment. He/she does not make decision on your behalf but helps you to get the information you need to make informed choices.

**Your Named Nurse on the ward can let you know more about advocacy or should you wish to contact the Advocacy Service the free helpline number is 0800 644 6448**

If you have been admitted under a section of the Mental Health Act you have further rights which are set out as part of this Act. In particular you have the right to an 'Independent Mental Health Advocate'. You will be given further information about your rights by your Named Nurse and in written form.

Another type of advocate is an Independent Mental Capacity Advocate. This person might be involved when significant decisions need to be made for you, you are unable to make them for yourself, and you have nobody to represent your wishes and preferences.

### Mental Health Act 1983

If you are admitted under a section of the Mental Health Act 1983, the nurse in charge will give you written information about this. They will also read you the information if required to help you to receive a better understanding.

## Informal Patients

If you are informal patient (ie not been admitted under the Mental Health Act 1983) you have the right to withdraw consent to treatment. Where this is the case the Multi-Disciplinary team (MDT) would be contacted for your safety to try and resolve the issue. If you still wish to leave the ward against Doctors Medical advice, documentation will be completed in line with the ward policy and procedure.

## Mental Capacity and Best Interest Decisions

The Mental Capacity Act 2005 provides a test for people to use to make a judgement about whether a person has capacity to make their own decisions. Someone may be assessed as having capacity to choose what they want to wear for example but may not have the capacity to make a decision about the medication or treatment which is best for them. When it has been established that an individual does not have capacity to make a decision, a decision must be made in the individual's best interests by the person assessing capacity (the decision maker). The decision maker must consider the person's wishes and preferences and consult with people close to the person. For more details about mental capacity talk to a member of staff and ask for a copy of the booklet 'What is Mental Capacity and Why does it matter?' ([www.gloucestershire.gov.uk/mca](http://www.gloucestershire.gov.uk/mca) )

## Leave from the Ward

All leave from the hospital and time off the ward, will be discussed and negotiated with the Multi-Disciplinary Team (MDT) or the nurse in charge. Where appropriate and with your consent this will also be discussed with the relative, partner or friend who supports you at home.

## Confidentiality

Personnel information relevant to your care is held safely on the ward. The Multi-Disciplinary Team (MDT) has to have access to this information to discuss your individual plan of care. The NHS has strict guidelines about keeping personal information confidential. Details of the Trust Policy on patient confidentiality are explained in a separate leaflet. Please ask for a copy if you have not already received one.

## Discharge

As soon as you come into hospital we start thinking about the support you might need when you leave hospital.

Prior to discharge a meeting with you and your relatives/carers will be held to discuss and agree your future needs. A discharge plan will be compiled that clearly states what support, care and treatment needs to be in place when you are discharged back into the community. If it is not possible for you to get the help and support you need at home, we will work with you and your family to plan for you to go into a care home after leaving hospital.

On discharge from the ward you will be given an initial supply of your current medication (minimum 7 days) and your GP will be sent a copy of the discharge plan. Other people who it has been agreed will be involved in your care following discharge will also with your permission receive a copy of the discharge plan.

### **Preparing to go home**

An Occupational Therapist will make an assessment to see if any changes are needed to the home environment to make things easier for you. They may also request an assessment for TELECARE where sensors can be fitted around the home to monitor for accidents and emergencies. Charlton Lane Hospital have a TELECARE suite where you can see what the equipment looks like and how it works – ask a member of staff about this or call Managing Memory 2gether 0800 694 8800.

If you will need help with care at home you will be assessed by a Social Worker, they will also do a financial assessment to see if you are eligible for help with the cost of care.

Once services are set up and in place then discharge from hospital can take place.

### **Preparing to go into a care home**

If it is decided that moving into a care home would be best for you an assessment will take place to determine the type of care home that would be best for you and if you are eligible for help with care or nursing costs. This will be fully discussed with you and your relatives/carers. You can also contact Managing Memory 2gether 0800 694 8800 for advice

## Compliments, Comments, Concerns or Complaints

If you have any compliments, comments, concerns or complaints, please discuss them with the ward manager:

**Willow Ward Manager: Vinod Mani**

01242 634141

[willowwardenquiries@glos.nhs.uk](mailto:willowwardenquiries@glos.nhs.uk)

**Mulberry Ward Manager: Mary Tambling**

01242 634149

[mulberrywardenquiries@glos.nhs.uk](mailto:mulberrywardenquiries@glos.nhs.uk)

**Chestnut Ward Manager: Colin Baker**

01242 634146

[chestnutwardenquiries@glos.nhs.uk](mailto:chestnutwardenquiries@glos.nhs.uk)

If you have a particular issue you want to discuss but do not wish to talk to the staff on the ward please contact:

**Modern Matron**

Ruth Kyne  
Charlton Lane Hospital  
Charlton Lane,  
Cheltenham  
GL53 9DZ  
Telephone: 01242 634109  
[Ruth.kyne@glos.nhs.uk](mailto:Ruth.kyne@glos.nhs.uk)

**The Complaints Manager**

2gether NHS Foundation Trust  
Rikenel  
Montpellier  
Gloucester  
GL1 1LY  
Telephone: 01452 891038  
[Complaints.2gether@glos.nhs.uk](mailto:Complaints.2gether@glos.nhs.uk)

**Patient Advice & Liaison Service (PALS)** is a confidential service that provides information advice and support for patients, families and carers. PALS seek to promote the importance of listening to patient enquiries and concerns. To support this, the PALS team work closely with staff who have direct contact with patients, their families and carers, providing help and information regarding enquiries or concerns raised by those receiving care or treatment.

Freephone **0800 0151 548** or land-line **01452 566698** or email [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

**Service User & Carer Participation Workers** are employed by the 2gether Trust to listen to the views of patients and carers. They will support you to have your say about services and pass on your feedback to staff.

**Telephone: 01452 891214**



## Useful Contacts

**Adult Helpdesk (Gloucestershire Adult & Community Care Directorate)** For information, advice and access to social care services. Contact to request a copy of Care & Support Services directory which provides guidance on choosing and paying for care/support in Gloucestershire

**01452 426868** [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)

**Advocacy** County Community Projects – A service for people who need help to express their needs.

**0800 644 6448** [www.ccprojects.org.uk](http://www.ccprojects.org.uk)

**Age UK** provide a number of services to support older people, including advocacy, home from hospital, clean sweep day care services: you can contact them by telephone or visit their website for more information

**01452 422660** [www.ageuk.org.uk/gloucestershire](http://www.ageuk.org.uk/gloucestershire)

**Alzheimer's Society** the local branch has many services including the dementia adviser service, singing for the brain, memory cafés and a specialist group for younger people with dementia.

**01452 525222** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Benefit Enquiry Line** for benefit enquiries, changes of circumstances and requests for Attendance Allowance and Disability Living Allowance forms.

**08457 123456** [www.gov.uk](http://www.gov.uk)

**Carers Gloucestershire** provides a range of information and support services for carers. They have an advice and advocacy service that support carers with financial and legal issues including advice on benefits and help with completion of forms.

**01452 386283** [www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

**First Stop Advice** is an independent, free service provided by the national charity Elderly Accommodation Counsel (EAC) in partnership with other local and national organisations. They can advise on housing, care options, paying for care, NHS funding, welfare benefits and rights for older people.

**0800 377 7070** [www.firststopcareadvice.org.uk/](http://www.firststopcareadvice.org.uk/)

## Useful Contacts

**MIND** offers information and general advice on the law in the following key areas: mental health, mental capacity, community care, human rights and discrimination/equality related to mental health

**0300 123 3393** [www.mind.org.uk](http://www.mind.org.uk)

**Office of the Public Guardian** Contact for information about Mental Capacity and Lasting Power of Attorney

**0300 456 0300** [www.justice.gov.uk/about/opg](http://www.justice.gov.uk/about/opg)

**PALS** (Patient Advice and Liaison Service) is a confidential service to help people deal with issues or problems with local health services and to provide health service information.

**0800 0151 548 01452 566698** email [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

**Healthwatch Gloucestershire** is all about local voices can influence the delivery and design of local services. Healthwatch also provides the public with information and advice to help them make informed choices about their health and social care needs.

**08006525193**[info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk).  
[www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk)

**Telecare** provides easy to install equipment to monitor potential accidents and emergencies in the home as well as equipment to support independent living. Charlton Lane Hospital has a Telecare suite where you can see how it works. For more details contact Managing Memory 2gether 0800 694 8800

**Managing Memory 2gether** (based at Charlton Lane)

The service offers specialist advice and information to people who are worried about their memory, people with dementia and carers of people with dementia.

The service also co-ordinates and delivers a countywide programme of education sessions on a range of topics relating to memory loss and Dementia.

**0800 694 8800**  
[managingmemory@glos.nhs.uk](mailto:managingmemory@glos.nhs.uk)

## Notes

## Staff Involved in Your Care

Please print details clearly

Your Named Nurse:.....

Associate Nurse:.....

Contact Telephone Number: .....

Your Ward :.....

Your Ward Manager:.....

Contact Telephone Number: .....

Your Consultant Psychiatrist: .....

Contact Telephone Number: .....

Your Community Mental Health Nurse: .....

Contact Telephone Number: .....

Your Social Worker: .....

Contact Telephone Number: .....

Your Doctor: .....

Contact Telephone Number: .....