



*Here to help you*  
**Your introduction  
to Ashby Ward**

*"There is  
always hope"*

*Welcome to...*

# Ashby Ward

This booklet aims to give you information about the care provided on Ashby Ward. We hope that you find the information in this booklet helpful. More information is available on the ward. If you can't find what you're looking for, please ask and we will do all we can to help you.

**Ward address:**

Ashby Ward  
Bradgate Unit  
Groby Road  
Leicester LE3 9DZ

**Ward office telephone number:**

0116 225 2566

**Patients' telephone number:**

0116 225 2703

Throughout this booklet, there are quotes from people who have stayed on the ward to explain what it's like to be a patient. A special thanks to everyone who contributed their ideas.

# Your information

Name

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Nursing team members

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Named nurse

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Consultant

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Other key staff

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Junior doctor

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Ward clerk

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*Introduction*

# What does the ward do?

A warm welcome to you from all the team on Ashby Ward.

We are a ward with 20 beds for people with acute mental health problems. The ward is part of Leicestershire Partnership NHS Trust.

We know that coming into hospital can be very difficult and frightening, especially if it is your first time on the ward. The staff are here to help you and, as you feel ready, we will show you around the ward and introduce you to patients and other staff.



*"Having time on the ward helps to bring things into balance"*

We provide a service for the people of North West Leicestershire, South Charnwood and part of Loughborough.

## 6 *Introduction:* What does the ward do?

If you have had to come into hospital suddenly, there may be things that you need to sort out or people that you want to contact. We will ask you about this so that we can help you if you would like us to.

The ward staff are here to support you to work towards your recovery.

*"It might take a bit of time to feel settled, but in time you will"*

### **We aim to do this at all times by:**

- Listening to your views about what you need
- Enabling you to make choices and regain control over your life
- Treating you with respect, dignity and compassion
- Recognising the role of your carers, family and friends
- Respecting your culture, spirituality, life experiences and values

We hope you will feel able to ask staff for any help or information you need during your stay.

*Introduction*

# How does the ward work?

All staff wear name badges, and can be identified on a photo board on the ward.

Whilst you are on the ward, your care will be provided by a multi-disciplinary team including doctors, nurses and other professionals. You will be given a named nurse who will work with you to complete a full assessment of your needs. We will work with you to develop a treatment plan that aims to meet your individual needs, understanding that everyone is different. This will be written down, and you will be asked if you would like to have a copy.

We aim to provide non-discriminatory services that will meet your specific needs and consider how health care can help you with a range of life issues.

There is a national system for delivery of care in mental health services called the Care Programme Approach (CPA). If this applies to you, you will have a CPA care coordinator who will be responsible for overseeing your care. If you would like to

## 8 *Introduction:* How does the ward work?

know more about CPA, we can give you a leaflet.

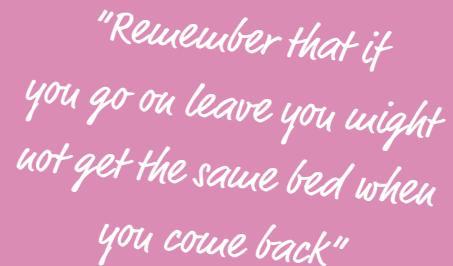
Our aim is to support you in your recovery so that you feel well enough to return home. Every week, you will have the opportunity to participate in reviewing your care with the team at a multi-disciplinary review. If you wish, you can invite your carer, family member or friend to attend with you. At all times your needs and views are central to the process of planning your discharge. Part of this process may include having short periods of home leave. Please note that if you have leave from the ward, you may return to a different bed. The CPA process will ensure that follow-up arrangements will continue

to meet your health and social care needs.

The ward is a busy place, but we hope you will

soon feel settled with us.

Nursing staff have a change of shift three times a day – early morning, lunchtime and late evening. At these times, nurses have a handover meeting to ensure that we share information about the care and needs of each patient on the ward. The nurses will tell you about groups and activities that are planned for each shift.



*"Remember that if you go on leave you might not get the same bed when you come back"*

An important part of our work is training the doctors, nurses and other professionals for the future. Students in training regularly spend time working on the ward. All students are supervised by fully-qualified staff members. On occasions, we may ask if you are happy for a student to provide your treatment. You have the right to say no, and we will fully respect this. This will not affect the care you receive.

Research and a range of improvement projects will help to develop the care and treatment that patients will receive in the future. We are always looking for ways to involve patients in this - please let us know if you would like to take part.

Sometimes the ward is involved in research projects, and it is possible that we may ask you to help. This will only happen with your permission, and you have the right to refuse. If you refuse it will not affect the care you receive.



*"We need to know  
the rules from day  
one"*

*Practical issues*

# What do I need to bring?

**We encourage you to bring some personal possessions to make your stay more comfortable.**

Nightwear, slippers and dressing gown plus some casual day wear are recommended. You will also need to bring toiletries and a small amount of money for buying day to day items. Magazines, puzzle books, photos and games can also help people feel at home, but avoid bringing anything too valuable. If you have forgotten anything, please ask staff who have a small supply of emergency items.

Wherever possible we encourage all patients to be responsible for their own possessions. We do provide lockers to keep small sums of money and belongings safe. We advise you not to bring valuable items, such as jewellery, on to the ward.

Generally we suggest that you do not bring items such as televisions and stereos with you. Our staff must check and authorise any electrical items before they are used.

We cannot accept any responsibility for loss of or damage to personal property, including money, unless you have been given an official receipt from the trust.

Many areas have a laundry where we may encourage you to wash your own clothes, with help from our staff if necessary. Or, you may prefer to ask relatives or friends to take your washing home for you.



*"Good care is about  
human kindness, dignity  
and freedom of expression"*

*Practical issues*

# Meals, snacks and refreshments

Meals are served in the lounge.

**Meals are served at:**

Breakfast	8.30 am
Lunch	12.00 pm
Evening meal	6.00 pm

If you miss a meal or require fruit or a snack, please ask staff. You can make yourself a hot or cold drink in the ward kitchen and there is a locked fridge where you can store your own food.

We aim to provide you with varied and nutritious meals that take into account your dietary and cultural needs.

**We will offer you:**

- A choice of dishes to suit your individual dietary needs
- A choice of portion size
- Any help you need to use our catering services.

Please ask staff if you have any special requirements, such as halal or vegetarian and so on.

*Practical issues*

# Buying things

A trolley comes to the ward each day selling sweets and newspapers and other items. There is a shop in the main hospital near to Glenfield hospital reception.

*"If music be  
the food of love,  
then play on!"*

*Practical issues*

## Telephone and Internet access

There is a telephone on the ward where your carers, family and friends can call you. The number is 0116 225 2703.

There is a payphone on the ward

We hope to be able to offer computer and Internet access soon, please ask staff for details.

*Practical issues*

## Getting money

Money and giros can be deposited in the Patients' Bank located at reception. The hours of opening are 9.30 am to 1.00 pm.

There is a cash point at Glenfield Hospital.

Practical issues

# Visiting times

Visiting times are open, but we ask visitors to avoid mealtimes, i.e:

8.00 am to 9.00 am,  
12.00 pm to 1.00 pm  
and 6.00 pm to 7.00 pm.

*"Getting in  
contact with others  
can be a good support  
network"*

We ask visitors to report to the nurse in charge when they arrive and when they leave. If you ask, staff will make arrangements for you to talk privately with relatives and friends.

Please talk to nursing staff if you expect to receive visits from children. Children may visit the ward after prior arrangement with the nurse in charge, and we do have visiting areas suitable for families that we can book for you.

*Practical issues*

## Environment

We aim to make sure that you are cared for in a clean, safe and pleasant environment. As an NHS service, we are concerned about the risks of smoking to general health both for those who smoke and for those who have to be near to smokers. For this reason, and to comply with the law, we do not allow smoking on the ward but there are designated areas outside where legally people are allowed to smoke. If you would like to think about giving up smoking, our staff will be very pleased to support you with this.

*Practical issues*

## Vehicles and driving

As an inpatient, we ask you not to bring vehicles onto our premises or car parks, unless you have agreed this with your consultant psychiatrist and named nurse.

As both mental health difficulties and medication can affect concentration, please ask your consultant psychiatrist for advice before you drive a vehicle.

Practical issues

# Safety of patients and staff

We are aware that being in hospital can be very frightening, and staff will be keen to talk to you about how we can help you to feel safe.

Please tell staff if you feel worried or unsafe at any time, or if you feel concerned about the safety of anyone else on the ward. If you would prefer to talk to someone outside of the ward, you can contact the modern matron or any of the advocacy services mentioned in the 'More about your care' booklet. If you wish to make a complaint about safety on the ward, this will be carefully investigated

and we will do all we can to maintain the safety of everyone while this happens.

Violence and abuse is not to be tolerated by anyone on the ward, and this includes staff, patients and visitors. We will press for the maximum possible penalty for anyone who behaves in a violent or abusive way.

## 18 *Practical issues:* Safety of patients and staff

We aim to provide high standards of care and service and, in return, we all expect to be treated with respect. The ward staff and the organisation are committed to providing a safe and pleasant environment for people who use the service and our staff.

Please help us maintain a safe environment by not consuming alcohol or drugs whilst you are an inpatient. If you need any help or advice regarding alcohol or drug use, please talk to your named nurse as specialist help is available.

Please do not bring dangerous objects, such as knives, into our premises. Items such as razors and nail scissors should be

handed to staff for safe keeping until they are needed.

Failure to respect this code of behaviour can cause distress to others staying and working on the ward.



*"Mutual  
trust and respect  
is important"*

*Activities and other services*

# Acute Recovery Team

Occupational therapy staff working in the Acute Recovery Team can offer you opportunities that allow you to take more control of your recovery whilst in hospital.

The programme of activities will allow you to:

- Maintain and develop everyday skills such as cooking and shopping
- Increase your activity levels and provide structure and routine to your day
- Socialise and feel more comfortable around others
- Increase your self-esteem, self-confidence and motivation
- Explore opportunities in the community in preparation for discharge
- Express yourself creatively

## 20 *Activities and other services*: Acute Recovery Team • Ward activities and groups

The Acute Recovery Team's Day Unit includes a gym, woodwork and pottery room, a kitchen and a gardening area and relaxation, computer and resource rooms. Some activities take place away from the unit.

Please have a look at the notice board on the ward for information about what is available. You can ask a member of the nursing staff if you would like to be referred to the team.

*"Use the gym, do art,  
get together with others,  
take a walk"*

*"Be healthy  
and active"*

*Activities and other services*

## Ward activities and groups

There is a notice board on the ward giving information about daily groups and activities that you may wish to get involved in.

We have some supplies of books, DVDs, games and craft materials and so on; please ask any member of staff if you would like to use these. If you ask us, we can order library books in languages other than English.

Activities and other services

# Ward Forum

The ward forum is an informal and friendly opportunity for you to meet with other patients and make suggestions for improvements to the ward.

The ward forum takes place on Wednesday and is chaired by volunteers who have experienced mental health difficulties.

You can find more information about the forum on the ward notice board.

*"You will meet  
some lovely people  
during your stay"*

*Activities and other services*

# Wellbeing clinics

Staff hold regular Wellbeing Clinics on the ward to give you an opportunity to talk about how you can take care of your physical health. We can offer a range of health checks and information about healthy living and how this can help you with your recovery.

*"Eat healthy,  
sleep healthy,  
be healthy"*

# Language and communication

**We can offer information and an interpreting service in a number of different languages for those people whose first language is not English.**

This booklet can be provided in Braille, audio tape, disk, large print or in other languages on request. If you are partially sighted, are deaf or have problems with reading, staff will be happy to give you information in a way which you find acceptable.

Please ask staff for any help you need.

આ પુસ્તક વિનંતી કરવાથી બ્રેઇલ લિપિ, ઓડિયો ટેપ, ડિસ્ક, વિશાળ છપાઈ અથવા અન્ય ભાષાઓમાં પૂરું પાડી શકાય છે. જો તમને આંશિક કુશ્મિત ધરાવતા હો, બહેરા કે મૂંઝા હો, અથવા તમને વાંચવામાં તકલીફ થતી હોય, તો કમ્પ્યુટરો તમને સ્વીકાર્ય હોય તે રીતે તમને માહિતી આપીને ખુશ થશે.

अनुबंध बनाने पर वह सुविधाएं देता, अक्षरों टैप, डिस्क, बड़े फॉन्ट या अन्य भाषाओं में प्रकाश की जा सकती है। यदि आपकी तरह अंशिक रूप से खराब है, सुन नहीं सकते या बचने में परेशानी होती है, तो कम्प्यूटर्स को आपको उस तरीके से जानकारी देने में खुशी होगी जिसे आप स्वीकार करना चाहें।

કેટલી બંધે નહત 'કે ટિલ પ્રકરણ શુક વિંચ, આઈવિ ટેપ 'કે, રંકે બેનલા વિંચ ના ડિને ઠેર કામલા' વિંચ મુદેલીઆ બંધી ના સ્વાલી છે। ને કુમી ખુશી કુમી તાલ રેધ તરી સ્વાલે, ના કુમી સુદ તરી સ્વાલે ના કુમી પદ્મ મેંબી મેંબીઆલા હા, ના મદાજ નુ કુમી ફીમ કુમી તાલ મદાજની રેદ વિંચ ખુશી રેંબી સિમ કુમી તાલ કુમી ફીમ નુ મેંબીઆલા મેંબી મેંબી છે।

اس کتابچہ کو درخواست کرنے پر بریل، آڈیو ٹیپ، ڈسک، بڑے پرنٹ یا دوسری زبانوں میں فراہم کیا جا سکتا ہے۔ اگر آپ کو جزوی طور پر بینائی کی پریشانی یا آپ بہرے ہیں، یا آپ کو پڑھنے میں کوئی پریشانی ہے تو ہمارے علمہ کو اس شکل میں معلومات فراہم کرنے میں خوشی ہوگی جو آپ کے لئے قابل قبول ہو۔

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Buggan yar waxa codsi-ahaan lagu diyaarin karaa farta indhoolaha, cajaladda maqalka, saxan cajalad, daabicid ballaaran ama afafka kale. Haddii araggaagu qayb yahay, aad dhagoole tahay ama akhrisku ku dhibo, shaqaaluhu way ku farxayaan inay macluumaad kugu siiyaan dariiqad aad oggolaan karto.

Leicestershire Partnership NHS Trust, George Hine House,  
Gipsy Lane, Leicester LE5 0TD

Telephone 0116 225 6000

Do you need this information in a different format?

This information can be provided in Braille, audio tape, disc, large print or in other languages on request.

Artwork in this booklet was contributed by service users.

How can we

Change.

for the better?

Think again.