



Welcome to Ash Villa
Carer information pack

Contents

What is Ash Villa?	page
How can a young person be admitted?	
What will happen to my child whilst they are in hospital?	
What is the daily routine for my child whilst they are in hospital?	
What is the Care Programme Approach (CPA)?	
Who will be involved in my child's care?	
Meetings	
When and who can visit my child?	
Will my child be going home at weekends?	
Personal possessions	
Support for carers - parent forum group	
Smoking policy	
Reducing the risk of infection	
Your privacy, dignity and keeping safe	
Patient Advice and Liaison Service (PALS)	
Useful websites and carer support groups	
Glossary	

Important Information

My child's Named Nurse is:

.....

My child's Associate Nurses are:

.....

My child's Consultant is called:

.....

The unit Manager is called:

.....

My child's first Ward Round Review will be on

Date:

Time:

My child's first Care Programme Approach (CPA) will be on:

Date:

Time:

Address:

Ash Villa
Willoughby Road
Greylees
Sleaford
Lincs NG34 8QA

Telephone numbers

Nursing Office: 01529 488060
Payphone: 01529 488215

What is Ash Villa?

Ash Villa is a 13 bedded admission unit for young people between the ages of 12 to 18 years old. It is an assessment and treatment unit for a range of acute mental health difficulties. A young person may be admitted to Ash Villa if they are experiencing mental health difficulties that cannot be managed within the community due to their complexity, risk or persistence.

How can a person be admitted?

A young person can be referred to Ash Villa by the CAMHS Tier 3 service, direct from local A&E services and community consultant psychiatrists.

In the majority of cases, young people will be admitted on a voluntary basis. Most admissions are planned but there may be times when a young person arrives onto the unit as an emergency. This may involve being admitted under the Mental Health Act. If this applies to your child, you will be given additional information regarding this.

What will happen to my child whilst they are on the unit?

Shortly after admission, your child will be assessed to identify their needs and what treatment options will be appropriate. The assessment process can include involvement from family members and other professionals. We work with your child on a 1:1 basis as well as in groups in the therapy programme. There are a range of treatments that young people may be offered, depending on their individual needs. Some of the therapeutic approaches that may be offered include Cognitive

Behaviour Therapy, Sensory based approaches, Eye Movement Desensitisation Reprocessing (a specific therapy for trauma), Solution-focused, Psychodynamic approaches and Family work. In addition, young people may receive medication.

What is the daily routine for my child whilst they are on the unit?

Young people are actively encouraged and expected to participate in the group programme as well as having regular individual meetings with healthcare professionals. The environment on the unit provides multiple opportunities for therapeutic interactions throughout the day and this is the main form of therapeutic intervention. Staff receive on-going training and supervision in working with boundaries, interpersonal dynamics, developmental issues, emotional and mental health issues.

Whilst on the unit, young people also receive educational lessons within Ash Villa School and are encouraged to participate in activities that will help them develop skills to cope with their mental health difficulties.

The Ash Villa Activity Coordinator liaises with the young people to enable development of an activity time table. In house therapy groups and sessions are offered alongside sessions facilitated by outside agencies and volunteers (all are DBS checked and supported by a member of Ash Villa team).

The group programme is designed to meet the needs of young people and focuses on developing skills to manage difficult thoughts, feelings and behaviours associated with mental health difficulties.

On the next page we list an example of the weekly schedule during term time.

Monday to Friday

7.15am - 7.30am	Young people are woken up
8am - 8.45am	Breakfast
9am - 9.30am	Morning meeting and daily goal setting
9.30am - 12pm	Young people are expected to attend education lessons provided by Ash Villa School. The participation in education is assessed according to individual needs and abilities. If they are not in education they will be expected to take part in group therapy/ Activities as part of their on-going care.
12pm - 1pm	Lunch There are two main meals offered at lunch and these options are changed daily. If your child has any dietary requirements please inform a member of staff so we can incorporate this into what food is offered to them. Depending on the needs of your child, they may have a meal plan which is formulated by the young person and the Dietician.
1pm - 3.30pm	Education / therapy groups
3.30pm - 5pm	Free time
5pm - 5.45pm	Tea
6pm - 7pm	Evening activity
10.30pm	Bed time

Meal times are protected which means that nurses will not be available to take telephone calls or deal with queries at those times.

What is the Care Programme Approach?

Mental healthcare is co-ordinated under the Care Programme Approach (CPA). The CPA allows key professionals to assess an individual's needs and draw up care plans for them. Prior to coming onto the unit, your child's Tier 3 worker (or another professional working with your child in the community) is appointed as their care co-ordinator.

The care-co-ordinator's role is to ensure that care plans are put in place and are meeting your child's needs. The care plan outlines any issues/risks a young person may be experiencing and how best to manage these risks.

When a young person is admitted onto the unit, they are allocated their own individual key working team.

This is comprised of two nurses (one of which will be your child's key worker) and a healthcare assistant. The key worker will liaise with the care co-ordinator to ensure your child's needs are being met and to formulate/update current care plans.

You will be made aware of who your child's key worker is and of their care plans if the young person agrees to this.

Who will be involved in my child's care?

A variety of health care professionals may be involved with your child's care. Some of these may include:

- Psychiatrists
- Doctors
- Psychologists
- Occupational Therapist
- Dietician
- Teachers
- Nurses
- Health Care Assistants
- Art Therapist
- Pharmacist
- Students – This is a teaching unit for student social workers, psychologists, nurses and occupational therapists.



Meetings

We have multi-disciplinary team meetings weekly (MDT). These take place on a Tuesday from 9.30am - 1.30pm. You have a right to ask to attend and an appointment will be made for you to discuss care and treatment options. You will have feedback given within 24 hours of each review.

Your child's first CPA will occur within the first six weeks after admission. There may be a number of professionals within the CPA which can include the Ward Manager, Psychiatrist, Occupational Therapist, Doctor, CAMHS Tier 3 Worker, Social services or any other agencies that might be involved in your child's care. CPA's will occur once every six weeks, however this can be subject to change, depending on the needs of the young person.

This is a guide and may change depending on the needs of your child.

You can ask to attend MDT to support the review of your child/ young person. If you would like to attend, please speak to the Nurse in Charge of the shift.

When can I visit my child?

Visiting times at Ash Villa are:

Monday - Friday: 4pm - 5pm and 7pm – 9pm

Saturday, Sunday and bank holidays: 10.00am - 8.30pm

It is not possible to visit during any of the meal times.

It is advisable for visitors to make an appointment so the unit can accommodate the visit. If appointments have not been made, we cannot guarantee a room will be available if the unit is busy. Parents are not allowed access to the bedrooms during visits and should refrain from walking around the unit in order to respect the other young people's need for privacy and security. There may be exceptions to this if your child has specific needs but this will be discussed with you by a member of staff.

Who can visit my child?

In order to maintain your child's safety, we will ask you and your child to provide us with a list of names of people that may visit your child. An approved visitor list is formulated upon a young person's admission or as soon as it is possible. Only individuals on the list will be allowed to visit your child. If you have any questions regarding visits, please speak to a member of staff. Any visitors under the age of 18 years will not be allowed to visit a young person unless a parent or a responsible adult is present. If more than two people are planning to visit a young person, please contact a member of staff in advance so we can try to book the family room in order to accommodate the visit.

Will my child be able to leave the unit/come home at weekends?

Access to and off the unit is limited. This is to ensure the safety of the young people and staff on the unit. If your child is an informal patient they have the right to ask to leave the unit at any time but this matter needs to be discussed with the nurse in charge or one of the unit doctors.

All leave is subject to prior arrangement and approval. There is the expectation that young people will go home on weekend leave from Friday to Sunday. This is to provide your child with the opportunity to practice some of the skills they have learnt on the unit and apply them to their home environment. The only exceptions to this are the first weekend after admission and the result of increased clinical risk. If a young person is sectioned under the Mental Health Act, leave from the unit has to be assessed by a Psychiatrist and will be reviewed regularly (at least twice per week.)

We ask that a young person arrives back onto the unit no later than 8pm on Sunday. This will be built up gradually and in discussion with you, your child and the team. This allows more opportunity for your child to settle onto the unit and also enhances the on-going assessment of your child's needs. We ask that you handover how the time spent at home has been and make staff aware of any concerns or highlights. When your child returns back to the unit you will be asked to remain with them. A member of the nursing team will ask them if they have any items on them that are not permitted on the unit. If identified, these will be placed in your child's property box or we will ask you to take them home.

If you have any concerns regarding your child whilst they are on weekend leave, please ring Ash Villa and speak to a member of the nursing team.

Personal possessions

Due to the nature of the unit there are items that are not allowed to be brought on to the unit due to the possible risk that they may pose.

Any items that are brought onto the unit by a young person are subject to being searched by a member of staff to maintain the safety of the young people. If there are any issues relating to personal items, staff will discuss these with you and your child. Any items that are brought into the unit are the responsibility of the young person. Some items brought in will be kept in our property cupboard to which young people have restricted access to.

We have provided a list of items that your child might like to bring with them whilst at Ash Villa and items that are not allowed onto the unit. The list is not exhaustive, and all property will be assessed according to individual risk.

Items your child might like to have on the unit:

- Comfortable clothing
- Posters/photographs (subject to suitability)
- Toiletries such as shampoo, conditioner, and body wash
- Money (£10 maximum)
- Magazines/ Books (subject to suitability)
- MP3/ iPod (without a camera or recording facilities)

Items that are not allowed on the unit:

- Over 18 material including magazines/DVDs
- Drugs/ Illegal Substances
- Alcohol (or alcohol based products)
- DVDs
- Mobile phones
- Laptops (unless for special educational circumstances)

- Metal cans
- Oil burners, candles, incense sticks
- Knives/Blades (including razors)
- Energy drinks/fizzy drinks
- Energy Tablets – i.e. Pro Plus, Glucose Tablets
- Blue Tac
- Chewing gum
- Glass
- Aerosol cans
- Plastic bags
- Multi-Media recording devices (items that contain camera/recording/internet facilities)
- Hair Dye

Restricted items that are placed in the property cupboard include:

- Cigarettes, lighters, matches
- Hairdryers
- Straighteners
- Mirrors
- Glue
- Keys
- Bags
- Money
- Mobile Phones
- Chargers
- Hair Removal Cream

Your child will need to bring with them a mobile phone handset that does not have access to the internet nor does it have a camera facility with which they can use their own SIM card for whilst they are on the unit. A young person can have access to their mobile phone during the evening on week days and during the day on weekends. If you wish to contact your child, please ring Ash Villa payphone on 01529 488215.

Smoking policy

The trust operates on a no smoking policy in and around the unit for both young people and visitors. Young people are permitted if care planned and the person is aged 16+. If this is granted they must leave Trust premises to smoke at times agreed with the nurse in charge. One person at a time can go for a cigarette and the last cigarette is at 9pm.

Young People who have issues with smoking, alcohol or drugs will be referred to Specialist Services such as:

- Phoenix (smoking cessation)
- Addaction (drug and alcohol misuse)



Privacy, dignity and keeping safe

It's important that staff, patients and their relatives/carers respect each other's privacy and dignity. The safety of our patients is very important and staff will endeavour to ensure everyone is kept safe.

Ash Villa is a mixed sex unit. The bathrooms and toilets are clearly labelled for single sex use. These areas are closely monitored by staff.

We have a zero tolerance policy to verbal abuse and violence towards staff.

Discrimination against others due to their gender, sexual orientation, age, ethnic background, disability, or religious beliefs will not be tolerated.

Staff will show respect for the opinions of patients and their visitors. In return, we expect that patients and their visitors will show respect for staff.

It may be that you will be asked to leave the unit if you are displaying behaviour that is placing others at risk.

Confidentiality

During your contact with Lincolnshire Partnership NHS Foundation Trust (LPFT) you will be asked to provide personal information to help us deliver the best possible service to you and your young person. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about all service-user information.

Sometimes other agencies are also involved in your care and we may need to share information with them. Anyone who receives confidential information about you from us is also under a legal duty of confidence.



Patient Advice and Liaison Service (PALS)

PALS provide a helpful and friendly service and can provide you with information on services, places and people in the Trust. PALS can also liaise with you and the people involved in your care to resolve problems.

PALS wants to know what you think about the service you are receiving. Any comment you make is valuable in helping the Trust to improve services for you.

Ask a member of staff for a Comment Card and let your voice be heard. You can contact the PALS Manager through the following details:

Telephone: 01529 222265

Email: PALS@lpft.nhs.uk

Freepost

RSAZ-SJHU-CKYK

Complaints Team

Lincolnshire Partnership NHS Foundation Trust

Unit 8, The Point

Lions Way

Sleaford NG34 8GG

Reducing the risk of infection

Infection control is everyone's business. Please remember, hand hygiene is the single most important methods of preventing cross-infection. If you would like further information, please ask a member of staff.



Hand-washing technique with soap and water



1
Wet hands with water



2
Apply enough soap to cover all hand surfaces



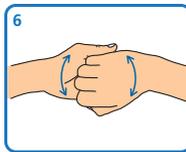
3
Rub hands palm to palm



4
Rub back of each hand with palm of other hand with fingers interlaced



5
Rub palm to palm with fingers interlaced



6
Rub with back of fingers to opposing palms with fingers interlocked



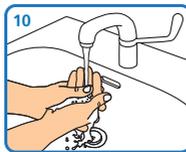
7
Rub each thumb clasped in opposite hand using a rotational movement



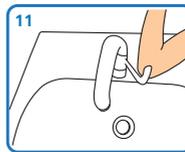
8
Rub tips of fingers in opposite palm in a circular motion



9
Rub each wrist with opposite hand



10
Rinse hands with water



11
Use elbow to turn off tap



12
Dry thoroughly with a single-use towel



13
Hand washing should take 15–30 seconds



Leaflets

Further leaflets are available for your information. You will find the following leaflets on the unit:

- Unit Leaflet
- Mental Health Act
- Infection Control (Catch It, Bin It, Kill It)
- Advocacy
- Care Programme Approach

Useful websites

You may find the following websites helpful:

Young Minds www.youngminds.org.uk

B-eat (eating disorders) www.b-eat.co.uk

Star Wards www.starwards.org.uk

Parent line Plus www.parentlineplus.org.uk

Freephone: 0808 800 2222

24 hours helpline that offers confidential help and support for all parents and carers.

Advisory Centre for Education (ACE) www.ace-ed.org.uk

Tel: 0808 800 5793

Information and advice on education and exclusions.

ASD Friendly www.asdfriendly.org

Is a close knit community of parents and carers of people with autism and Asperger's Syndrome.

NSPCC www.nspcc.org.uk

Freephone: 0800 056 0566

24 hour child protection helpline for any child or adult concerned about a child at risk of sexual or physical abuse, and child protection and safety awareness.

One parent families/Gingerbread www.oneparentfamilies.org.uk

Freephone: 0800 018 5026

Phone support for lone parents about a range of issues.

Family rights group www.frg.org.uk

Freephone: 0800 731 1696

Advice service for parents, relatives or carers whose children are involved with or need social services involvement.

Children's Legal Centre www.childrenslegalcentre.com

Tel: 0845 120 2948

Advice and information service open to covering all aspects of child law. Education Legal Advocacy Unit for advice about any aspect of education.

Homestart www.home-start.org.uk

Freephone: 0800 068 6368 to find your nearest home-start scheme. Volunteering organisation which offers support, friendship and practical help to families in their own homes, with at least one child under the age of 5, who are experiencing difficulties.

Contact a family www.cafamily.org.uk

Freephone: 0808 8083 555

Phone support for parents of disabled children.

NHS Direct www.nhsdirect.nhs.uk

Telephone: 111

Confidential health care advice and information to the public.

Every Child Matters www.everychildmatters.gov.uk

The key government site for information on all aspects of the Every Child Matters agenda



Glossary

CAMHS - Child and Adolescent Mental Health Service

MDT - Multi Disciplinary Team

CPA - Care Programme Approach

RNMH – Registered Nurse Mental Health

NA – Nursing Assistant

MHA - Mental Health Act

OPA – Out patients appointment

AMHP – Approved Mental Health Practitioner

DOA – Date of admission

DOB – Date of birth

MHRT – Mental Health Review Tribunal

NOK – Next of kin

Care Plan - A collaborative written agreement between a young person and healthcare professionals on how to manage their individual needs/behaviour. Care plans increase communication between MDT, a young person and parents/carers. They also provide clear management strategies, help evaluate interventions and support a successful journey to discharge from the unit.

Care Coordinator – Mental health professional (usually Tier 3 worker) that coordinates the care of a young person.

Key worker - A mental health nurse who liaises with the care co-ordinator to ensure a young person's needs are met through formulating and implementing care plans and individual nursing.

Co-worker - works on areas highlighted by the key worker to meet the individual needs of a young person.



If you would like this leaflet in another language or format, such as Braille, large print or audio, please contact:

如果您想要將本傳單用其他語言或格式，例如盲文、大號字體或音頻來顯示，請聯繫：

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Se pretende uma cópia deste folheto noutra idioma ou formato, tal como Braille, letra de imprensa ou áudio, contacte por favor:

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This leaflet has been designed by **Communications Team**
Lincolnshire Partnership NHS
Foundation Trust
Trust Headquarters
Unit 9 - The Point, Lions Way
Sleaford NG34 8GG

E: communicationslpft@lpft.nhs.uk

Every effort has been made to ensure that the information in this leaflet was correct at the time of going to print. However, changes in law may mean that in time some details in this leaflet may be out of date.

Anyone using our services will be treated with dignity at all times and their faith and cultural needs will be accommodated where practically possible.

All children have the right to be safe from abuse and neglect. As a Trust we ensure that we hear the voice of the child and where required will take action to protect and prevent further harm. Help for a child is available via Local Authority Children's Services: 01522 782111 or ChildLine: 0800 1111

The Trust is fully compliant with the Data Protection Act and the NHS Code of Conduct

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www.lpft.nhs.uk