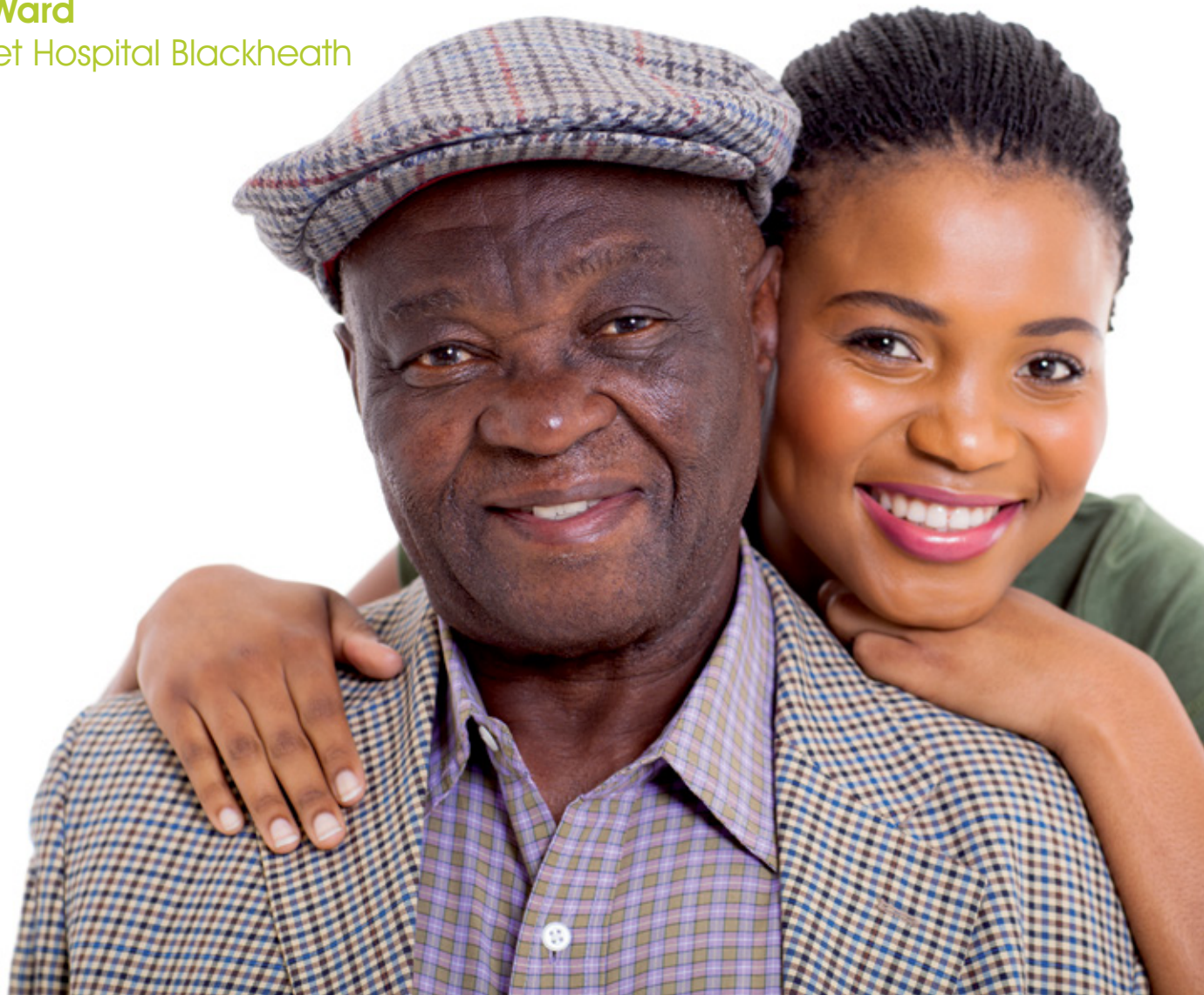


Information for Family, Friends and Carers

Tyler Ward

Cygnet Hospital Blackheath



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To provide superior quality healthcare that service users recommend to family & friends; clinicians prefer for those in their care; purchasers select for their clients; and employees are proud of.

Who are we?

Tyler Ward at Cygnet Hospital Blackheath is a psychiatric intensive care service (PICU). We work with men who are in a period of acute distress and need a high level of support and safety. Tyler Ward provides an extensive therapy programme incorporating Medical treatment, Psychology, Occupational Therapy and social activities.

Tyler ward operates a locked door policy. This means that service users cannot freely leave the building unless this has been agreed with the multi-disciplinary team.

Why is my family member/friend here?

Your family member has been referred to our service so that they can be supported to move back into the community. We offer an environment where people can learn and understand from their past behaviours, develop new ways of dealing with their feeling and emotions and learn new skills to support them when they leave hospital. Whilst your family member is here, they are detained under a section of the Mental Health Act 1983 (amended 2007).

How will my family member/friend be supported in their recovery?

Recovery is a uniquely personal journey empowering individuals to live life with purpose, meaning and hope for the future. Recovery can mean different things to different people and there are a number of ways in which the service user can take an active role in their own recovery journey.

We aim to support your family member/friend to take back control of their life, which is an important aspect of recovery. They will be supported to identify what helps them stay well, how to manage their ups and downs, how crises can be managed and how they can use their support network to maintain their wellbeing.

Maintaining contact with my family member/friend

We recognise the importance of maintaining relationships during the recovery process and actively encourage and provide our service users with the opportunity to do so.

You can contact your family member/friend in the following ways:

- Phoning the ward phone and asking to speak to your family member/friend
- Phoning/texting your family members/friends mobile phone (they will be provided with a ward mobile)
- Email/Skype
- Letters
- Visits

Please note that your family member/friend is unable to use social networking sites whilst on the ward, however, they are able to access these whilst on leave.



We recognise the importance of maintaining relationships during the recovery process

What can I do to help my family member/friend during their admission to hospital

We recognise the importance of working collaboratively with family, friends and/or carers to support the recovery and well-being of our service users. Our service users are actively encouraged to invite individuals from their social network where they feel appropriate, to various parts of their care planning.

This may include:

- Attending weekly ward rounds
- Attending Care Programme Approach meetings (this is a meeting where the treatment plan will be reviewed and any changes noted. This is a chance to discuss views and any problems that have arisen)
- Attending Managers Hearing Meetings and Tribunals (this is a hearing that takes place if your family member/friend has requested for an appeal against their section)
- Attending health appointments
- Providing history/background information about your family member/friend
- Home visits
- Engaging with family sessions (psychology)
- Attending family/friends/carers events
- Meeting your family/friend during agreed leave
- Completing the Cygnet Family and Friends Satisfaction Questionnaire.

Visiting the Ward

Family, friends and carers are an important part of our service user's lives. Tyler ward actively encourages visitation from anyone who would like to visit.

Prior to visiting - We ask for 24 hours-notice when planning a visit. This is to allow us to assess the service user to ensure that they are comfortable with the visit. Furthermore it means that planned sessions and activities can go ahead as normal. All visits are booked at the discretion of the nurse in charge. We are unable to facilitate visits during meal times.

Visiting times are as follows:

Monday to Friday
4pm to 7pm

Saturday and Sunday
1pm to 7pm

Tyler Ward does not encourage children to visit on the ward. If the visit by a child is essential, then this can be prearranged with the Ward Manager and Consultant. This is to ensure there is a safe area for the visit to take place. We will also need to ensure the correct number of staff are available to supervise the visit.

There is a dedicated visitor's room for your visits. Visits may need to be supervised, more so when the service user is new on the ward or there may be other factors that call for this. In such cases a member of staff will may sit outside of the room, observing the visit. This is purely for safety and is not usually the case.

Gifts are welcome for service users, where appropriate. We do have a contraband list and we ask visitors to not bring any items listed as contraband. The contraband list is available in this booklet. These items are contraband to ensure service users and staff remain as safe as possible at all times.

Day of visit - On arrival to Cygnet Hospital Blackheath you will need to walk to the entrance of Blackheath Brain Injury Unit. Please press the buzzer for Tyler ward or you can buzz Huntercombe's reception (between 9am - 5pm). On entering the front door turn to the left past the Huntercombe reception and go to the doors leading to the lift and buzz reception who will let you into the lift foyer. Take the lift to the first floor reception and sign in.

From 9am to 5pm on Monday to Friday there will be someone at reception on the first floor to greet you. Outside of these hours you will be met by a member of the nursing team. They will ask you to sign in and if you have any contraband items. You may be asked to allow us to search your bag to ensure no such items are there. This is a safety and security measure for you and the people on the unit. You will also be asked to store your personal items in a locker (e.g. mobile phones with camera/recording capabilities) and will be provided with a key. A member of staff will collect you and take you through to your meeting or visit.

Meet the Team

On Tyler Ward there is a multidisciplinary team (MDT) that works to provide our service users with the best quality of care. The staff team includes: a Consultant Psychiatrist (Responsible Clinician), Associate Psychiatrist (Ward doctor), Ward Manager, Nurses (RMN's), Support Workers, Psychology, Occupational Therapy and a Social Worker.

Our service users are actively encouraged to invite individuals from their social network





Cygnets Hospital Blackheath will provide a safe and secure environment whilst they are within the building

Advocacy and Complaints procedures

Advocacy

An advocate is someone who can both listen to your family member/friend and speak for them in times of need. They may help to access relevant information or attend meetings or interviews with your family member/friend. Advocates can write letters on behalf your family member/friend or speak for them in situations where they don't feel able to speak for themselves.

Complaints & Compliments

On Tyler Ward we strive to provide the best service possible. Whether it be from our service users or their families, friends and/or carers. We welcome all types of feedback, both positive and negative. If you feel you want to make a comment, a compliment or a complaint then please feel free to do so. It is possible for you to voice your concerns or compliments verbally, either in person or over the phone. If you are visiting Tyler Ward and have something you want to mention then speak with either the nurse-in-charge or the ward manager directly.

If you want to make a formal complaint or compliment, write down your concern or compliment and address it to either the ward manager or the hospital manager. The Ward or Hospital Manager will follow the complaints procedure. You can post a physical letter or send an e-mail to whomever you may require.

Alternatively complaints can be made to the Care Quality Commission (CQC).

Restricted / Prohibited Item List

All Service Users, staff and visitors are entitled to expect that Cygnets Hospital Blackheath will provide a safe and secure environment whilst they are within the building.

To aid this, the decision has been made to restrict the items listed below:

- Alcohol and Illicit substances including legal highs
- Any sharp instruments or tools/gardening tools/knives and blades
- Batteries
- Keys - car keys, house keys etc
- Canned drinks or canned food.
- Energy drinks
- Chewing gum, Blue Tac, and any adhesive substances
- Lighters/Matches
- E-Cigarettes (non-disposable and vapes. However disposable e-cigarettes are permitted)
- Cutlery (including plastic)
- Detergents and chemical products i.e. cleaning products
- Firearms or imitation firearms
- Glass or bottles of any description including perfume, mirrors etc
- Magnets
- Manicure sets/nail files
- Medicines - liquid or tablet form, prescription & non-prescription
- Metal coat hangers
- Audio/visual recording equipment, camera phones/camera's/USB keys/binoculars
- Needles for knitting or sewing
- Needles and pen devices for injecting Insulin

- Plastic bags, cling film and tin foil
- Pornographic material and inappropriate media (no cert 18)
- Pressurized container/aerosols/perfume/deodorant sprays
- Razor blades, disposable razors, scissors, steel combs
- Metal containers
- CD'S, DVD'S, Discs
- Solvents, liquids, corrosive and/or inflammable liquids including hair dye/colour
- Wires, strings, ropes, cords, scarves and neckwear including jewellery etc
- Home cooked food and drinks in a container that is unsealed, tampered with, or not labelled.

This list is NOT exhaustive. Items other than those above that are brought into the hospital may be assessed as being potentially compromising to the security of the Hospital or to the safety of staff and patients. In instances such as this, these items will be removed by Hospital staff and stored in lockers for the duration of the visit.

Smoking

From 04th January 2016, Cygnets Hospital Blackheath became a smoke free service. Service Users, staff and visitors are not permitted to smoke in the hospital or on hospital grounds. Nicotine Replacement Therapy (NRT) is provided for service users and disposable e-cigarettes are permitted.

How to find us

Directions by car

Main roads serving Cygnet Hospital Blackheath are the A102M Blackwall Tunnel, A2, A21, A205 South Circular.

Cygnet Hospital Blackheath is located midway along the Blackheath Hill stretch of the A2. The Hospital is signposted from the main road.

Unfortunately we do not have any on-site parking for visitors. You will find pay and display parking at the top of the hill on the heath and in most of the side streets on the Greenwich side of Blackheath Hill. We are also well served by public transport links.

Directions by train

Both Lewisham and Greenwich Stations are served by South Eastern Railway. This rail network can be accessed via Cannon St, Charing Cross, London Bridge, Victoria and Waterloo East Stations.

From Lewisham Station, turn left and follow the canal to the crossroads, turn left and then cross over the zebra crossing. Walk up Lewisham Road past the pub and turn right up Lewisham Hill for approximately 15 minutes. Continue on to Dartmouth Hill and then turn left into Blackheath Hill. Walk down until you see our sign on the left hand side of the road (next to a big blue building).

From Greenwich Station, turn left. Cross over the junction onto Greenwich South St. Continue walking to main crossroads, where you turn left into Blackheath Hill (10 mins).

Directions by bus

The number 53 bus stops on Blackheath Hill. Exit from the bus at "Lewisham Road (Stop M)" if aboard the number 53 bus towards "Whitehall, Horse Guards". If on the number 53 bus running towards "Griffin Road / Plumstead Station", please exit at "Lewisham Road (Stop J)". From Lewisham, you can board buses number 180 or 199 from "Stop A - Lewisham DLR Station" or "Lewisham Clock Tower (Stop P)", exiting the bus at "Sparta Street (Stop D)" walking towards the crossroads and turning right on Blackheath Hill with the hospital located on your right hand side.

Docklands Light Railway (DLR)

The nearest station is Deptford, about a 10 minutes' walk away.

How to find more information

There are many different sources you can get more information from. This includes asking staff about anything you would like to know, checking notice boards and websites. Below are some helpful websites that you could find more information from.

Cygnet Health Care - Cygnet Hospital Blackheath website containing all the information you need to find out about Cygnet.

Web: www.cygnethealth.co.uk/locations/blackheath/index.html

Mind - A mental health charity which includes a lot of information about many different diagnoses.

Web: www.mind.org.uk

Mental Health Foundation - A charity for everyone's mental well-being. They work to improve the mental health of everyone.

Web: www.mentalhealth.org.uk

Rethink Mental Illness - A charity that believes a better life is possible for millions of people affected by mental illness. They have information and give advice to over 500,000 people.

Web: www.rethink.org.uk

To find out more contact **Cygnet Hospital Blackheath**,
80 Blackheath Hill, London, SE10 8AD
Tel: **020 8694 2111**

www.cygnethealth.co.uk

