



**The Fountains, Blackburn
Specialist High Dependency Inpatient Rehabilitation Service
(Male)**

Service User Information

**Rated
'Outstanding'
With the CQC
September 2019**



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Welcome Message

Cygnet specialises in intensive rehabilitation and recovery for men and women with mental health needs and has hospitals throughout the UK.

Fountains is a male facility and is situated close to Blackburn town centre in Lancashire. The gentlemen using our services generally come from across the North West of England, but some from further afield.

We provide Cygnet "My Path" model for patients in our care. We do this by working with you, to devise a plan that integrates pharmacological, psychological and occupational interventions.

Our intensive rehabilitation programme of care and therapy aims to improve daily living skills, vocational skills, insight, and independence and to help individuals to build the self-confidence to reintegrate into the community.

We offer a variety of facilities and activities to compliment the range of more formal therapy programmes. Fulfilling our patients' needs and personal interests is at the forefront of our work. (See inside for further details).

The Fountains team is skilled, experienced, hardworking and dedicated to helping the men in our service successfully through their rehabilitation programme.

Support for families, friends and carers is also an important part of our approach here at Fountains.

This welcome pack is designed to give you information about Fountains Hospital, also details of the team who will be working with you, the range of activities which are on offer and lots more information which might be of interest to you.

If you feel there is something which isn't covered in this guide, please ask any member of staff for further information and they will be happy to help.

Our Team

Hospital Manager

The Hospital Manager has overall responsibility for the running and quality of Fountains rehabilitation service. She ensures Fountains is appropriately and adequately resourced and that all staff perform to the highest standard; ensuring safe, effective, high quality care for all patients.

Head of Care

There is a Head of Care at Fountains. They will oversee the day to day running of the hospital. This includes ensuring that the support you receive is of a high standard and that you are satisfied with your treatment.

Doctor

The Doctor at Fountains will be your Responsible Clinician (RC). Your RC is responsible for assessment and reviewing your physical and mental health. The main area of treatment are pharmacological interventions (i.e. medication) to stabilise mental health. You will also be registered with a local GP to treat and manage any physical health matters, and this would usually be at Redlam Surgery which is very close to Fountains, but if you have a preference, or wish to keep your existing GP please discuss this with the Head of Care. The Fountains RC and your GP will liaise regarding any health matters.

Registered Mental Health Nurses (RMN)

On admission, you are allocated a registered qualified Mental Health Nurse who will oversee all of your care. Your allocated nurse will carry out nursing assessments, attend CPAs and tribunals. The allocated nurse will offer 1:1 sessions to review progress, to agree new care plans and to discuss any concerns.

Occupational Therapists

The Occupational Therapy Team help you to restore or maintain your independence through the use of meaningful activities. They will be there to provide guidance and support so that you can achieve a balance of leisure, productive and self-care activities with a structured environment. On admission, you are given the opportunity to identify your interests, hobbies and set goals for yourselves. A therapy plan is then drawn up with the occupational therapists, therapy coordinators and yourself, of course, incorporating these aspects.

Psychologists

The Psychology Team provide assessments, enabling us to develop a greater understanding of every individual's presenting needs. Psychological services aim to establish effective therapeutic alliances and to develop a collaborative psychological formulation of your needs in order to inform your therapeutic intervention. An array of therapeutic interventions can be undertaken to suit the needs of the individual either in a 1:1 or group formats.

Support Workers

Support Workers are allocated at the service 24 hours a day. Support Workers provide nursing staff with assistance and help to facilitate daily activities and therapeutic activities e.g. medical appointments, food shopping, daily living skills, vocational training and college attendance.



Therapy Co-ordinators (wearing red tops)

Therapy Co-ordinators (TCs) support the Occupational Therapists by delivering a range of creative and skill development groups as part of the Occupational Therapy Programme. They are experienced in their creative area.



Registered Nurses (wearing navy blue tops)

Registered Nurses (also known as Qualified Nurses/RMNs) have completed training in the care of people with mental health problems. The Head of Care of the Nurse in Charge are the senior members of nursing staff on duty each day.



Support Workers (wearing grey tops)

Support workers do not have a formal nursing qualification, though may have a range of vocational qualifications. Their role is to work with the registered nurses to ensure that care is provided.

Important Contact Information

Hospital Address Cygnet Fountains
 Pleasington Close
 Blackburn
 Lancashire
 BB2 1TU

Hospital Phone 01254 269 530
Payphone Number 01254 269 530

Care Team

Key Nurse:
Key Worker:
Psychologist:
Occupational Therapist:

Care Co-Ordinator's Details

Name:
Address:
Telephone Number:

Solicitor's Contact Details

Name:
Address:
Telephone Number:

Advocate Contact Details

Name:
Address:
Telephone Number:

Contact with your Family and Friends

Contact with your family, friends and other people is important. We have Wi Fi on the unit and access to a tablet and computers so you can make WhatsApp Calls with loved ones. Staff will support you to use the free phone and set up your personal email should you require/request it. Your family and friends can also visit the unit at any time only request that we make is that where possible they are outside of meal times so that this time can be protected. Times for meals are 12:00 – 13:00 and 17:00 – 18:00.

We do request that visits are booked in advance so that we can ensure there is a private area for you meet with your family/friemds and if you would like visitors under the age of 18 then there are some additional checks and safeguarding measures in place so please make us aware if this is the case.

You can contact your care coordinator and other professionals involved with your care should you wish to do so.

At Cygnet Fountains, personal mobile phones with a camera facility are allowed if you are individually risk assessed to have one. There is a risk assessment staff will complete with you to decide if you can have a camera phone. We request you respect others' privacy and nd confidentiality and use it in non-communal areas where possible.

We have a Visitor's Policy which is available and may be helpful for friends and relatives.

Advocacy Service

An independent advocacy service is available to all patients at Fountains when required. They are available to discuss any problems, concerns, comments, complaints or compliments.

We use "advocacy focus" as our independent advocacy service. Their details can be found on the notice board opposite the lift upstairs and a member of staff can support you in making contact with them.

Expectations

At Fountains we do have some boundaries and expectations set out for everyone. They are for your own benefit and safety, as well as ensuring a homely atmosphere for all who live and work here.

- ❖ Please respect all other people in the hospital at all times.
- ❖ Bullying is unacceptable and will not be tolerated at any time.
- ❖ We do not advocate borrowing or swapping any items as this can make people vulnerable.
- ❖ Please do not enter anyone else's room, you can socialise in the communal lounge areas.
- ❖ Please respect the communal areas of the hospital as they are for everyone's benefit and use.
- ❖ Staff will support you at all times when you are not on the premises, unless your care plan highlights otherwise.
- ❖ The kitchen can be a dangerous area, please follow the guidelines and staff advice when using the kitchen at all times.
- ❖ The Nursing Office (next to the clinic downstairs) has a lot of important information that is confidential and will be locked at all times.
- ❖ You must not be in possession of any sharp objects with the intention of causing harm to yourself or others. If you have such an item, please hand this to a member of staff immediately.
- ❖ All electrical appliances and equipment is to be "PAT" tested prior to use, this is to ensure that your equipment is safe to use please inform a member of staff if you have any electrical items you wish to use whilst you are at Fountains.
- ❖ We ask that noise levels should be kept to a minimum to ensure that you do not disturb other patients at Fountains.
- ❖ We have "Zero Tolerance" at Fountains to physical and verbal abuse – including racial or homophobic abuse.
- ❖ Alcohol and/or illicit substances and legal highs are prohibited at Fountains. Clinical staff members will carry out drug screening tests if there is a deterioration in your mental state and if it is suspected that you may have had access to illicit substances. We have a duty of care to report any illegal activity to the police.

This will be discussed with you and care planned where applicable, depending upon your needs and ability.

Meetings

Ward Round

The ward round is a meeting between you and your care team. It happens every 4 weeks on a Tuesday. You can talk about your progress over the last 4 weeks and make plans for the next 4 weeks, as well as discussing and planning short, medium and long term goals. You can ask for any changes to your treatment plan or leave and discuss anything that is important to you / you wish to discuss. This may be directly to do with your treatment and care plan or it could be something else. If it's on your mind its fine to bring it up. No issue is too big or too small.

Care Programme Approach (CPA)

This meeting is held with your care team as well as your Care Co-Ordinator (from your Community Mental Health Team). The doctor, nurse, occupational therapist and psychologist will each give a summary of your engagement at the Fountains and progress since your last CPA meeting. You can ask questions at any time if you do not understand anything or do not agree. You can request any changes to your treatment plan or leave. A plan is then made for your treatment over the next 4 months until your next CPA. You can attend your CPA meeting right the way through, or if you do not wish to do this we strongly encourage you to come in to the meeting for a summary of the discussions. We understand such meetings can be quite difficult, and as such if you can think of any way we could make it easier for you as an individual – please let us know.

Mental Health Act Tribunal

If you are detained under Section 2, Section 3 or Section 37 of the Mental Health Act, you can apply to a Tribunal to appeal against your section. The members of the Tribunal panel are: a solicitor, psychiatrist and a lay-member with some mental health experience. Your Doctor, Nurse and Care-Coordinator will also be at the Tribunal. If you are detained under a different Section and unsure of your rights please ask a member of staff. Your rights will be explained to you when you are admitted and regularly after that, however we appreciate it can be a lot to take in, and if you are ever unsure please ask a Nurse, Head of Care or our Mental Health Act Administrator.

Manager's Meetings

If you are detained under the Mental Health Act, you can request a review of your Section by the hospital managers. The Mental Health Act Managers (also known as Hospital Managers) are members of the community who act as independent directors of a hospital and are responsible for ensuring that the Mental Health Act is used properly. Your nearest relative and an Independent Mental Health Advocate can attend any of these meetings with you.

Community Meetings

The community meeting is held every other Friday. This gives you the opportunity to discuss any issues or concerns you may have and bring forward any ideas. This also gives you the opportunity to plan activities for the rotational groups and any upcoming celebrations such as Christmas, Eid etc. as well as non-religious celebrations such as bonfire night. This is one of your opportunities to shape your experience at Fountains Hospital. We encourage all the patients to attend and have a strong voice within these meetings. We will help you to facilitate this meeting but essentially it is for you.

People's Council Meeting

This is held every 6 weeks on a Wednesday with the Hospital Manager/Head of Care, Advocacy and an Expert by Experience. These meetings give you further opportunity to voice your opinions, discuss any issues or concerns and put forward any ideas. This also gives management the

chance to inform patients of any upcoming changes on the unit and get feedback on this. We encourage all patients to attend and have a voice in these meetings.

If you are unsure please ask a Nurse, Head of Care or Mental Health Act Administrator

Physical, Mental Health & Wellbeing

When you arrive at Fountains Hospital, arrangements will be made for you to be registered with a local doctor. Any specialist health requirements you have will also be arranged to ensure you receive the correct services you require. If you would like to see anybody about your health, please speak to a member of staff who will make an appointment for you. As mentioned previously, if you do not wish to change SPs please discuss this with a member of the team.

Confidentiality

All aspects of your care is confidential and no details of your treatment will be disclosed outside of this service, other than to your external care team or without your express permission. No-one within this service will divulge that you are a patient or disclose any information about you to any source (other than external care team) without your written permission. Where we are required to hold a photograph of you for example in your medication records and your personal file, we will ask you to sign a form giving us permission to use your photograph.

Access to your Health Records

You may request access to your Health Records under the Data Protection Act 1998. Your records contain details of your care needs and the services we provide to you and they are updated daily. They are strictly confidential and won't be seen by anyone who isn't involved in your care. If you wish to see your records please write to the Hospital Director, if you need help with this please ask a member of staff.

Medication

All medication prescribed by a Doctor must be kept in the locked medicine cabinet in the medication clinic or in your room. Staff will give you your medication at the correct times. If you refuse to take it a note will be made on your medical file and we will inform your doctor of this. There are set medication times as follows:

- ❖ 09:00 – 10:00
- ❖ 13:00 – 14:00
- ❖ 18:00 – 19:00
- ❖ 20:00 – 22:00

There are times when you may require medication outside of these times and your Doctor will discuss this with you. We ask that you attend to the medication clinic when your medication is due. You're encouraged to progress through the medication stages to full medication independence. This gives you the responsibility to manage your own medication, increase your independence and improve your understanding of your medication.

Care Plan

Your care plan explains the support provided by each of the clinicians involved in your care. Your care plan puts down in writing the support you can expect from each of the people in your mental health care team and makes sure that everyone knows who is responsible for what and when. Your care plan might include what to do in a crisis or to prevent relapse and risk increasing.

The clinicians working with you will use your care plan to help you work out what support you need and want, set goals and decide on the best treatment options for you. Everyone's treatment needs are different. You are the most important part of this team and should be fully involved in preparing your mental health care plan.

In your care plan at Fountains your:

- ❖ Key Nurse will work with you to decide what your personal needs are, what help you required, what result you would like to see and what treatment will be the best option for you.
- ❖ Psychiatrist will talk to you about your mental health needs, what medications you require, what results you would like to see and the best treatment option for you.
- ❖ Psychologist will work with you to decide what your social needs (psychological needs) are, what you would like to achieve and the support you require to do this and the best treatment options.
- ❖ Occupational therapist will work together with you on your rehabilitation needs, identifying what help you require, what you would like to achieve and the best treatment options for you.

There is a section in your care plan explaining your section and leave arrangements. There is also a section in your care plan relating to potential risk, this section helps everyone work together in times of crisis or difficulty to prevent relapses and risk increasing.

Once you have a care plan, you should continue to see the same members of your team for review and management. Changes in your health may mean you need to make a new care plan, but even if there are no big changes to your situation, your care plan will be reviewed monthly in your ward round to make sure it continues to meet your needs. You will also be able to discuss you care in you 1:1 sessions with the professionals.

Progression and Treatment Pathway

You will initially be admitted to Fountains to start your rehabilitation programme. Upon admission you will usually be in a downstairs bedroom, progressing to an upstairs bedroom when you become more independent and then to a pre-discharge flat. The discharge process starts on admission with plans being put in to place regarding where you would like to move to and your care co-ordinator looking into availability of accommodation. As you progress these plans will progress with you and you will be involved in this process at all steps along the way.

Observations

Observation and engagement is a process to ensure we support and ensure your safety, whilst positively engaging in a therapeutic relationship with you. It should promote a rapport, enable you to utilise or develop coping mechanisms whilst maintaining safety. These are randomised and unpredictable to ensure safety on the unit.

General Observations (once in 60 minutes)

This is the minimum level of observation for all patients. The location of all patients should be known to staff. Patients on this level of observations will have their whereabouts documented every hour by a member of staff. The level of risk and the needs of the patient must be balanced against their need for privacy.

Intermittent Observation (once in 15/30 minutes)

This level of observation is usually appropriate when a patient is potentially, but not immediately at risk of harm to themselves or others, or it may be used where it may assist a patient through a difficult time for them by staff completing the observations offering increased support. An example may be an individual who is going to receive a visitor and in the past has self-harmed after the visit has taken place. The patient's location will be checked within a period clearly stated in the care plan. The observation timeframe will vary from 5 to 30 minutes, as indicated by the risks presented. A record of the observations is to be made by the person conducting the observations.

Continuous Observation with Eyesight or within arm's length

This observation is required when a patient has been identified at current risk of attempting suicide or could attempt to seriously harm themselves or others. Dependant on the nature of risk more than one member of staff may be required to carry out this observation. The patient should be kept within eyesight/reach of staff and be accessible to staff at all times of the day and night. This is to include the use of toilets and bathrooms. There will be a specific care plan in place assisting patient and observing staff to understand the need for this observation level.

Community Leave

Your leave is based on the amount of time you will have to access the community either escorted and/or unescorted (this is dependent on legal status), which is discussed in ward rounds with the clinical team. Section 17 leave is granted based on the progress you have made and any risk factors are accounted for.

Amenities

Meals and Cooking

We have a kitchen team who will prepare your lunch time and teatime meals for you during the week, therefore meals will need to be taken at set times. If you have any special dietary needs this will be identified on admission. Should you have any special requests please discuss with your nurse or the cook. You will have the opportunity to cook your own meals with a member of staff present to assist you if required. You can also shop for your own ingredients and manage your finances accordingly, although for planned shop and cook sessions you will be given an amount of money to buy ingredients.

Lunch and teatime meals should be eaten in the dining area unless there are special issues which you can discuss with your team.

Meal times are:

- ❖ Breakfast – 10:00 – 11:00 in the upstairs therapy kitchen with OT – there are also items to make your own breakfast in both therapy kitchens should you choose.
- ❖ Lunch - 12:00 – 13:00
- ❖ Teatime - 17:00 – 18:00

Bedroom

Each Bedroom has en-suite facilities. You are able to personalise your room with posters or pictures, TVs, audio stations etc. Your bedroom should be kept locked during the day to ensure your privacy and safety of your personal belongings. There are also pre-discharge flats upstairs at the Fountains, which have additional facilities including a microwave, kettle and fridge. If you are getting ready to move to your own accommodation or supported accommodation it may be helpful for you to move to one of these rooms prior to your discharge.

Smoking

We recognise some people choose to smoke, we offer advice on the health implications of smoking and that smoking can affect the dosages of your medications prescribed. If you wish to quit smoking, help is available through local smoking cessation clinics with support from staff. We have 2 large garden areas one with a smoking shelter and ashtrays for those that choose to smoke and one No Smoking Area. These can be accessed at the following times:

- ❖ Sunday to Thursday Courtyard Access from 6am – Midnight
- ❖ Friday and Saturday Nights Access from 6am – 1am

Activities

The Fountains team facilitate therapeutic activities and hobbies, both in-house and within the community to promote rehabilitation and social integration. Below is a brief list of activities we currently offer:

Activities of Daily Living (ADL) and Self-Care

- ❖ Food shopping & travel training
- ❖ Cooking Sessions
- ❖ Baking Group
- ❖ Assistance with room cleans

Leisure

- ❖ Arts & Crafts Group
- ❖ Competitions, Quizzes & Board Games
- ❖ Creative Writing
- ❖ Coffee Morning
- ❖ Current Affairs
- ❖ Gardening Activities
- ❖ Horse Riding
- ❖ Music Sessions
- ❖ External Gym Sessions
- ❖ External Sports Sessions – badminton, golf, swimming
- ❖ Community Activities – Bowling, Cinema, meals out
- ❖ Weekend External Activities – Church, car boot sales, local markets, country walks
- ❖ Shopping
- ❖ Community Meetings
- ❖ Internet Sessions

If you have any hobbies or interests which you wish us to provide, please discuss with your therapy team and we will make every effort to accommodate.

Day Trips from Fountains

You are given the opportunity to have trips away throughout the year. These include trips to restaurants, shopping centres, zoos, theme parks and theatres. All trips are risk assessed and contingency plans are fully in place before the trip commences. Trips are also an opportunity for you to be integrated further into the community.

Vocational Skills

- ❖ College and University Open Days
- ❖ Works Programmes with the unit
- ❖ Voluntary Work Placements
- ❖ Bootstrap Community Projects

The Local Area

Fountains is located close to Blackburn Town Centre and is also close to Burnley and Preston, including places such as Witton Country Park, Blackburn Cathedral, the Mall, the Post Office, Huntleys Farm and many more.

Other Important Information

Fire Drill - Patients and Visitors

In the event of the fire alarm sounding you should:

1. Stay in the room you are in with the door closed, unless the fire is in your room.
2. Wait for a member of staff or fire officer to give you further instructions.
 - ❖ This will either be:
 - There has been a false alarm / fire drill – now all clear
 - There is a fire in another part of the building but you are safe
 - Follow the staff member to another place of safety in the building
 - Follow the staff member out of the building

Do NOT:

- ❖ leave the room you are in unless advised by staff
- ❖ wander into the corridors
- ❖ go looking for your friends
- ❖ remain in the room once asked to leave
- ❖ return to your room unless told it is safe to do so

In the event of being asked to evacuate the building you should follow the instructions of the Fire Warden who will lead you to safety.

Comments, Compliments and Concerns

If you have any questions, queries, comments or complaints about our service please do not hesitate to contact:

Hospital Manager Name: Serena Birtwistle
 Telephone: 01254 269530
 Email: SerenaBirtwistle@cygnethealth.co.uk

If you feel that the hospital has not adequately dealt with a concern you have raised please contact the Care Quality Commission:

CQC Telephone Number: 03000 61 61 61.

Complaints

If you wish to make a complaint, you can speak to any member of staff. There are complaints forms available for you to write your complaint, or you may wish to discuss the matter verbally. You will know if your complaint has been received, if you have been unable to informally resolve the matter, as you will always receive a response.

If you feel the hospital has not adequately dealt with a complaint, you can appeal any outcome. If you remain unsatisfied please contact the NHS Ombudsmen.

NHS Ombudsmen Telephone Number: 0207 217 4051

Final Note

Thank you for taking the time to read this information. We hope that it has been helpful to you. If you have any queries at any time about anything to do with the hospital or this booklet please do ask a member of staff for help, guidance or advice.