

Improving lives together



Carers Welcome Pack

**Carer, Families and Friends guide to:
Unicorn Ward**

Cygnet Hospital Sheffield



If you require this booklet another format, such as printed, digital download, large print or easy read, please let the family liaison officer know and where possible we will facilitate this.

Cygnets Hospital Sheffield

83 East Bank Road, Sheffield, S2 3PX.

0114 279 3350





Unicorn Ward

Unicorn provides both short and longer stay admissions for young people aged 12-18 years who require more intensive support than can be offered in a General Adolescent Unit. Unicorn offers a higher level of security to maintain safety whilst offering tailored treatment packages in a safe, age-appropriate environment. It aims to reduce the risk of harm to self and others by improving their mental health.

Meet the Team



Name: Victoria Higgins-Kay
Known as Vicky

Job Title: Ward Manager



Name: Clare Atkinson

**Job Title: Consultant
Psychiatrist**



Name: Kalada Wilson

Job Title: Speciality Doctor



Name: Louise Calver

**Job Title: Clinical
Psychologist**



Name: Alfred Vaughan
Known as Alfie

**Job Title: Preceptee
Psychologist**



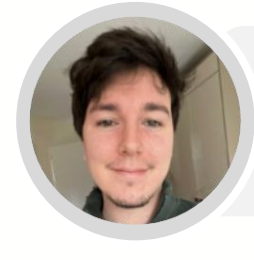
Name: Anna Koroleva

**Job Title: Occupational
Therapist**



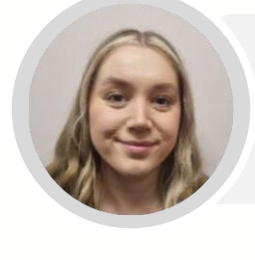
Name: Sonia Ali

Job Title: Social Worker



Name: Joe Foster

Job Title: OT Assistant



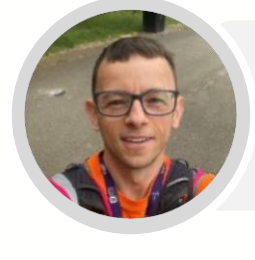
Name: Molly Howell

**Job Title: Assistant
Psychologist**



Name: Emma Lindley

Job Title: Family Therapist



Name: David Best

Job Title: Head Teacher



Name: Olisa Egbunu
Known as Charles

Job Title: Family Liaison



Name: Cheryl Stokes

Job Title: Ward Admin



Name: Janine Hunter
Job Title: Clinical Team Leader



Name: Brian Charehwatenda
Job Title: Clinical Team Leader



Name: Laura Russell
Job Title: Clinical Team Leader



Name: Laide Babatunde
Job Title: Clinical Team Leader



Name: Shannice Thompson
Job Title: Clinical Team Leader



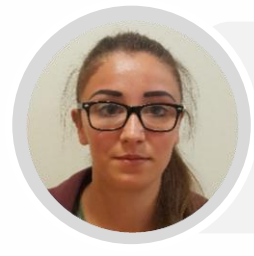
Name: Hannah Pearson
Job Title: Registered Nurse



Name: Nyasha Mupanedunga
Job Title: Registered Nurse



Name: Sakhile Ndhlovu
Job Title: Registered Nurse



Name: Shauna Flannery
Job Title: Registered Nurse



Name: Leanne Callaghan
Job Title: Preceptee Nurse



Name: Richard Tetreh
Job Title: Preceptee Nurse

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



Arranging a Visit

It is best to book visits in advance where possible, as this ensures that both a room and staff will be available to facilitate the visit. Visitors under 18 years old must be accompanied by a responsible adult.

Where possible, it is best to try to avoid visiting during therapy and education times. However, we understand that many families are travelling from far away and also may have work commitments. We will accommodate where possible. Visits can happen over meal times and food can be brought in to share during the visit.

Your family member will have a personalised care plan to support visits, if you need or would like a staff member inside or outside the room this will be included in the plan.

What should I bring on admission?

We advise a small amount of casual clothing, toiletries and personal items for their bedrooms to help them feel relaxed. Laundry facilities are available on each ward, your family member will be supported to use these or staff will complete this if your family member is unable to. There is a list of banned and restricted items to be aware of to keep everyone safe. You can find these later in this booklet.

Can they have their mobile phone?

Mobile phone access is individually assessed. It will only be restricted if absolutely necessary for their safety. A member of staff will go through the mobile phone agreement and some online safety tips about how to use their phone safely whilst in hospital. If there is a concern about mobile phone use, this may have to be restricted temporarily until assessed by the MDT. You can always call the ward and we will put you through to your family member too. We will also be in touch to discuss a communication plan with you.

What will the first few days be like?

The first couple of days on the ward is all about settling in.

During this time we will do our best to make your family member feel safe and comfortable. A big move like this can also be worrying for you as a parent/carer and you might need some support too.

Please do talk to the Family Liaison who will be able to signpost to the best person for you to talk to.

On day one, you will speak to the Family Liaison, Nurse or Ward Manager and you are welcome to ask any questions you might have.

Over the first week our social worker will call you and discuss any concerns, take a family history and talk about any needs you might have.

Throughout the week various staff members will introduce themselves to you and your family member.

There will be an admissions meeting within five working days with all of the team. You will be invited along with anyone who has been involved in your family member's care outside of hospital. This meeting will be to share any important information the team need to know to look after your family member and to set goals for the admission.

You will be introduced to everyone at this meeting. If you would like to speak to anyone on a 1:1 basis about anything at all, please just ask the Family Liaison, Nurse or the Ward Manager and they will make sure they get the message to contact you.

Example Therapeutic Timetable

Monday 2 nd February	Tuesday 3 rd February	Wednesday 4 th February	Thursday 5 th February	Friday 6 th February	Saturday 7 th February	Sunday 8 th February
Breakfast @ 08:00 – 10:00						
Start the Week Group With OT @ 10:00 – 10:30	Exercise Sessions With Fitness Instructor @ 09:00 – 11:30	Education @ 10:20 – 12:30	Ward Round With MDT	Lucy the Therapy Dog With OT @ 10:30 – 11:30 (once every 4 weeks)	Education @ 10:00 – 12:30	Cooking Group With OT @ 10:00 – 11:30
Recovery Through Activity With OT @ 11:00 – 12:00		MDT Drop In Sessions With Psychology and OT @ 10:00 – 12:00		Exercise Sessions With Fitness Instructor @ 09:00 – 12:00	Music Group With OT @ 11:45 – 12:30	Activities (self or staff led)
						Activities (self or staff led)
Lunch @ 12:30 – 13:30						
Community Meeting With Unicorn Team @ 13:00 – 13:30	Beauty Therapy With OT @ 13:00 – 15:00 (once every 4 weeks)	Ward Round With MDT	Education @ 13:30 – 16:00	Psychology Skills Group With Psych @ 13:00 – 14:00	Exercise Sessions With Fitness Instructor @ 13:30 – 16:00	Education @ 13:30 – 16:00
Education @ 13:30 – 16:00	Physical Activity With Activity Co-ordinator @ 13:30 – 16:00		Animal Therapy With OT @ 14:00 – 15:00 (once every 4 weeks)	Sensory Explore With OT @ 14:00 – 15:00		Activities (self or staff led)
						Physical Activity With Activity Co-ordinator @ 14:00 – 15:00
						Physical Activity With Activity Co-ordinator @ 16:00 – 17:00
						Activities (self or staff led)
Evening Meal @ 17:00 – 18:00						
Activities (self or staff led)	Activities (self or staff led)	Physical Activity With Activity Co-ordinator @ 18:30 – 19:30	Activities (self or staff led)	Activities (self or staff led)	Activities (self or staff led)	Activities (self or staff led)
Bedtime @ 22:00						

There are activities available 10am until 10pm every day including education, therapies, leisure and wind-down. There are monthly visitors such as animal and beauty therapy.

What is the ward like?



Every bedroom has an en-suite bathroom, a desk and storage.

Young people are encouraged to personalise their rooms with their own belongings such as photographs and comfort items from home.

There is a shared dining space where staff and young people are encouraged to eat together.

Breakfast time is flexible.

Lunch is served at 12.30pm

Tea is served at 5pm.



There is communal lounge area to use for leisure and free time.



The Sensory Room is on the ward and available to use at all times.



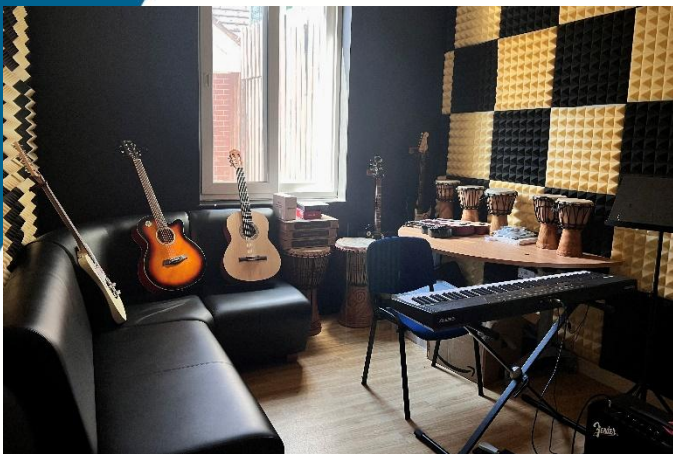


There is a number of classrooms including a computer suite and a small library in Education.

There is a gym which can be utilised with staff or our qualified fitness instructor.



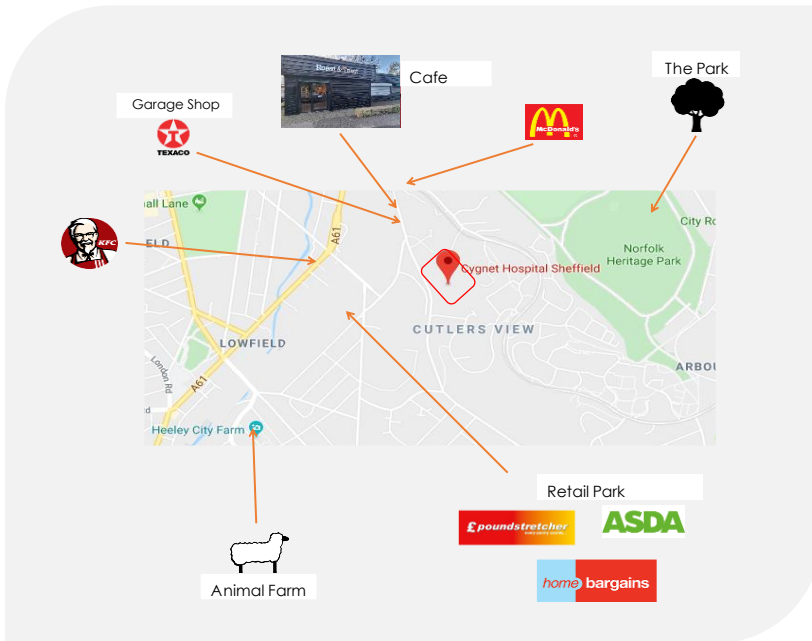
The Music Room is available for all wards with a music teacher every week.



Unicorn has its own outside space and access to larger communal courtyards.



The Local Area



Hotels Nearby

Ibis, Sheffield Centre,
St Mary's Gate, S1 4LR.

Novotel Sheffield Centre,
S1 2PR.

Premier Inn Sheffield City Centre,
S1 4UP.

Easy Hotel Sheffield City Centre,
S1 2GD.

Cygnet Sheffield has an onsite car park, however parking spaces are limited. There is free on street parking available on East Bank Road should the car park become full. There are three disabled parking spaces available, two at the main reception and one at the adolescent reception, to use by visitors with a blue badge.



Directions by Tram

Nearest Tram Stop:
Park Grange/ Park
Grange Croft (Blue/
Purple Line)

(Walking Distance
Approx. 10 minutes)



Directions by Train

Sheffield Train Station,
Sheaf Street.
S1 2BP

(Walking distance
Approx. 20 minutes)



Directions by Bus

Nearest Bus Stop:
Heeley Bank Road/
Olive Grove Road.
S2 2RU

(Walking distance
Approx. 15 minutes)

What meetings will I be invited to?

Admission meeting

Your family member's admission meeting will be held within 5 working days of admission.

This is a great time for you and your family member to get to know who the MDT is and also serves as an opportunity to learn a little bit about your family member's mental health journey so far.

Ward round

Ward round is meeting of which you and your family member will be invited to attend in order to discuss progress and a treatment plan.

On Unicorn Ward, ward round takes place weekly on the short stay pathway and fortnightly on the long stay pathway.

You and your family member will be notified ahead of time.

CPA

CPA stands for Care Programme Approach.

This is a meeting that is used to plan your family member's mental health care and to review progress. These take place every 4- 6 weeks.

The external care team, allocated to your family member, are also invited and expected to attend all of the above meetings.

In all meetings, you are invited to join either in-person or on a video link. The link will be sent by email ahead of the meeting.

If there are circumstances that would make it easier for you to attend, such as a preferred time for the meeting, please let the Family Liaison or Ward Admin know and will try to arrange this where possible.

We will provide an interpreter if you need one.

Unicorn Ward

Banned items!

The items on this list are considered 'banned' in all our hospital services. Items that are 'restricted' depending on level of risk within the service or for specific individuals and are subject to change are identified in a separate restricted items list or in individual care plans.



Weapons



Illicit substances



Chewing gum



Ignition Sources



Plastic bags



Alcohol



Medication
(non-prescribed)



Magnets



Tobacco Products



Glass & Mirrors



Cans & Tins

Unicorn Ward

Restricted or Supervised items!

The items on this list are given based on individual risks, approved by the MDT and Care Planned. At any time additional items may be restricted for the purpose of maintaining the safety of individuals and the ward, if deemed necessary by the MDT.



Scissors & Sellotape



Energy Drinks



Razors/Hair Removal
(including electric shavers and creams)



Deodorant
(aerosol or roll on)



Batteries
(including lithium, individual care plan)



Foil/Cling Film
(always supervised)



Cleaning supplies & laundry products



Metal items
(including tweezers, nail clippers, pencil sharpeners, paperclips, pins)



Wipes
(baby wipes and make-up wipes)



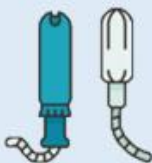
Money



Clay/Playdough
(and anything of a similar consistency)



Glue
(always supervised)



Tampons



Hair Dye
(always supervised)



Oil

Frequently Asked Questions:

Where are their things?

The security co-ordinator on ward will make a list of all the things they have brought in. All items are risk assessed and any banned items are stored in the banned items cupboard. Restricted items are placed in their restricted cupboard in their bedroom and that valuable items such as money and jewellery are placed in the safe in the office. All of the items that have been approved by a nurse are in their bedroom.

Restricted items can be requested when required and usage may be supervised by a member of staff.

All electrical items will be sent to the maintenance team to be PAT tested. This is to make sure they are safe to use and do not pose a fire risk. Having a list of everything your family member has brought in and where it has been stored means that we can easily check that they have everything when it is time to move on from the ward.

What about their money?

Some service users are able to keep their own money and bank cards. If not, money will be logged into a finance folder and put into the safe. This folder will be updated each time they take money out to spend, or put money back. Their money and bank cards will be stored in a zip lock bag and kept in the safe inside the office. This safe can only be accessed by the nurse in charge. In order to guarantee that money is kept safe and always accounted for, it is essential that they give the money they receive whilst in hospital to the nurse in charge to log and store appropriately for when they next need it. You are welcome to bring money however this must be given to the nurse on shift.





Can they smoke/vape?

No, smoking will not be facilitated by the hospital as Cygnet Sheffield has a non-smoking policy. Support will be offered to help your family member stop smoking/vaping.

They have dietary needs, will these be catered for?

Yes, when your family member order their meals for the next day, they note on the order form if they have any dietary requirements they have (for example vegan, halal, gluten free) and these will be catered to. For breakfast a choice of cereals, fruit, yogurt and toast is available on ward. For lunch and tea, these are order the previous day and are prepared by the catering team. You are welcome to bring in additional food items and snacks.

They have religious needs, will these be met?

Yes, we have multi-faith rooms across the hospital that can be accessed when requested. Outside representation across all faiths can also be requested of which we will then arrange to come and visit your family member. You can also use our multi-faith rooms should you need to.

They have said they don't want me to visit, can I still be involved in their care?


There are many reasons why someone may choose not to have their family and carers involved in their care whilst in hospital. If a service user expresses that they do not want their family involved in their care, their capacity will be assessed to check they are able to make this decision for themselves.

The social work team will check whether they don't want specific information sharing, such as detail of incidents, and we can respect this. Unless there is a legal reason not to, we can still offer you support and general updates.

Carer passport/partnership agreement

We welcome carers to be involved which could look like this;

- > The opportunity to be involved in discussions about the care, treatment and discharge of the patient / service user.
- > Working jointly with staff to devise care plans.
- > Information and assistance in advance statements/decisions
- > Providing support and reassurance to the patient / service user.
- > We will share information with you in a timely manner



Carers Passport
ID Card



Carer Name:
.....

Service User / Resident:
.....

Location:
.....

Carers Information

You may not consider yourself a 'carer': you are simply a husband, a wife, a son, a daughter, brother, sister, relation, friend or neighbour who is looking after someone you care for. Recognising that you are a 'carer' and that you sometimes need help and support is an important step. Getting information, advice and support at an early stage can enable you to continue caring with confidence and help prevent crisis.

Being a carer can be both challenging and rewarding. For some it might be the difficulty of navigating the broad range of health and care services. For others it's the chance to develop a rare bond with someone. **Caring can make some people feel invisible and anonymous.** This is why, no matter what, we want to make sure that you have a voice.

Who is a carer?

The Care Act 2014, defines a carer as:

"Someone who helps another person, usually a relative or a friend, in their day-to-day life so can be a spouse or partner, parent or child or other family members. This is not the same as someone who provides care professionally or through a voluntary or organisation."



Personal care

Support with dressing, washing and toileting.



Domestic care

Support with cooking, housework and shopping.



Physical care

Support with collecting medication and or daily tasks tailored to the individual needs.



Financial care

Support with financial affairs.



Health care

Support with managing an illness or a conditions, or helping someone to take their medication.

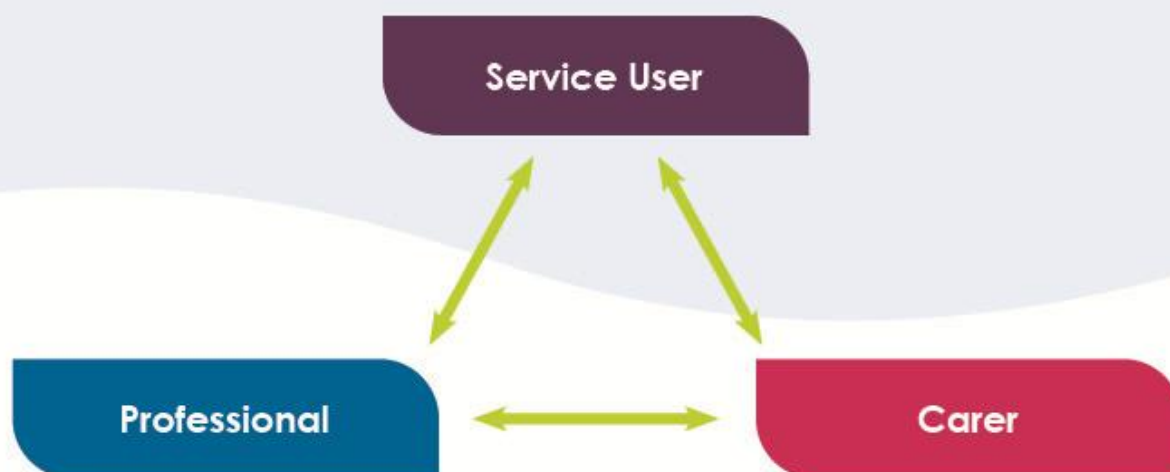


Emotional care

Being able to listen or providing company for someone who is feeling lonely.

What's on offer; Cygnet's commitment to carers

Our aim is to work collaboratively in the Triangle of Care to promote recovery and wellbeing for the service user, whilst also engaging and involving carers in the process. We will ensure you are informed about your loved ones time in our service.



The six standards of the Triangle of Care

Our offer to you – based on good practice
The **six key principles** of the Triangle of Care are:

-  Carers and the essential role they play should be identified at first contact with services or as soon as possible after.
-  Staff should be aware of carers and trained to engage with carers more effectively.
-  Policies and protocols should be in place to ensure confidentiality and improve information with service users.
-  Defined roles (Carer Leads or Carer Champions) responsible for carers should be in place.
-  Carers should be "introduced" to the service and provided with a range of information.
-  A range of care support services should be available to offer or signpost carers too.

Why are consent and confidentiality important?

All staff working in Health or Health & Social care services are bound by law and professional codes of practice to a duty of confidentiality to their patients and to carers.

We may not always receive consent from your family member to share information with you but we always have the ability to listen to you. Carers can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

There may be some things the person you care for does not wish us to share or involve you with. Where this is the case, we will be open with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only happen in very specific circumstances. We encourage all carers to ask questions and build relationships with us. Please try not to see us being unable to share specific information with you about the person you care for as a complete barrier.

When can confidentiality be broken?

Any decision to break confidentiality must always be made in the best interest of the service user/patient and to achieve the best possible outcome for them.

It is essential that staff explain to you how and why the decision to breach consent is in the service user / patient's best interest. Where the service user / patient withholds consent or lacks capacity and cannot express their wishes clearly, confidential information can only be disclosed in exceptional situations, such as where the service user's / patient, or others' health and wellbeing is under serious risk, or where there is a public interest or legal reason for disclosure without consent. Similarly, a carer's confidentiality can only be broken in exceptional circumstances such as risk to their own or others' health and wellbeing, public interest or for legal reasons.



Carers Advocacy Service

Are you a carer whose loved one is staying in a Cygnet hospital? If you would like information on your rights, support in speaking up and being heard, help to raise a concern or just an opportunity to talk to someone independent of the hospital - then get in touch with one of our advocates today.

This is a free service designed to help you to be involved in the care of your loved one.

0808 175 0787 (freephone)
carers@katemercker-training.com



Experienced advocates available to listen, inform and support you

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Carers, Family and Friends Virtual Drop-in



Hosted by **Shane Mills**, Director of Nursing, Cygnet
Laura Sheridan, Group Head Carer & Service User Engagement
Kate Mercer, Black Belt Advocacy

Meetings will take
place on the second
Thursday of the month,
from **19:00 – 20:00**



Scan
here
to join

The sessions are open to any carers, family or friends of individuals being supported by Cygnet. If you would like any more information or the link to join, please email us on:

Family&Friends@cygnethealth.co.uk

www.cygnetgroup.com

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Carer, Family and Friends Charter

Cygnnet's purpose is to make a positive difference in the lives of the individuals we care for, their loved ones and all those who work with us. Our pledge is to:



Identify Carers

- > Identify you as a carer as early as possible. Keep you **informed, respected and included** by health and social care professionals.
- > Ensure you are **visible** throughout your loved one's journey with us and your voice is heard.
- > Support our staff to **identify and engage** with you.



Recognise Carers

- > **Embrace** the diversity of carers and **value difference** through inclusion for all.
- > Ensure your essential role and expertise **are recognised, respected and encouraged as part of the care team**.
- > **Encourage** you to **consider your needs**, interests, relationships and any other commitments.



Inform & Involve Carers

- > Keep you included by sharing **relevant and meaningful** information.
- > Ask you for your **feedback** on our services to influence improvements.
- > We are going to provide **clear, accurate and understandable** information.



Guide & Support Carers

- > Support you with Carer advocacy service and Cygnnet Advice Liaison Service (CALs) if you need further support.
- > Recognise the **well-being needs** of carers and the wider family.
- > We will **welcome you** to the **Cygnnet Carers Network** which is Regional and National.

Contact us on: Family&Friends@cygnnethealth.co.uk

Dr Tony Romero

Dr Tony Romero
Group CEO, Cygnnet

Shane Mills

Shane Mills
Group Director of Nursing,
Cygnnet

Carers Card UK

Carers of service users or residents who are accessing Cygnet services can purchase a Carers Card at a discounted rate.

The Carers Card is intended for individuals who provide care, support, or assistance to someone, including those receiving carers allowance. This encompasses helping individuals dealing with mental health issues, illness, disability, frailty, or addiction.

What does it offer?



Support As a card holder your account includes a catalogue of useful information. Everything from guides to best practices. Through the app Carer Card UK aims to not only provide practical support for you as a carer but also let you know that there are resources and services available to support you in your role.

In Case of Emergency The card holds x2 'In Case of Emergency (ICE)' contact details which are an essential piece of information that can be used if you are taken ill or injured. Anyone that's shown or discovers the card has two contacts they can call to inform them what's happened. A 'Carer's Emergency Plan' is an extremely useful document outlining key information about the person you care for. You can create your plan within your account.

Care Circle The 'Carer Circle' tool allows you to create a circle of care for the person you look after.

It helps you organise your care by allowing you to add notes, tasks, appointments, medication lists as well as monitoring the wellbeing of the person you care for. If you share the responsibility of caring with someone else then you can invite them into your Carer Circle.

Online Discount The Carers Card provides carers with access to online discounts through its app, offering savings and various online perks across 21 categories, ranging from food and drink to days out.

What is the price of the card? The card can be purchased at a discounted price of £7 and you can find out more online: www.carerscarduk.co.uk

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Cygnet Advice and Liaison Service (CALs)

Cygnet Advice and Liaison Service (CALs) is a point of contact for Cygnet relatives, carers and friends who require non-clinical advice or assistance regarding Cygnet services.

CALs will liaise with the appropriate staff or service to ensure your suggestions, feedback or queries are addressed.

What does CALs offer?

- > Advice for relatives, carers, family and friends of Cygnet service users.
- > CALs will listen to your concerns, feedback and queries.
- > CALs can help sort out queries quickly on your behalf, by arranging for the appropriate staff to contact you.
- > Advice on how to make a complaint if necessary.
- > Referral to free, confidential and independent advocacy services.
- > CALs can signpost relevant local support and / or voluntary groups that can give advice.
- > CALs also helps to improve Cygnet services by listening to your feedback and suggestions.

What are CALs unable to help with?

- > CALs cannot give medical advice or information.
- > CALs is unable to discuss a medical diagnosis.
- > We are not able to share any confidential information.
- > CALs is unable to alter decisions made regarding care, treatment or discharge plans.
- > CALs cannot offer a counselling service.
- > CALs is unable to provide copies of an individual's medical records (however can signpost to the right department who can help with this).
- > CALs is unable to help with queries relating to primary care providers, such as your GP, pharmacist, or optician etc.

For more information or to submit an enquiry please email:

CALs@cygnethealth.co.uk

CALs is operational Tuesday, Wednesday, Thursday and Friday between 10am – 2pm, when a dedicated team will respond to queries.

Checklist for carers

> Arrange carers assessment

The local authority has a legal responsibility to assess what support a carer might need. A carer is entitled to a carers assessment regardless of their own financial situation, or the level of support that they give to the cared for. The assessment is for the benefit of the carer and can be completed with or without the presence of the service user. A carer can self-refer to the local authority to request a carers' assessment or ask a mental health professional to make the referral for them.

> Register as a carer at your GP surgery

You can contact your GP surgery and ask to be registered with them as a carer.

Share information with the ward

If you are able to and feel it would help us to know more about the person we are caring for, please email

> Your local Carer Support Organisation is...

You can get support from your local carer service, they can help with information, advice, guidance, activities, your rights as a carer and support you to find out if you are entitled to any benefits.

> Enquire if I am entitled to any benefits

You can check with your local Citizens Advice Bureau to see if you are eligible for any benefits. These links also give information on financial support:

[Money & Benefits - Benefits Calculator](#)
[| Carers Trust Benefits](#) | [Finances](#) | [Pensions - Carers UK](#)



Making a Complaint

Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint



Scan me to leave feedback or a compliment



Cygnet

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Westminster, London
SW1P 3JA

 Family&Friends@cygnethealth.co.uk

 0207 123 5706

www.cygnetgroup.com

Follow us on social media:

