Acute and Psychiatric Intensive Care Services
Priory’s commitment to Acute and PICU services

Priory’s specialist Acute and Psychiatric Intensive Care Unit (PICU) teams are committed to providing the highest quality of care. We help service users overcome a wide range of mental health conditions in therapeutic and supportive environments. With a full multidisciplinary team (MDT) at all sites, we provide a swift and appropriate response to meet the needs of each individual, highlighted opposite in our Acute service outcomes:

- There was an average improvement in HoNOS to 8.3 for those returning home at discharge (between October '14 and September '15).
- 91% of those returning home at discharge saw an improvement in HoNOS*
- 98% of service users stated that when they arrived, staff made them feel welcome*
- 98% of service users stated they were treated with respect and dignity during their stay*
- 98% of service users stated they felt safe during their stay*

*Q2 2015/16 survey

Our services at a glance:

- Highest quality of care for a wide range of mental health conditions
- Emergency placements 24 hours a day, 7 days a week
- Experienced and expert multidisciplinary teams at all sites
- Immediate discharge planning for positive end goals
- Seamless access into higher or lower acuity treatment reflecting individual needs
- Flexible treatment plans to meet individual needs

We provide a 24/7 emergency service.

To make a referral please call: 0800 090 1356 or email: Priory247@priorygroup.com
Who do we support?

Whilst Acute and PICU are two distinct services, they also work together to enable positive progression towards recovery, for the following service users:

**Acute service**

- Individuals with a range of mental health conditions
- Those showing risk of violence and aggression
- Those at risk of suicide
- Individuals with varying levels of risk
- Individuals from other services

**PICU service**

- Individuals in need of intensive care
- Individuals detained under the Mental Health Act
- Those with a wide range of mental health conditions
- Individuals at risk of violence and aggression, and those who are psychotic and unpredictable
- Risk profiles from medium to high
- Those at risk of suicide
- Service users from other PICUs, prisons, police custody, secure services, Acute services and the community

In addition, Priory has a specialised PICU provision for young people aged 12 to 18 detained under the Mental Health Act (1983) with a forensic history, who may have a high risk profile and a risk of absconding.

**How to access our services**

Priory accepts referrals from a variety of public sector and independent organisations throughout the UK. These include:

- NHS provider Trusts
- Clinical Commissioning Groups (CCGs)
- NHS England specialised mental health case managers
- Community Mental Health teams
- High Secure hospitals
- Medium Secure hospitals
- Psychiatric hospitals
- Prisons and Courts
- Social Services and the police

All our hospitals have specific admission criteria relevant to the service and support they offer. Same day admission can be facilitated and we can assist in transferring the service user if required.

We are able to accept referrals 24 hours a day, 7 days a week. Urgent or out-of-hours appointments and admissions can be arranged immediately by telephoning the appropriate hospital directly.

A referral can be made by telephone, email, online or in writing to the Priory central enquiries.

**Call us today on:** 0845 277 4679  
**Send an email to:** info@priorygroup.com  
**Visit:** www.priorygroup.com
Our Acute services

Priory has a nationwide network of acute support for the NHS, offering 24 hours a day, 7 days a week assistance in times of emergencies, to support individuals whenever needed. Our safe, secure and contained hospitals offer supportive and caring environments for a wide range of service users.

We focus on family and carer interaction, and collaboration with community teams to support successful discharge plans and a smooth transition back into existing community services, or to an individual’s home where possible.

Our PICU services

Our intensive care services have been developed over 20 years and are adept at dealing with service users in a severe phase of illness, who cannot be managed on an acute unit. Our staff teams have extensive experience in managing high levels of disturbance, allowing the units to admit from a variety of settings including other PICUs.

Priory’s experience of supporting people with complex needs and challenging behaviours, along with co-existing issues (such as substance misuse), puts our services at the forefront of specialised intensive care.

Our PICUs meet the Department of Health’s National Minimum Standards for ‘General Adult Services in Psychiatric Intensive Care Units’. 
Our Acute services

- We work closely with referring Trusts to achieve minimum lengths of stay, and are able to provide an extension to NHS care pathways during times of fluctuating demand.
- Priory works collaboratively with discharge teams to ensure a smooth transition back into existing community services, or to an individual's home where possible. This includes the opportunity to attend ward rounds and discuss service user care with the MDT.
- We have the capability across our network to utilise our breadth of services to support a full care pathway, providing continuity of care and the minimum disruption to the treatment programme.

Our PICU services

Our model of care is designed to meet the needs of those with behaviours that challenge. Service users may present with a high level of acuity, and so require a safe and therapeutic environment to manage their level of risk, and safely yet swiftly start them on their road to recovery.

Priory’s individual packages of care for those presenting with the highest levels of acuity focus on:

- Intensive, multidisciplinary, therapeutic programmes aimed at delivering evidenced-based interventions in order to rapidly reduce acute symptoms.
- Promoting self-management and recovery.
- An initial physical health screen and management.
- Ensuring a short length of stay, prior to transfer to a less restrictive environment.
- Out-of-hours rapid admission (often paper-based) for emergency and urgent assessment, seven days a week.

As part of our Acute and PICU services, discharge planning commences upon arrival. Our primary objective is to deliver fast and effective improvements to our service users’ mental health, along with a minimum length of stay. On admission our services:

- Identify physical care needs.
- Engage with family and carers to listen to their needs.
- Provide relevant information to families and carers.
- Maintain close contact with bed managers and community staff.
- Consider input required from social, advocacy and other agencies.
Our treatment programmes

Our aim is to assist any service user within an Acute or PICU service, to understand and cope with their condition, using NICE approved interventions that help to recognise and prevent triggers for relapse. Our MDT of psychiatrists and therapists encourage service users to fully engage with their treatment programme.

All treatments are flexible to meet requirements and personal circumstances, and may include:

- Medication reviews and interventions
- Psychological intervention
- Management of self-harm and hostility
- ECT and Cognitive Behavioural Therapy interventions where appropriate
- Management of physical health care needs
- Formulating problems/diagnosis using a biopsychosocial model
- Crisis planning and relapse prevention
- Anxiety management
- Practical help with basics of daily living skills
- Problem-solving

We provide personalised treatment programmes in safe, calming and comfortable environments for those with the most complex of care needs.
The Priory Hospital Potters Bar is a 50 bedded hospital with four wards specialising in both Acute services and High Dependency Units (HDUs). Our HDU wards meet the standards set out by the Department of Health ‘National Minimum Standards for General Adult services in PICU’.

We provide care pathways in partnership with the NHS, offering high quality, value for money, responsive mental health services. The hospital is located just off the M25 making it easily accessible from London, the Home Counties and East Anglia. It is also well located for service user access to Potters Bar, Hertfordshire and local services.

Our recently refurbished hospital offers:
- En-suite accommodation
- Gender specific wards
- Psychological and occupational therapies
- Social and recreational activities
- A homely and welcoming environment
- Secure garden area

The hospital also provides:
- A full MDT team available on site at all times. This is made up of:
  - A Consultant Psychiatrist, Specialty Doctor, Occupational Therapist, Psychologist and a Specialist Mental Health Pharmacist
  - High quality facilities including high specification ‘safer rooms’, supporting the management of high risk individuals
  - Staff have level 2 mental health awareness training and mental health nurses have completed level 2 training in areas such as management of diabetes and infection control

In a recent satisfaction survey, 100% of service users stated that staff made them feel welcome, and 96% said they were treated with dignity and respect during their stay.

Admissions are accepted 24 hours a day, often within 1-2 hours of referral. If a face-to-face assessment is required we aim to deliver this within 48 hours.
The Priory Hospital Roehampton specialises in the expert management and treatment of all major acute psychiatric conditions, including depression, anxiety, post-traumatic stress disorder and Obsessive Compulsive Disorder (OCD).

**The East Wing at Roehampton is a 12 bedded, all female, acute adult ward which provides:**

- Expert care to women with a range of diagnoses and needs
- Safe and secure care to both detained and informal service users
- Rapid assessments and frequent service user reviews
- Immediate discharge planning, supported by an experienced social worker
- Comprehensive day programmes
- A dedicated onsite Consultant with expert clinical knowledge
- A GP trainee to address all physical health care needs of our service users
- En-suite rooms
- A dining room, two lounges, gardens and a therapy room

**The team ensures service users are always involved:**

“I wanted to say, and this is no exaggeration, the week I spent with you was the second best of my life... that week did more to help with my mental health problems than any drug.”

*Service user 2015*

“Thank you for your excellent care during my recent short admission. I found the nursing staff very friendly and it was easy to communicate my needs to them. I also felt that the rights and dignity of service users were respected at all times. The holistic approach to recovery which was evident from the varied activities available and pleasant surroundings is very progressive in comparison to the conditions I have experienced in other hospitals.”

*Service user 2015*
The Crookham Unit at The Priory Hospital Thornford Park is a 10 bedded, purpose built PICU. It provides personalised treatment programmes for males aged 18 and over. Our specially designed facilities provide a safe, calming and comfortable environment for those with highly complex needs. Individuals will tend to be in an acutely aroused phase of a serious mental disorder showing significant risk to themselves or others, with a high risk of absconding.

The aim of the team on the ward is to create effective therapeutic relationships for the efficient reduction of acute symptoms and risk, whilst promoting self-management and recovery.

The Crookham Unit benefits from its close proximity to the The Priory Hospital Thornford Park which is set within 21 acres of the Berkshire countryside, close to the Surrey-Hants borders. This hospital also provides Medium Secure, Low Secure and Rehabilitation services.

The unit is staffed by a highly qualified MDT, supported by a senior management team and comprises of:
- Dedicated Consultant Psychiatrist
- Specialty Doctor
- Psychologist
- Occupational Therapist
- Social Worker
- Named Primary Nurse
- A Support, Time and Recovery Worker

Care is delivered by the MDT within a recovery-focused model to provide an intensive and immediate response to critical, clinical and risk situations:
- Thorough assessment of needs, treatment and crisis management
- Regular, timely communication with home teams and commissioners
- Discharge planning begins on admission
- Secure garden area is available
- Support and information is provided for carers
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The Priory Hospital Cheadle Royal offers a 30 bedded PICU service comprising of three gender specific units – the Willows and Featherstone Units treat male service users and the Pankhurst Unit treats female service users. All of the wards are Consultant-led and our MDT works on-site 24 hours a day, 7 days a week.

**The Priory Hospital Cheadle Royal is a safe, contained yet nurturing environment which fully subscribes to NAPICU guidelines and standards. It provides:**

- Rapid response times in regards to admittance and assessments
- Rapid assessment takes place upon admission to ensure condition improvement can be focused on immediately
- High levels of mutual understanding between staff and service users
- High levels of family and carer interaction
- Positive collaboration with community teams
- Short average lengths of stay

We accept service users with extremely high and challenging levels of acuity. Understanding the circumstances of the individual also helps to achieve a successful discharge plan.

90% of service users admitted to our services and subsequently returning home, showed an improvement in HoNoS score from admission to discharge.

**Female PICU – Pankhurst**

The Pankhurst Unit safely manages the acute phase of women suffering from severe mental health problems who demonstrate challenging behaviours. The model of care is specifically designed to meet the needs of women who have exceeded, exhausted or failed to benefit from local resources and who require a safe and secure environment to engage in a therapeutic programme.

**Male PICU – Willows**

The Willows Unit provides a model of care specifically designed to meet the needs of men suffering from severe mental health issues that cannot be managed in an open setting. The skilled MDT has many years’ experience of safely managing and stabilising service users in a severe phase of a mental health, often with behaviours that challenge.

**Male PICU – Featherstone**

At The Priory Hospital Cheadle Royal, our PICU service called Featherstone, opened in September 2015. The unit is for males aged 18 and over who may:

- Present with an acute psychosis or dual diagnosis with a primary mental illness
- Present significant and continued risk to themselves or others, and who have a high risk of absconding
- Be admitted from A&E, the judicial system, other PICUs, community services and other mental health settings and wards

90% of service users admitted to our services and subsequently returning home, showed an improvement in HoNoS score from admission to discharge.
To make a referral, please call 0800 090 1356, 24 hours a day, 7 days a week.
Get in touch

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