



Ayr Clinic Patient Information Booklet 2018

Hospital Introduction – Ayr Clinic

In the UK one in four people experience mental health problems. People can recover with the help of families, carers, friends and GPs. However some people may require a greater level of support for a period of time and may need this to happen in a place where they feel safe and secure. The Ayr Clinic provides that safety and gives the support to enable people to recover from sometimes difficult and stressful issues.

Our clinical team of nurses, doctors, psychologists, occupational therapists, and health care assistants are committed to providing the best care, treatment and support possible. Our aim is to help you rebuild your confidence, self-esteem and your hopes for the future and to give you the knowledge and resources to manage your own health so you can manage your own recovery.

Our staff are experienced and skilled in working with mental health issues and have a strong commitment to team working and making sure you are part of the team. Your care plan will be developed with you, for you.

We believe your stay with us will be a positive one that helps you on your road to recovery. We don't underestimate the challenges, but we can meet those challenges together.

All patients that are admitted to our hospital are detained under The Mental Health (Care & Treatment) (Scotland) Act 2003 for their own health and safety and for the safety of other people. The Mental Health Act sets out the rules for compulsory admission to hospital as well as the safeguards to protect you. Staff will help you understand about being detained in hospital, and your rights under the law. You will be given a leaflet with this information.

Your Clinical Team

Each ward has a dedicated multidisciplinary team (MDT) which is made up of a Consultant Psychiatrist, Psychologist, Occupational Therapist and a member of the ward staff who will be your primary Nurse when they are on shift. Your primary Nurse will be the main point of contact for you. Your MDT will regularly review your care and recovery plan; they will meet with you for regular ward rounds so that your care and progress can be discussed and you will be able to bring up any questions, suggestions or concerns you may have.

Individual members of the team will also arrange times when they are on the ward so that you can speak to them and your primary nurse will arrange weekly sessions with you to discuss your care and treatment plans with you.

You will be introduced to your full clinical team (or MDT) at your ICR meeting; it is likely though that they will have come to say hello to you before this. Each member of the team has a specified role and will have the qualifications to carry out this role. All members of the clinical team have a duty to maintain high professional standards of care, treatment and safety.

Your Physical Health

Your physical health and wellbeing is just as important as your mental health. We have a GP and Practice Nurse who will want to meet you when you arrive and give you a physical healthcare check.

You can expect the same service and response you would get from your own GP and nurse so if you have any concerns or worry you can talk confidentially.

We encourage everyone to have a regular physical healthcare check. We will also help you devise a plan to be more active, maintain a healthy weight, cook and eat healthy choices and look after your body.

We will also support you to access local primary care services, including a dietician, podiatrist and dentist if necessary.

We have a local NHS hospital which provides out of hours cover and Accident and Emergency facilities should they be required.

Information about your care and recovery

- You have the right to legal representation by a solicitor chosen by you. We can make arrangements for your solicitor to visit you and for you to speak to your solicitor privately
- You have the right to access the independent advocacy service. Please speak to your Primary Nurse who will make any arrangements for you
- You have the right to make a complaint to the Hospital Manager or Healthcare Improvement Scotland who will consider your complaint fairly and confidentially

Your Legal Rights

The Mental Health (Care & Treatment) (Scotland) Act 2003 establishes rules about compulsory detention and safeguards to protect patients' civil and legal rights. The Act includes civil sections and criminal procedures sections. All patients at The Ayr Clinic are admitted under a section of the Act.

You will be given an information leaflet explaining your rights on admission to us and at regular periods throughout your stay.

More in depth information booklets about care and treatment under the Act are available upon request.

Whilst detained in hospital you have the following rights:

Under the Mental Health Act (MHA) you have the right to be given all relevant details of the Section you are detained under and the reason for your detention.

You can talk to your Doctor RMO about what your detention under the MHA means to you and ask any questions you have

Your RMO will review your detention under the Act and can discharge you from it when this is felt to be appropriate

Your rights will be read to you and explained. A copy of the rights leaflet will be given to you upon admission

If you are not happy about your detention you have the right to appeal to the Mental Health Tribunal Scotland

How I can receive my money benefits

Most patients are entitled to receive benefits from the government; we will help you claim this. There may be some delay when patients are first admitted to the hospital, Staff can provide further advice on this issue if required.

What can I keep

As part of the process of keeping you and others safe, we need to restrict certain items from the hospital. A member of staff will go through the list of 'contraband'

items with you on your arrival. We ask that you don't bring these items into the unit nor ask someone to bring them in for you without discussing with nursing staff first.

Activities

The hospital provides a range of services to extend, maintain or develop patients' skills and/or interests. These services are accessed following an assessment by the clinical team.

In addition to these services there are ward-based activities and some off-site (or external) activities. These activities are varied in nature and may not require a referral.

Smoking

Ayr Clinic is a no smoking hospital, patients and staff are not permitted to smoke within the hospital boundaries.

Food

The catering department provides a balanced menu using fresh ingredients wherever possible. The menus are planned with input from the patients, head chef and a dietician.

Care is taken to ensure cultural foods are provided as part of the range of meals where appropriate. Patients on special diets are provided with suitable options.

CPA

Your care review meetings are called Care Programme Approach (CPA) meetings; these form an important part of your treatment pathway. The CPA meeting is an opportunity for you and your clinical staff to get together and plan your care and treatment for the next 6 months of your stay with us. Your first CPA meeting will take place within 12 weeks and then every 6 months thereafter.

This is your CPA meeting so we like to involve you from the beginning. Your local Mental Health Team is invited to the meeting to discuss your progress and recovery, but you are also able to invite your carers and other professionals if you wish to. The CPA coordinator will discuss with you who you would like to invite to the meeting.

Visiting

We recognise the importance that friends, family and carers visiting you can have on your wellbeing. We will do our best to make sure that family, friends and significant others are able to visit you whilst you are with us.

The nursing team will contact your planned visitor and explain the visitors' policy and procedure and will then discuss your request with the MDT and book your initial visit. We do ask that visits are booked 48 hours in advance however we will be as flexible as we can. All visitors will need to have current photo ID and if there is a problem please speak to the Nurse in Charge who will be able to help you.

Complaints

We strive to offer the highest quality of care and service to all our patients, their carers and all other stakeholders. We recognise the importance of providing high quality care to people who at this point in their lives are relying on us to provide support and stability. It is a great disappointment to us if a complaint is made about any aspect of our work.

If patients have concerns they should speak to the Nurse In Charge, who may deal with the matter at ward level

If the patient wishes, they can make a formal complaint to the Complaints Officer. They can do this independently or with the help of a member of staff or an independent advocate

The Complaints Officer will then investigate all aspects of the complaint as thoroughly and as quickly as possible and the complainant will receive full details of the outcome of the investigation within 20 working days. If they are not satisfied with the outcome then they have the right to pursue the internal appeals process.

Patients can also at any time in the complaints process contact Healthcare Improvement Scotland directly.

Facilities

We have a range of personal, leisure, and educational facilities available for you. Each ward has a TV lounge and comfortable quiet rooms.

Bedrooms

You will have your own bedroom with:

- En suite shower and basin
- wardrobes and drawers
- A personal digital fitted safe to enable you to lock away your personal items

- Power and aerial sockets so you can have our own TV, games console, electrical items and quiet space.
- The ability to lock your door either with your own personal key or from the inside of your room.
- Please note that bedding and curtains will be provided in adherence with safety standards and fire regulations and as such personal duvet, duvet covers, throws and curtains cannot be used
- For reasons of electrical safety, the number of items within rooms is limited, all electrical items require to undergo Portable Appliance Testing by the maintenance department before they are permitted to be taken onto the wards.

Laundry

There are laundry facilities available including washing machines, dryers and storage.

Refreshments

Tea, coffee and fresh water facilities are available on each ward. A weekly mobile shop run by staff and patients is also available 1 day per week at Ayr Clinic to buy drinks, sweets and toiletries.

Gym

We have a gym available with cardiovascular equipment; treadmill, cross trainer and cycle at Ayr Clinic. An activity room is also available for aerobic exercise, group work and physical activities.

Information

Notice boards and newsletters are available across the unit that will keep you up to date with what's going on in the clinic. Leaflets are also available containing information on physical and mental health matters, local activities and community information.

Ward/Rehab Kitchens

All wards have a social kitchen with tea and coffee making facilities, a fridge, storage and a microwave. Our rehab kitchens are also available for cooking sessions either 1:1 with staff or groups.

Gardens

We promote a fresh air environment outside the building and encourage patients to take regular fresh air breaks in our garden areas.

Housekeeping

Housekeeping staff clean the general ward area daily, however you will be expected to keep your own bedroom area tidy and staff will be able to help you with this. You will be supplied with bed linen and towels which are changed frequently. We also do periodic checks carried out by maintenance staff to ensure that equipment, furniture and facilities are in good working order. If you find any of these need attention you should alert nursing staff.

Restricted Items

As part of the process of keeping you safe we need to restrict certain items from the hospital. "Restricted items" are items which are not allowed on the ward areas and visitors will be asked to leave these in reception. Consent for searching may be requested should staff suspect that restricted items are being concealed. In exceptional circumstances access to the wards may be denied. Items include:

- Matches, lighters, lighter fuel or gas and flints
- Glass in any form, ceramic pottery, scissors, nail files, and any other sharp instrumental or tool
- Vacuum flasks as these contain glass
- Razors will be kept in a locker, nurses will access this
- Any rope, cord, string or flex
- Alcohol, medicines and illegal drugs
- Cameras, including phones with cameras and recording equipment
- Glue, cling film, plastic bags, chewing gum and blue-tack
- Aerosol containers, tinned foods, and metal drink containers
- Energy drinks containing caffeine that affect medication and physical health
- Animals, except with prior arrangement

This list is not exhaustive, If you are unsure whether it is safe to keep an item on your person or have brought in, the nursing team will be happy to advise you.

Suspension of Detention (SOD)

Periods of leave may be granted after a period of assessment; this will be discussed by a multi-disciplinary team who will give you intense support in order to re-introduce you back into the community. You will work with your Ward Occupational Therapist who will initially complete a Community Assessment and work with you to formulate a graded leave plan and or unescorted leave plan when appropriate.

CCTV

We recognise the need to preserve the right to privacy however maintaining a safe environment across the unit. We have Closed Circuit Television (CCTV) cameras in place in public and communal areas across the hospital site. CCTV cameras continuously record activity and are held on a hard drive for a limited period of time.

CCTV cameras are used in the event of an investigation and to enable us to have a better understanding of incidents and complaints, the detection of crime and misconduct, public and employee security and the monitoring of the physical security of the building.

There is no CCTV coverage in the bedrooms and the CCTV does not record sound.

Fire

Safety is a priority across the Clinic. The wards are fitted with both heat and smoke detectors that will automatically trigger an alarm if there was a fire. There is also alarm points staff can activate with a key to sound the alarm should you/staff see a fire.

This will trigger a loud siren on the ward. We do weekly sound tests so you will know what this sounds like. Staff will make you aware of what you should do in the event of the fire alarm.

If you discover a fire you should:

- Close the door and tell the nursing staff right away
- The nurse will activate the alarm and start to evacuate
- Go to the designated assembly point, this will be discussed with you on admission
- If you have visitors, they will leave with you

Specified Person

You may be specified for any of these 3 categories should it be considered necessary

- Use of telephones – Staff will be present while to use the telephone
- Correspondence – Staff are able to check mail should they suspect the need to
- Safety and security – Staff are able to search yourself or bedroom should they feel necessary

This is for your safety and will be notified should this occur.

Health Improvement Scotland (HIS)

The Ayr Clinic is registered with Healthcare Improvement Scotland (HIS). HIS is independent of us and performs a monitoring and regulating role. The overall purpose of HIS is to ensure that health services are safe, effective and of a high standard. HIS will visit the Clinic and you will have the opportunity to meet with them and discuss your care, treatment and recovery programme at the Clinic.

If you have concerns or a complaint you can contact HIS directly. You can complain about anything about any part of the independent healthcare service you have received including:

- Care or treatment you have had or are having

- Any member of staff involved in your care.

However staff are also available and open to talk complaints though with you if you wish to do so.

Contact details are available on request should you need them.

The Mental Welfare Commission (MWC)

The Mental Welfare Commission is an independent organisation working to safeguard the rights and welfare of everyone with a mental illness, learning disability or other mental disorder.

It believes that everyone with a mental illness, learning disability or other mental disorder should:

- Be treated with dignity
- Have the right to treatment that's allowed by law and fully meets professional standards
- Have the right to live free from abuse, neglect or discrimination
- Get the care and treatment that best suits his or her needs; and be enabled to lead the best and most fulfilling a life as possible

It provides advice, information and guidance to people who use or provide mental health and learning disability services.

Contact details are available on request should you need them.

Advocacy Services

Independent advocacy helps you to access information, explore options, make decisions and put over your views and opinions to others.

This can be done on an individual basis or for groups of people with a shared issue. Advocacy is provided by an independent organisation and workers are not employed by the Clinic.

An advocacy worker attends the clinic on a regular basis and visits each of the wards. They can also come to the clinic at other times if required. You can ask a staff member to arrange for the advocate to come along and speak to you, you can phone yourself or you can speak to the advocate directly when they visit.

Contact details are available on request should you need them.

Ayr Clinic
Dalmellington Road
Ayr
KA6 6PT
Directions

Tel: 01292 886666

From The South

- Follow the M6 northbound then join the M74 northbound, leaving the M74 at junction 12.
- Join the A70 towards Ayr passing through Muirkirk and Cumnock.
- As you approach Ayr at the Holmston Roundabout take the first exit onto the A77 By pass.
- At the next roundabout take the first exit onto the A713 Dalmellington Road.
- Pass Ailsa Hospital and Ayr Hospital on the right, and proceed for a further 300 yards.
- The Ayr Clinic is situated on the right hand side.

From the North/Glasgow

- Follow the M77 southbound then join the A77.
- Remain on the A77 through Kilmarnock.
- At Monkton Lodge Service Station roundabout take the left exit signed for Ayr, Stranraer.
- Stay on the bypass through several roundabouts (follow red signs for Ayr Hospital A&E).
- At the roundabout junction with the A713 take the first exit onto Dalmellington Road.
- Pass Ailsa Hospital and Ayr Hospital on the right, and proceed for a further 300 yards.
- The Ayr Clinic is situated on the right hand side.

By Train

- The nearest railway station is Ayr, it receives services from Glasgow Central.
- The Ayr Clinic is a short taxi ride from the station.

By Bus

The number 52 bus can be caught from both Ayr bus station and just outside the railway station, this will stop directly outside the clinic.

Comments and Feedback

As part of a process of continuous improvement, we welcome any comments, amendments or suggestions that you have in relation to this booklet.

Please return this slip to the Support Service Manager at the hospital

We thank you for your participation in this process

Name: (optional)

Comments: