

# Patient Information

Your Guide to Ayr Clinic



Version 2025 Edition

**PRIORY**  
Part of MEDIAN

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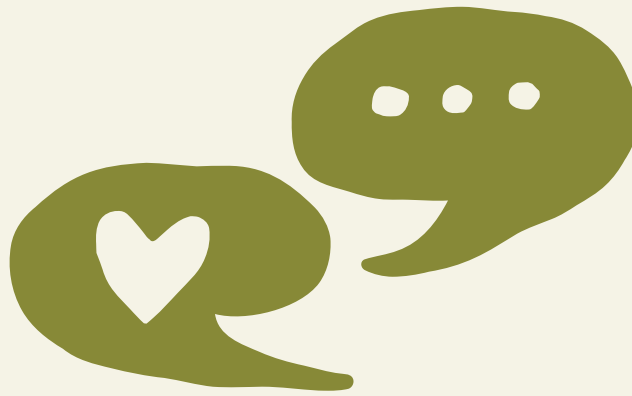
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# 01

## Welcome



*Live Your Life*

## **1.1 Introduction**

In the UK, one in four people experience mental health problems. People can recover with the help of families, carers, friends and GPs. 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 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.

## 1.2 Our Location

Ayr Clinic is located in South Ayrshire on the Western Coast of Scotland. We are ideally situated in a peaceful and green part of Ayr within easy access of the amenities below, and more.



- Train & Bus Stations
- Parks & Woodland Walks
- Supermarkets
- Coffee Shops & Restaurants
- Library
- College
- Community groups
- Leisure Facilities
- Beaches
- Local volunteer schemes
- Guest Houses & Hotels

Ayr Clinic  
Dalmellington Road  
Ayr  
South Ayrshire  
KA6 6PT

Telephone: 01292 886 666

Email: [ayrfeedback@priorygroup.com](mailto:ayrfeedback@priorygroup.com)



## 1.3 Getting Here

Private transport will be arranged in advance for patients arriving at Ayr Clinic but it will be helpful for visitors to know the following:

Free Car Parking at Ayr Clinic

Ayr Train Station and Ayr Bus Station is located approx 3.5 miles away.

Buses 14 and 52 travel to Ayr Clinic, or Ailsa Hospital which is located right beside us.

# 02

## Your Care



## 2.1

# Your Clinical Team

Each ward has a dedicated multidisciplinary team (MDT) which is made up of :

**Consultant Psychiatrist**  
**Psychologist**  
**Occupational Therapist**  
**Primary Nurse**



A member of the ward staff will be your Primary Nurse when they are on shift. Your Primary Nurse will be a main point of contact for you however any ward staff will be happy to help.

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 Individual Care Review (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.

## 2.2

# Your Physical Health



Your physical health and wellbeing is just as important as your mental health. Ayr Clinic provides:

**GP Service**  
**Advanced Clinical Practitioner**  
**Prescriptions**  
**Physiotherapy**  
**Dietician**

We have a GP and Advanced Clinical Practitioner will arrange to carry out a physical healthcare check after your admission and are on hand for any of your physical health care needs. You can expect the same service and response you would get from your own GP and Nurse so if you have any concerns or worries 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 other physical health care including a Podiatrist and Dentist.

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

## 2.3 Healthcare Improvement Scotland

Ayr Clinic is registered with **Healthcare Improvement Scotland (HIS)**. HIS is an independent body and performs a monitoring and regulatory 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.

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, and any member of staff involved in your care.

### Contacting Healthcare Improvement Scotland

Visit [www.healthcareimprovementscotland.scot](http://www.healthcareimprovementscotland.scot)

Telephone 0141 225 6999

### Complaints can be made to:

Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

Email: [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)



## 2.4 Mental Welfare Commission

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.**

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

### Contacting Mental Welfare Commission For Scotland



Visit [www.mwcscot.org.uk](http://www.mwcscot.org.uk)

Advice line [0800 389 6809](tel:08003896809)

The phone advice line is open Monday to Friday,  
from 9am to 12pm and then from 1pm to 4pm.

Email. [mwc.enquiries@nhs.scot](mailto:mwc.enquiries@nhs.scot)

Mental Welfare Commission for Scotland  
Thistle House  
91 Haymarket Terrace  
Edinburgh EH12 5HE

## 2.5 Mental Health Tribunal Service

The Tribunal is an independent organisation set up to make decisions on the compulsory care and treatment of people with mental disorders in Scotland. The Tribunal has a President and 300 members around Scotland.

If you have a Tribunal meeting there will be a group of three people - a doctor (psychiatrist), a lawyer, and another person with relevant skills and experience, e.g. a nurse, social worker, or someone with personal experience of mental illness, learning disability, dementia or related conditions.

A Tribunal meeting is often called a 'hearing'. The Tribunal must hear and read all the information about you and your case. They then decide what to do about your care and treatment.

### **What does the Tribunal do?**

The main role of the Tribunal is to consider and determine applications for compulsory treatment orders (CTOs) under the 2003 Act. It also considers appeals against compulsory measures such as short-term detention certificates and CTOs. The Tribunal also reviews every CTO once it has been in place for two years and every two years after that.

### **Contacting Mental Health Tribunal Service for Scotland**

Mon - Thurs 9 am to 5 pm    Friday 9 am to 4.30 pm

#### **Enquiries from Patients, Carers, General Public**

0800 345 70 60 Freephone

(Mobile phone users should check with their provider)

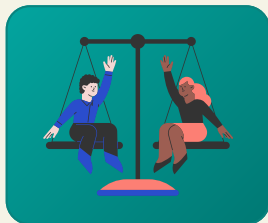
Mental Health Tribunal for Scotland  
Bothwell House, First Floor  
Hamilton Business Park  
Caird Park  
Hamilton  
ML3 0QA

## 2.6 Laws and Rights

You have the right to receive clear information about any proposed treatment, including any risks involved in that treatment, and be told about any medication you are prescribed and any alternatives that may be available.

You are able to ask for an explanation of your diagnosis in plain language, and ask for more information if you do not understand the explanation.

You should be treated and cared for in the least restrictive environment, appropriate to your needs.



### **Mental Health (Care & Treatment) Scotland Act 2003**

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.

If you are able to access information online, The Mental Welfare Commission provides more detail at the following link <https://www.mwcscot.org.uk/law-and-rights/mental-health-act>

## 2.6 Laws and Rights Continued

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.



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 Director or Healthcare Improvement Scotland who will consider your complaint fairly and confidentially.

Please read on for more information.



## Your Advance Statement

An Advance Statement is a written statement setting out how you would wish to be treated, or wish not to be treated; for mental disorder should you become mentally or physically unwell in the future and are not able to make decisions about your treatment.

You can use your Advance Statement to express your preference for care and details of any values or beliefs that inform the decisions you make.

Anyone who is able to consent to treatment on their own behalf and has sufficient understanding of the treatments discussed may complete an Advance Statement.



## Named Person Role

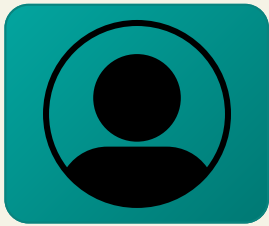
A named person is someone who can look after your interests when you are subject to compulsory powers under the law. Nominating a named person is an opportunity to have an additional voice to represent and safeguard your interests.

Your named person has similar rights to you at the Tribunal. This includes hearings about your care and treatment. Your named person is also entitled to be given information concerning any compulsory measures which have been taken or are being asked for, where this is provided for by the law.

At times your views might be different to your named person's views. You don't always have to agree with each other and you can both do what you think is right. It is important that you and your named person know that you can both act independently of each other.

If you no longer wish to have a named person, you can cancel (revoke) your nomination. This means that you will no longer have a named person unless you nominate someone else.

Your mental health officer (MHO) has a duty to find out who your named person is, if you have one.



## Specified Person

If you are detained in hospital under the Mental Health Act, there may be times when you are unwell that restrictions are placed upon you. When this happens the legal term is 'specified person'.

This must only happen if your doctor thinks your health, safety or welfare might be at risk, or there is a risk to others.

There are regulations in law that the doctor must follow.

You should only have restrictions placed upon you if it is absolutely necessary. These restrictions should be as unobtrusive as possible.

If you are named as a specified person, your doctor might:

**Restrict use of your telephone and similar technology.**

**Restrict correspondence (letters and parcels).**

**Place restrictions on your visitors.**

**Place other restrictions to ensure your safety and security, and that of the hospital.**

If you do not agree with any restrictions placed upon you, it is your right to ask your doctor to review them.

If you are not happy with the response you are given, you can write to the Mental Welfare Commission and ask for the Commission to review how any restrictions placed upon you are applied.

You also have the right to have an advocacy worker to help you discuss any restrictions with your doctor. Please see Page 18 for details of the Advocacy Service available to you.



## Safewards Model

The Safewards model is established in all of the wards at The Ayr Clinic and in both stepdown services, Lochlea House and Gatehouse.

The model consists of ten interventions designed to contribute to a calm and therapeutic environment.

It was introduced in UK mental health hospitals in 2014 and has since been disseminated globally.

The aim is to reduce conflict and containment and to strengthen relationships between patients and staff.



## Care Programme Approach (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 Co-ordinator will discuss with you who you would like to invite to the meeting.

## 2.7 Advocacy Service

All mental health service users in forensic mental health services are entitled by law to an independent advocacy service.

Advocacy is provided by an independent organisation and workers are not employed by Ayr Clinic.

We have arranged confidential advocacy services for patient use with Circles Network in South Ayrshire.



## What is advocacy?

Advocacy is about:

Safeguarding people who are in situations where they may be vulnerable  
Speaking up for, or standing alongside people who may not be heard and  
supporting them to express their views, make their own decisions and  
contributions

Enabling people to make informed choices about, and remain in control of their  
own social and health care

## Contacting Circles Advocacy

Circles Advocacy  
2 New Bridge Street  
Ayr  
South Ayrshire  
KA7 1JX



Telephone 01292 264396

Email : [info.southayrshire@circlesnetwork.org.uk](mailto:info.southayrshire@circlesnetwork.org.uk)

Information leaflets about the advocacy service are available.

# 03

## Your Stay



## 3.1 During Your Stay

Some answers to questions you may have about your stay are provided below.



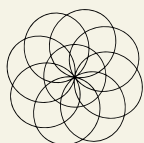
### **How can I receive my money/benefits?**

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 but we can discuss how Ayr Clinic can support you during this time.



### **What personal property can I keep?**

To keep everyone safe we must restrict certain items from the hospital. A member of staff will go through the list of banned and restricted items with you. We ask that you don't bring these items into the ward during your stay or ask someone to bring them in for you without discussing with nursing staff first.



### **Religious and Spiritual Care**

We will ensure that your religious and spiritual needs are met in an appropriate and sensitive manner. Ayr Clinic is committed to recognising and addressing the diversity and rights of all patients.



### **Can I smoke at the hospital?**

Ayr Clinic is a smoke free hospital; patients and staff are not permitted to smoke within the hospital boundaries. Ayr Clinic supports patients and staff through NHS smoking cessation programmes.



### **Can I have visitors?**

We encourage visits and look forward to welcoming friends and family to Ayr Clinic and our stepdown sites, Lochlea House and Gatehouse. We offer flexible visiting times which includes weekends. Due to our secure setting, all visits must be arranged with us in advance.

Please see Pages 23 & 24 for suitable items that can be brought to visits.



### **Can I go out or visit home?**

Periods of leave (suspension of detention) may be granted after a period of assessment and will be discussed by the multi-disciplinary team, who will give you support in order to re-introduce you back into the community.

We will work with you to formulate a graded leave plan and/or unescorted leave plan when appropriate.

## 3.2 Facilities

We have a range of personal, leisure, and educational facilities available to you. Each ward has a TV lounge and comfortable quiet rooms as well as access to a gym within the hospital. Our wards have access to games consoles and pool tables. Additionally, you can be supported to use the ward computer to spend time online.



You will also be able to make use of:

<b>Laundry</b>	Each ward is equipped with appliances for you to wash your clothes.
<b>Gardens</b>	We promote a fresh air environment outside the building and encourage patients to take regular fresh air breaks in our enclosed garden areas.
<b>Patient Forum</b>	Each ward holds a regular Patient Forum meeting, with the frequency decided by patients on the ward. It is an opportunity to address patient concerns and hospital policy, and to organise activities and events. Patients can attend the meeting or speak to their nominated patient representative/s who will raise discussion points and solutions.
<b>Information</b>	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.

## Bedrooms

You will have your own bedroom with:



- En-suite shower and basin.
- Wardrobes and drawers.
- 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.
- Bedding and curtains will be provided in line with safety standards and fire regulations.
- For electrical safety, the number of items within rooms is limited. All electrical items require to undergo Portable Appliance Testing by our maintenance team before they can be used.

## 3.2 Facilities Continued

### Food & Drinks

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



Breakfast, lunch and dinner is prepared daily by our Catering team from a selection of seasonal menus. Each ward has a dining room where meals are served.

Our wards at Ayr Clinic are equipped with a therapy kitchen where patients can be involved in cooking and baking sessions with our Occupational Therapy team.

Decaffeinated tea and coffee is provided, and some people staying with us may be able to arrange their own supply of drinks and snacks.

### Housekeeping

Housekeeping staff clean the general ward area daily, however you will be expected to keep your personal bedroom area tidy. If required, 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 please tell our nursing staff.

### 3.3 Prohibited & Restricted Items

For safety we ask that our procedures around prohibited and restricted items are followed by everyone. Prohibited items are not permitted at Ayr Clinic or our stepdown sites, Lochlea House and Gatehouse.

Restricted items may be allowed depending on the individual, or supervised during use.



#### PROHIBITED

- Alcohol
- Blu Tack (or equivalent substances)
- Candles and incense
- Cigarette lighters/matches
- Explosives, including fireworks
- Toxic and poisonous substances, such as illicit drugs, legal highs, psychoactive substances and poisons, for example, sodium nitrite/nitrate
- High caffeine drinks, for example, energy drinks
- Knives - excluding cutlery provided and managed by staff
- Magnets
- Mouthwash
- Non-prescribed medication
- Open Razors
- Solvents/glue (although these may be used under supervision as part of therapy)
- Stilettos, heeled footwear, steel toe cap boots
- Tin foil
- Weapons or replica weapons
- Wire coat hangers

#### RESTRICTED

- Adhesive tape of any kind
- Aerosol containers
- Bath oil/bubble bath
- Batteries, including lithium batteries
- Cans and tins
- Charging cables
- Chewing gum
- Cigarettes, chewing tobacco, e-cigarettes and vaping devices
- Curling tongs, hair straighteners and hair dryers
- Dental floss
- False nails
- Glass and metal nail files
- Glass bottles

## 3.3 Prohibited & Restricted Items Cont...

### **RESTRICTED Continued**

- Herbal remedies
- Hot water bottles
- Mirrors
- Mobile phones, SIM cards and smart devices with access to the internet and/or a recording/camera facility
- Nail clippers
- Nail polish remover
- Pencil sharpeners
- Plastic bags for personal use e.g. carrier bags
- Razors (bladed)
- Scissors
- Sharp and pointed items e.g. sewing and knitting needles, pins
- Shower sponge puff (mesh)
- Wireless ear buds
- Wooden coat hangers
- Wire bound books
- Wool/string

The following clothing may also need to be restricted, depending on the patient's risk assessment:

- Belts
- Clothing with belt loops
- Clothing with draw strings
- Dressing gown cords
- Hoodies
- Shoelaces
- Scarves
- Tights
- Dressing gown cords
- Leggings
- Underwear

## 3.4 Activities



Ayr Clinic 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) community based activities.

Your occupational therapist will support you to identify interests and explore some new activities. They will work with you to ensure you can be supported to maintain engagement with activities that you find important, will develop your skills and prepare you for discharge.



Some of these include:

- Cooking sessions
- Therapy dog
- Walking Group
- Art group
- Mindfulness
- Real Work Opportunity (ward shop or car valeting)
- Life Skills Group
- Sports Group
- Skill development
- Social Skills
- Sensory Interventions
- Dog Walking at a local dog rescue centre
- Health and Wellbeing
- Horse Riding
- Chair Yoga
- Relaxation
- Gardening
- Support with education and voluntary roles

# 04

## Pathways



## 4.1 Stepdown Services



### *Gatehouse*

Gatehouse is part of Ayr Clinic and is an 8 Bed Stepdown Service which offers a positive pathway for female patients who have stayed at Ayr Clinic to progress to a more community-focussed setting in Ayr.

#### **Contact Details**

Gatehouse  
31 Prestwick Road  
Ayr  
South Ayrshire  
KA8 8LE

Telephone 01292 272410

## 4.2 Stepdown Services



### *Lochlea House*

Lochlea is a beautiful red sandstone house located on a leafy street in the town of Mauchline, East Ayrshire.

Lochlea is part of Ayr Clinic and is an 13 Bed Stepdown Service which offers a unique and more independent pathway for male and female patients.

There are 11 patient bedrooms in the main house, and 2 seperate self-contained flats which represent a final step towards living in the community.

#### **Contact Details**

Lochlea House  
15-17 Station Road  
Mauchline  
East Ayrshire  
KA5 5ES

Telephone 01290 553890

# 05

## Carers





## 5.1 Carers

### “Who are Forensic Mental Health Carers?”

Forensic Mental Health Carers are people of any age who provide unpaid support for a relative or friend who is within forensic mental health services, including people in low, medium and high security hospitals throughout Scotland as well as in community settings with the support of Forensic Community Mental Health Teams.”

Forensic Network, <https://forensicnetwork.scot.nhs.uk/information-for-carers> 2025

## Links to Forensic Network Friends & Family Packs

- [Types of Forensic Mental Health Services, Care & Treatment](#)
- [Carer's Rights](#)
- [Different Types of Carers in Law](#)
- [Confidentiality & Advocacy](#)
- [Mental Illness & Diagnosis](#)
- [Mental Health Tribunals and Patient's Rights](#)
- [What Families, Friends and Visitors Need to Know](#)
- [Forensic Mental Health Services](#)
- [Taking Care of Yourself](#)

## Change Mental Health - Carers Support



[Advice and Support Service](#) is open Monday to Friday, 10 am to 4 pm, where advisers can signpost you to local support that most fits your needs, including [Change Mental Health services](#). initial advice on money worries and help to deal with emergencies.

Contact 0808 8010 515 or email

[advice@changemh.org](mailto:advice@changemh.org)

At Carer Support, we offer individual support in person, through phone, email or video conferencing. We provide emotional support, access to local peer support groups, and a range of useful information and advice. We provide Carer Support across [Edinburgh](#), [Highlands](#), [Tayside](#), [Fife](#) and [Dumfries & Galloway](#).

To access a wide range of helpful information please see [Change Mental Health Resources](#).

# 06

## Priory Group Policies



## **6.1 Data Protection**

### **What information will we hold about you?**

We will keep information about you in your personal records like your name, address, date of birth and any care or treatment you have had in the past.

We will keep a record of when you contact us and when we contact you.

We will keep your information up to date.

Your records might be on paper or be on a computer electronically.

### **Priory Staff**

Everyone who works for us must keep information about you private.

No one should look at information about you unless they need to in order to support you.

When you use one of our services we will ask your permission to share it with other people involved in your care and support.

### **How do we keep your information safe?**

We always check before we share information in order to protect your confidentiality.

You have the right to see information about you.

### **Using your information**

We will never use your personal details for advertising any of the services we provide outside of the Priory Group.

We may use information to test out our computer systems to help improve our services.

### **Sharing information about you within the Priory Group**

Personal records may be shared with other professionals and healthcare staff for:

- Improving the quality of care.
- Monitoring public health.
- Co-ordinating your care and support.
- Managing your care and treatment, planning services or dealing with a complaint.
- Arranging funding or collecting monies owed.
- Teaching and medical research.

## **6.1 Data Protection Continued**

### **Sharing your information with others outside the Priory Group**

Personal information that identifies you will only be shared where:

We have asked your permission first.

When we need to make arrangements for the funding and payment of services you have received.

If there are issues or concerns like the health and safety of others there is a legal requirement for us to share it.

### **How do I update or correct my personal information?**

We will keep your records up to date. If we want to change your personal information speak to a member of staff, the Hospital Director or you can write to us.

### **How do I ask for my personal information that you hold?**

Under GDPR 2018 you have the right to see and receive a copy of any personal information we are holding about you.

Ask a member of staff or the Hospital Director, or you can apply in writing to:

Priory Legal Department  
80 Hammersmith Road  
London  
W14 8UD

Priory will not sell, share or give information to other companies for their own marketing purposes.

## **6.2 CCTV**

We recognise the need to preserve the right to privacy however maintaining a safe environment is imperative.

We have Closed Circuit Television (CCTV) cameras in place in public and communal areas throughout our buildings.

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.

## 6.3 Fire Safety

Fire Safety is a priority across Ayr Clinic.

Our buildings are fitted with detectors that will automatically trigger an alarm if there was a fire in any area.

There are also alarm points staff can activate with a key to sound the alarm should you or staff see a fire.

This will trigger a loud siren on the ward. We carry out weekly 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 everyone to the outside.

Try to remain calm and follow instructions.

Go to the designated assembly point.

If you have visitors, they will leave with you.

We regularly plan fire drills and recommend that for your safety and the safety of others, that you engage and participate in the drill.

Every day and night, a trained Fire Marshal is appointed on each ward to uphold the fire safety practice on each ward.

# 07

## Feedback

We are grateful to our patients and colleagues for helping us to compile this patient information book.

If you feel we have forgotten something or we're not getting things right, please talk to us.

If we can resolve the issue in person, we will meet with you to discuss what would help.

If you prefer, you are welcome to write to us and we will respond.

Please ask us for our Priory Complaints Procedure.



