Welcome to West London Forensic Services
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Welcome to Specialist and Forensic Services
Welcome to Specialist and Forensic Services, which is part of West London Mental Health NHS Trust. Working by the Trust values of responsibility, excellence, togetherness and caring, we are committed to delivering high quality care and treatment to everyone who is admitted to our services and will make sure your time with us meets your needs.

This booklet will provide you and your carer with information, advice and support. We understand that this may be a difficult and stressful time for you so we have provided you with a range of information that may answer your questions.

However if you would like more information or support, please contact the primary nurse or any member of ward staff – we are here for you and happy to help.

We hope that your time in our services will be a positive and caring experience, and that it results in your recovery, including a successful future.

We’ve worked with service users, carers and staff members from the team of professionals, to compile this booklet. We’ve included stories from people who have used our services because service users have told us that hearing other people’s success stories helps with their recovery. You can find these stories in the coloured boxes throughout the booklet.
This is the beginning of your recovery journey and you will travel along it with your support network. This will consist of your doctor, nurses, and other members of the clinical team, your family and perhaps your close friends. You can draw strength and support from all these sources, but I must advise that you must be quick to listen, quick to ask how and then apply that good information to your life.

From time to time there are sprinkles of the finest gold. Amongst the gold dust are deposits of hope passed down to you. You are able to do more than you think. You have hope and a future. Run with it, take a chance and believe it. Grab hold of the finest gold and claim it as yours. This is called being ‘hopeful’.

Your internal journey to recovery is the trickiest and hardest of all because it involves honesty with yourself and sometimes it’s painful to go there. But if you want to be internally healed and whole, this is the best and healthiest thing you will do. Its time to be honest with yourself and don’t run away from you.

What are your strengths and weaknesses? If you have more weakness than strengths you can make more strengths in your life depending on what you do with your time. We all have 24 hours in a day but it is what you do with your time. You were not created to sip tea and watch television all day. You are much more than here, now and this hospital. You are somebody with unique talents, strengths and you have a future and hope.

You are on the road to recovery, you have made it this far and you will make it all the way. Enjoy the journey. Turn your negatives into positives. The blank canvas is yours for the taking. You can paint the beauty of life with an array of colours. It is truly down to you. You choose and you decide!
What to bring

Below is a list of basic things that you should have with you in the unit where and when you can. If there are things that are on the list that you haven’t brought with you, please ask a friend or relative to bring them in on their next visit.

- Ordinary clothes
- Coat/jacket
- Suitable shoes for outdoor wear
- Nightwear
- Hairbrush or plastic comb
- Face flannel or sponge
- Soap
- Shampoo
- Toothbrush
- Toothpaste
- Personal items (i.e. books)

People come to our services from different places. Some are transferred from prison, recalled back into hospital from the community or transferred from another hospital. Depending on the how they come to us, some people will have property and others may not have property. If you come to our service and do not have property, we will provide you with the basic essentials. If you have a lot of property, please use the information below to guide you on what you can bring because we can only provide room for a limited amount of property.

Preparing for your time with us

Fresh bed linen and towels are provided by the ward. As part of our continuing efforts to ensure that the ward environment is safe and comfortable for everyone, we advise you to only bring in minimal property. We have a property policy if you need further clarification.
What not to bring

We operate a contraband list which outlines a list of items that you may not have in your possession whilst in the unit. The contraband list is part of our efforts to keep service users, carers, staff and visitors safe. If in doubt about whether to bring a certain item/possession please ask the ward team in the first instance.

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<tr>
<th>Alcohol</th>
<th>Illicit drugs</th>
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<td>Binoculars</td>
<td>Joss sticks/incense cones</td>
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<td>Broadcasting equipment</td>
<td>Knives</td>
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<td>(CB radios, scanners etc)</td>
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<tr>
<td>Coat hangers</td>
<td>Pets/animals</td>
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<td>Cameras</td>
<td>Racist symbols</td>
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<td>Detergents (bleach)</td>
<td>Plastic bags</td>
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<td>Explosives</td>
<td>Pornographic material (other than that approved by the clinical team)</td>
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<td>Firearms (including replicas)</td>
<td>Steel combs (All designs)</td>
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<tr>
<td>Flammable liquids</td>
<td>Video cameras</td>
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<tr>
<td>Harmful/corrosive liquids</td>
<td>Weapons</td>
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Valuables

If you bring valuables, please inform a member of staff who will make sure they are stored safely in ward storage or in the unit safe. Any monetary amount above £20 will have to be placed in the patients’ bank.

The Trust cannot accept liability for your valuables unless they are handed in for safe storage. If something goes missing from your room, the Trust can’t be held responsible, so please ensure you keep your passport, ID, money, expensive jewellery, cash cards or other important items in the patients’ bank.

“If something goes missing from your room, the Trust can’t be held responsible”
“I was scared when I first came into the service, however the staff helped me realise my strengths and helped me work towards my recovery.”
On arrival at the unit you will go through a search process. This is routine for all service users and visitors. The search will be conducted by two members of staff who will talk you through the process. Once on the ward, you will be welcomed by staff and the ward community. During your admission you will meet with different members of the multidisciplinary team with whom you can discuss any concerns. This information will be shared with your care team in order to provide you with the best possible care plan and treatment.

“On arrival at the unit you will go through a search process. This is routine for all service users and visitors. The search will be conducted by two members of staff who will talk you through the process. Once on the ward, you will be welcomed by staff and the ward community. During your admission you will meet with different members of the multidisciplinary team with whom you can discuss any concerns. This information will be shared with your care team in order to provide you with the best possible care plan and treatment.”

A Service User

You will be shown to your room and around the ward and receive information about the ward including activities, meals and visiting times.

Wherever possible, your primary nurse will be available to greet you on admission. You will also be able to discuss your concerns and future goals and aspirations with your primary nurse.

A doctor will discuss your physical health and conduct a physical health examination which may include a blood and/or urine test. If you wish, this can be undertaken by a doctor who is the same gender as you—please ask us if you want this.

“My primary nurse has really supported me to get better. When I was first admitted, I was scared and did not know anyone but she introduced herself and helped me to settle on the ward. She meets with me regularly to discuss any issues that I may have and I tell her what I would like to do and what I hope to achieve in the future. She attends my CPA (Care Programme Approach) meetings and is always happy to talk to me.”

A Service User

“As part of my assessment, the GP came to see me and did some blood tests and asked me some questions. It turned out that I was at risk of being diagnosed with diabetes. The GP gave me advice and with the support of the dietician I have maintained good health and avoided the diabetes”

A Service User
“When I was first admitted I was so confused and didn’t want anyone to visit me, but my parents insisted on visiting me. They told me that I would get better and come home. My parents have continued to visit me regularly and brought me home cooked food which has elevated my mood so much. I am very thankful for their love. It is not easy being in hospital but I understand that at the moment it is important that I recover by undergoing hospital treatment.”

A Service User

Information for carers, friends and family

Help and Support

If you are providing help or support (either practical or emotional) to a relative, partner or friend who is experiencing mental distress, then you are a carer.

We believe that it is important for carers to be part of the recovery of their relative/friend and as such we would encourage you to get involved. As part of this commitment to carers, we have a carers’ strategy which you can read on www.wlmht.nhs.uk or ask a member of staff.

We have a dedicated Recovery and Involvement Team who are available Monday – Friday to consult with and support carers and service users. The Recovery and Involvement Team help service users and carers to be involved in our service – both in business and in clinical care. This may involve giving information about changes in the service or gathering the views of service users and carers and then using that information to further develop the service. The Recovery and Involvement Team provide a range of support for carers, including carer events. These are quarterly meetings which give carers the opportunity to learn about the service, get involved and to share experiences with others. For more information about the Recovery and Involvement Team and carer events please call 0208 483 2114 or 0208 354 8106.
When your family member or friend is admitted, a member of their care team will contact you and give you contact information for them. A social worker will also make contact with you shortly after admission and arrange to meet. At the meeting, the social worker will assess your social circumstances and may suggest that you consider having a carers’ assessment.

Here, we understand the importance of service users’ families and friends and the difficulties they can experience when someone they care about is admitted to our wards. We are here to support you, so please do not hesitate to approach our ward staff if you have any concerns or need information.

“My family have been so supportive of me - without them, I don’t think I would have survived being in hospital. They have maintained regular contact with me from my admission to now. I have made mistakes, but from today I am looking to the future.”

A Service User

“Expressing love to your relative in hospital through cards or letters speaks volumes and aids that individual in their recovery. It gives them a sense of hope for the future. Combined with regular telephone calls, this can send a message of 'I love you and care about you. I have not forgotten you and I still have hope in you'.”

A Service User

“In quiet times, and maybe moments alone, your relative will reflect on these things and will feel loved and cared for even if they are too macho to say! It will give them a boost and will plant hope within them. Maintaining contact can be such a small action but will yield great results. You may not see the results straight away, but with time your relative may develop goals that say something like, ‘I need to get better and aim to be back where I belong, with my loved ones who mean the most to me, my family, who love me dearly’.”

A Service User
“Carers play an important role in the recovery of their relative or friend.”
**Visiting**

All visitors have to be approved prior to visiting the unit. This involves asking your family member or friends to inform their primary nurse or other ward staff of the people they would like to visit.

The names will be included on an approved visitors list. If your name is on the list, you will be contacted by a member of the ward staff who will confirm your name, address and contact details.

Once the details have been confirmed, the list will be discussed in the team meeting and two professionals will have to sign to approve the visitors.

Social workers have to conduct an assessment for child visits (those under 18). This is to ensure the child’s best interests remain a priority and that the necessary arrangements can be made to ensure that the visit is facilitated appropriately.

Child visits happen in designated child visiting rooms and will be supervised by a member of staff trained to conduct child visits safely.

Leaflets on our visiting policy and child visits are available on request from the reception areas and ward staff.

Visits must be booked 24 hours in advance so that the necessary planning can be done to ensure that your visit is facilitated appropriately. If you would like to bring any items for your relative but are unsure if it is permitted (see contraband list on page 7), it may be good to clarify this with the ward staff when you book the visit.

When visiting the unit, remember to bring one copy of a photographic ID (e.g. passport, drivers’ licence) and a utility bill confirming your home address.

On arrival you will be required to undergo a search. This is routine for all service users and visitors. The search will be conducted by two members of staff who will talk you through the process. A member of the ward staff will then escort you to the ward to see your family member or friend and will also escort you back to reception after the visit. Visits in the Orchard take place in a designated room.

If you would like to provide any feedback about the visit, please feel free to speak to the escorting nurse who will be able to assist.

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**Visiting times**

**We have specific visiting times:**

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<th>Days</th>
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<td>Monday to Friday</td>
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<td>6.30pm – 8.30pm</td>
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<td>Saturday and Sunday</td>
<td>10.30am – 12noon</td>
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<td>2.30pm – 4.30pm</td>
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<td>6.30pm – 8.30pm</td>
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The service operates a Protected Mealtimes Policy. As a result, visits will not be possible between 12-1pm and between 5-6.30pm. Please inform staff if you have children under 18 visiting, so visits can be planned and booked.

**Parking for visitors**

Pay and display parking is available for visitors and costs about £3 for 3 hours or more (at the time of printing). The car parks are located on the road leading up to the Three Bridges Unit, next to the Orchard and next to the Tony Hillis Wing.
Your time with us
“My favourite activity is going to the gym because I get to exercise and participate in the football group on the Wednesday. I have made new friends through the football group and the gym staff are really helpful and friendly.”
A Service User

“I have my team meetings weekly. At first, I found them quite intimidating because there were lots of professionals in the room but as I started to work with them and understood their different roles, I now question if any of them are missing!”
A Service User

Staff and the healthcare team

Prior to admission, you will be visited by a doctor and a member of the multidisciplinary team who will be assigned to you. This will make it easier when you arrive because they will be familiar to you and help ease the anxiety of moving to a new place.

The multidisciplinary team consists of a psychiatrist, nurse, psychologist, occupational therapist, arts therapist, gym instructor, drug and alcohol team, social worker, the education team and psychotherapist. Not all these professionals will be involved in your care – that will depend on your needs. The service also has a Primary Healthcare Suite which has a general practitioner and practice nurse who will work with you on your physical healthcare needs. You will meet the multidisciplinary team on a regular basis in a meeting called a Ward Round or Clinical Team Meeting. This is your opportunity to meet with the different professionals involved in your care, discuss your progress to date and plan for the future.

You will be allocated a primary nurse who will work closely with you to support your recovery. In addition to the primary nurse, you will also have an associate nurse and support worker. For more information about what the different professionals provide, please ask the staff.

In addition to the different professionals, we also offer spiritual and pastoral care.

We have a dedicated chaplain who visits the wards and meets with service users and we also have multi-faith rooms where you can go and have some quiet time and prayer. To find out more about the chaplain or to go to the multi-faith room please speak to a member of staff.
About the wards

Here at West London Forensic Services, we provide a comprehensive multi-disciplinary assessment, treatment and rehabilitation service for men, women and male adolescents who have mental health problems and who have offended, as well as people whose behaviours are considered challenging or who have specialist rehabilitation needs.

The catchments area for the service is Ealing, Hounslow, Harrow, Brent, Kensington and Chelsea, Westminster, Hillingdon and Hammersmith and Fulham. We have wider catchment areas for the Women’s Enhanced Medium Secure Service (WEMSS) and Forensic Adolescent Service. Services are organised and managed separately for men, women and young people. You will receive a separate leaflet with information about the ward you will be admitted to during your time with us. There are a range of inpatient facilities, including:

- A Women’s Enhanced Medium Secure Service (WEMSS)
- Medium Secure admission and assessment areas for men and women
- Medium secure area for men with longer term needs
- Medium secure rehabilitation areas for men and women
- Low secure admission areas for men.
- Low secure rehabilitation areas for men and women.
- A low secure, slow stream rehabilitation unit for men.
- A unit specialising in the treatment of psychosis.
- A medium secure unit for adolescent males.

“...We encourage you to get involved in the different activities that are on offer.”
Activities and facilities

As part of your recovery we will encourage you to participate in various activities available. On the ward there will be a board with information about the different groups and activities and in addition to these you can talk to your primary nurse or occupational therapist to find other options. Some of the groups we provide include the gym, creative writing, relaxation, cooking, current affairs, women’s group and many more.

We also have opportunities to get involved where you can be part of our service development. These opportunities range from being part of service delivery meetings to participating in staff training, interviews, audits and research. To get involved, please contact the Recovery and Involvement Team on 020 8483 2114.

“The interview panel training has given me the confidence and skills I need to sit on interview panels. This gives me the opportunity to have a say in who gets hired in the service.”
A Service User

“I felt honoured when I was first asked to be a member of the Forum and have enjoyed it ever since. It has given me great satisfaction to know I have been part of many changes made to make the service better after sharing views and succeeding in putting new policies in place that benefit everyone”
A Service User

“Working in the Boutique has helped me to learn about book keeping and customer service. I have really enjoyed it and I know I can apply for work in a shop when I leave.”
A Service User
Meal times

Meals are provided at set times and you will be able to look at the menu and order your preference. We cater for service users with special dietary requirements and the dietician can also help you if you have a query about your diet. As you progress in your recovery there will be an opportunity for you to self-cater. This means you will be able to plan your own meals and cook them. We also have Café on site which can be an alternative to hospital food.

Medication

As part of your treatment, you are likely to be prescribed medication by your doctor. This will be administered by nurses. If you have any questions about your medication or are experiencing side effects, it is important to discuss this with medical or nursing staff.

Medication times are:
- Morning: 9am
- Lunchtime: 1pm
- Evening: 6pm
- Bedtime: 10pm

Your care plan/care pathway

Our main priority is to work alongside you during your recovery. Your primary nurse and other members of the multidisciplinary team will work with you to develop a Care Program Approach (CPA) care plan. You will meet with your team regularly to agree on a programme of structured activity specific to your needs. This programme is called your care plan and will be reviewed on a regular basis by you and your care team.

We have a range of therapies and rehabilitation interventions available. An important part of your recovery will be to engage in these as part of your care pathway. These therapies and interventions are specifically designed to address the difficulties and issues you have, which are related to mental illness and/or offending behaviour. Some therapies and interventions are conducted in groups while others will be offered on an individual basis. Your clinical team, as part of your care pathway and care plan, will discuss with you which psychological or rehabilitative interventions will be most important for you to participate in, in order to progress through to your recovery.

Every member of your treatment team will be involved in the development of your care plan and you will be encouraged to contribute and include your short and long term goals. This will then be reviewed at regular CPA meetings where you will receive a copy of your CPA care plan, agreeing to and signing it. Your care plans and CPA reviews are designed for you and you are able to have an active role in these meetings, designing a care plan you are comfortable with.

“I like my CPA meetings because it is an opportunity to meet the whole team with my carers and discuss my care”

A Service User

“When I was unwell, I felt I had lost all hope. But everyone supporting me gave me the incentive to stay strong. They helped me address all my problems and made sure that I kept on the right road. Thank you.”

A Service User
“I work in the Horticulture Department three days a week and this helps me to occupy my time and do something that I enjoy.”

A Service User
Ward community meetings

Each ward holds weekly community meetings, giving you the opportunity to discuss any issues on the ward with staff. Here you will be able to provide feedback about your environment and care, including what works well on the ward or any concerns you may have. Ask a member of your ward staff team for more information.

Making a suggestion, comment or complaint

Please feel free to forward any comments and suggestions to staff. There are suggestion boxes on some wards so feel free to use them. Your comments or suggestions will remain anonymous and will be taken forward by the Recovery and Involvement Team. If you have concerns about the service being provided to you or about your care and treatment, you can raise them with us. Firstly you should contact your primary nurse. If you are not happy with the result of that discussion, you can contact the Ward Manager. We would hope that the issue is resolved by this level, however if you are still unhappy, the trust has a formal complaints procedure and Patient Advice and Liaison Service (PALS). Information for both these processes is readily available on the ward.

Advocacy

Advocacy is provided by independent services and is available for all service users. Advocates can support you in team and CPA meetings, to write a complaint, or to raise concerns or follow up on action plans. The advocates in our service are independent mental health advocates, which mean they can support you to understand your rights under the new Mental Health Act. To speak to an advocate, just ask a staff member.
Other useful information

Laundry and cleaning

Bed linen is changed regularly and sent to a contractor to be cleaned. However, you are expected to wash your own clothes. It is vital that things are kept clean in order to avoid infestations and infection.

There is a domestic worker situated on each ward from 7.30am – 7pm to clean all areas. Your room will be cleaned by the domestic weekly. As part of your recovery you will be encouraged to take responsibility for your room by making sure it stays clean and tidy.

Smoking, alcohol and substance use

West London Mental Health Trust operates a no smoking policy however you are permitted to smoke in designated areas. There are three designated smoking shelters on the grounds of the St. Bernard’s site and for those service users who do not have ground leave, there are designated times for smoking in the secure gardens.

Alternatively, if you would like help to quit smoking, advice and support can be provided. For further information, speak to your primary nurse or the primary healthcare team on Ext 2220.

Alcohol / substance use is not permitted as it can interfere with recovery and create an unsafe environment.

Health and safety

If you notice any health or safety hazards during your stay (e.g. exposed wires, items left in hallways etc) please let a member of staff know. If the fire alarms go off at any point, staff members will inform you what to do and where to go. It’s good to remember that the unit is equipped with fire safety measures that protect you as best as possible, and evacuation from the building is best completed when you remain calm and attentive.

If your shower/toilet/taps/heating/etc stop working at any point, please report this so we can get it fixed for you.

Benefits

If you need to claim benefits you can ask for a member of the patient services team, or social worker to visit you and talk through your entitlements.
Leaving us
Planning your discharge

Discharge planning will be determined by the Mental Health Act section you are under and your discussions with the multidisciplinary team. Discharge can take various forms. That is, it can mean transfer from an acute admission ward to a rehabilitation unit which may be of a lower security; transfer to prison; transfer to a hostel under the care of the forensic community mental health team or transfer to a family home. Discharge is determined by your individual circumstances and it is important that you fully understand what section of the Mental Health Act you are detained under and have discussions with your clinical team about discharge plans that meet your needs.

Support in the community

If you are discharged into the community, then you will be supported by a Community Mental Health Team (CMHT) or Forensic Community Mental Health Team. These teams offer a multi-disciplinary service whereby different professionals work together to provide holistic care that aims to meet the range of different health and social needs that you may have.

Team members may include psychologists, social workers, community psychiatric nurses, occupational therapists, admin staff and psychiatrists. They provide a range of services such as:

- Individual support and advice
- Home visits
- Administration of medication
- Therapy appointments
- Group work as well as undertaking various forms of assessment/treatment
- Formal supervision as required by the Mental Health Act section

For the majority of service users who are discharged from the hospital, their care will be transferred to their catchment area teams. In accordance with the public protection and information sharing policies and procedures there may be a need to share information with external agencies such as the Multi Agency Public Protection Arrangements (MAPPA) and Victim Liaison Officers (VLO).

Looking after yourself

It is essential to take care of your emotional and physical health. Daily life can be draining and stressful whether you’re at home, work, bringing up a family or studying, and even more so if you have just been discharged from hospital. We recommend that you begin to improve your emotional and physical health by following the steps below.

- Stay active: Engage in a variety of activities both during your stay here and at home. Also, if you engage in any activities outside this hospital please let your primary nurse know and we will do our best to make sure you can continue to attend.
- Be informed: Make sure you are aware of all the information that is available to you regarding your condition, care plan or community help. This will alleviate some of your concerns and help smooth your transition back into the community.
- Stay connected: There is always support available to you as and when you need it so please be sure to seek help if you require it. Also where possible, speak to friends and family and build up your support system. Together we can all work to help you progress to a positive recovery.
For further information on any of the topics raised please do contact us

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Tony Hillis Wing Reception 020 8354 8600
Regional Secure Unit Reception 020 8354 8096
Orchard Unit Reception 020 8483 2400