



# Welcome to David Bromley House

[www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)

Main switchboard: 0121 301 0000

**better together**

Adult services

Patient information leaflet

## Welcome to David Bromley House

Firstly, we hope you enjoy your stay with us. We aim to ensure we provide a safe, caring and comfortable environment.

This leaflet aims to answer any questions you may have about this unit. If, after reading this, you want to ask further questions, please do not hesitate to ask any member of the team.



## Our philosophy

Here at David Bromley House we aim to support individuals with their rehabilitation needs as part of their recovery journey. We have a range of professionals with specialist skills.

We offer a variety of approaches and interventions to support individual needs. Each service user is actively involved with their rehabilitation programme to ensure we identify and support all their aspirations and goals. Our team works closely with a variety of agencies to facilitate specific needs. We are happy to work with individuals in our care and their families to support recovery.

We aim to maintain privacy and dignity, respect diversity and offer confidentiality.

## Carers and family

Carers leads: Charlotte Abbott, Paul Gaynor, Matt Felkin, Yasmin Gray, Lavinia Walton

We do offer monthly carers groups. If you require any information for your carer, please ask the ward manager or your keyworker.

A patient advocacy service is also available to you and your family. Leaflets are available on the units or ask staff for more details.

## Communication

Interpreters can be provided if necessary. Please tell staff if you need an interpreter or if you or your family have any specific communication needs (eg British Sign Language).

## Complaints or suggestions

If you have any complaints or concerns, please speak to the manager or deputy manager. Complaints forms are available if required.

If you need an independent advocate or legal help, please speak to your named nurse. We welcome any suggestions or feedback to improve our service.

Further information may be obtained by asking your named nurse or any other member of the team.

Your named nurse is.....

## Programmes and activities

Each resident will have a negotiated weekly programme of activities, specifically designed to meet their individual needs. This will follow a period during which your needs will be assessed.

As this is a rehabilitation unit, you are expected to participate in your weekly programme as part of your recovery plan. You will be expected to keep your room tidy and clean, and you will be assisted by staff to do this. All bedrooms have a complete clean each week by the domestic staff.

Specific group work and one-to-one work, dependent on your agreed aims and needs.

## Regular reviews

During your first four weeks of admission, we will work with you to identify your recovery needs. Members of the team will arrange to meet with you to undertake a number of initial assessments. Your placement will then be reviewed at the end of this four-week period.

Care programme approach meetings are held every six months. All of your team are invited along with yourself and family members, if you are happy for them to attend. This provides an opportunity to review your progress and plan for the future.

You will be allocated a named nurse who will offer regular one-to-one sessions and support you to devise specific care plans.

## Our staff

Unit manager: Beverley Patton  
Consultant psychiatrist: Dr Robert Evans  
Consultant psychologist: Dr Alison Walter-Brice

We have a skilled and experienced clinical team of nursing and occupational therapy staff whose photos are displayed on the noticeboard.

## Practical things you need to know

David Bromley House is a 14-bed unit which caters for male and female patients, with shared bathroom and toilet facilities.

Postal address: 2-4 Woodside Crescent, Downing Close, Knowle,  
Solihull, B93 0QA  
Telephone: 0121 678 4935

Customer relations – PALS: 0800 953 0045  
(8am to 8pm, Monday to Friday)

## Storage of valuables and belongings

Every bedroom has a small safe that you can use to store small valuables if required.

We do not have any storage other than your room, so please be mindful of how many possessions you bring with you.

You may bring your own electrical equipment, such as a computer or television, but it must be checked by our maintenance department before it is used, for health and safety reasons.

Unfortunately we cannot accept responsibility for personal items of value.

## Staffing and shift times

Morning shift: 7am to 2pm

During mornings we have a minimum of two qualified nurses and two healthcare assistants on duty.

Afternoon shift: 1pm to 8pm

During afternoons we have a minimum of two qualified nurses and two healthcare assistants on duty.

Long day shift: 7am to 8pm

These are staffed as above.

The occupational therapist and unit manager predominantly work from 9am to 5pm, Monday to Friday.

Our psychologists are available during week days between 9am and 5pm. They may not be available every day but appointments can be made.

Our multidisciplinary team meetings take place every Thursday between 1.30pm and 5pm. Doctors are available at other times throughout the week. We can access a GP from a local surgery.

## Visiting

There are no set visiting hours at David Bromley House, but visitors are asked to avoid protected meal times which are: 8am to 9.30am, 12noon to 1pm, and 5pm to 6pm daily.

To maintain privacy and dignity, no visitors are allowed in the bedroom areas.

We ask that visitors with children call the unit before visiting to give staff time to prepare the appropriate room. Please note some visits may be supervised by staff.

Service users are not allowed to go into each other's rooms.

## House rules

- There is a zero-tolerance policy to physical and verbal abuse. All individuals – staff, service users and all visitors – are to be treated with mutual respect.
- Alcohol and illegal substances are not permitted on these premises, and any found will be confiscated immediately.
- Mobile phones that have picture, video or audio recording functions are not allowed on the unit due to confidentiality. If you have such a device, you will be required to hand this in to staff for staff storage or you can ask your relatives to look after it. You will be allowed access to your phone if you are taking community leave, but you will be expected to hand this in on return.

## Laundry

All bed linen and towels are provided. There is a washing machine and dryer on site. Washing powder is provided, however we recommend you provide your own detergent if you have any skin allergies.

## Food and meals

All meals are provided throughout the day.

There is some space where service users can store small amounts of non-perishable foods. A shared fridge and a small freezer are also provided for the storage of fresh food items (eg dairy produce).

No food must be stored in service users' bedrooms.

If you have any specific dietary requirements or allergies, please tell us and we will try to accommodate your needs.