



Welcome to Forward House

www.bsmhft.nhs.uk

Main switchboard: 0121 301 0000

better together

Adult services

Patient information leaflet

Welcome to Forward 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 Forward 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.

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 keyworker. We welcome any suggestions or feedback to improve our service.

Further information may be obtained by asking your keyworker or the unit managers.

Your keyworker 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. This will include one-to-one cooking sessions, laundry slots, room cleans, and specific group and one-to-one work, dependent on your agreed aims and needs.

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

Regular reviews

Each individual will have a weekly review with the doctor and the multidisciplinary team. If you want your relatives to attend, please tell a member of staff.

Care programme approach meetings are held every three 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 (keyworker) who will offer regular one-to-one sessions and support you to devise specific care plans.

Carers and family

We do offer monthly carers groups. If you require any information for your carer, please ask Elaine Massey 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.

Our staff

Ward manager: Elaine Massey
Consultant psychologist: Dr Gonzalez

We have a skilled and experienced clinical team of staff nurses and healthcare assistants whose photos are displayed on the noticeboard.

Practical things you need to know

Forward House is a 12-bed unit and each room is a self-contained flat with its own bathroom and toilet. Each room has its own key and safe for storing medication and valuables.

Postal address: Forward House, Entrance C, 355 Slade Road, Erdington, Birmingham, B23 7LP.

Telephone number: 0121 301 5922 (Ward office)

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

Storage of valuables and belongings

We have a safe in the clinical office where we can keep small valuables if required. Items of high value or cash can be stored at the general office, Northcroft, or in the service user's own bank account.

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 two qualified nurses and a healthcare assistant on duty.

Afternoon shift: 1pm to 8pm

During afternoons we have 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 work from 9am to 5pm, Monday to Friday.

Our psychologist is on the unit on Thursday and Friday between 9am and 5pm.

Doctors attend the unit on Thursday and Friday for reviews. They are available on other days of the week, if required.

Visiting

Visiting times are listed below:

Monday to Sunday, 2pm to 4pm and 6pm to 8pm.

At weekends visiting is allowed at any time during the day until 9pm - other times may be negotiated with staff.

We have protected meal times between 12 noon to 1pm and 5pm to 6pm every day.

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.
- Forward House is a non-smoking environment. However, smoking is permitted in the gazebo in the garden.
- There is a signing-in book for service users and another for all visitors (carers, relatives, professionals and other visitors) in reception.
- Alcohol and illegal substances are not permitted on this premises, and any found will be confiscated immediately.
- Service users are not allowed into each other's rooms.

Laundry

Bed sheets and duvet covers are provided, however you should bring your own towels and toiletries.

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

Residents are responsible for making their own breakfast and lunch using cereals, bread, eggs, cold meats and snack food items provided. Our housekeeper cooks an evening meal for all residents.

Each person has their own lockable food cupboard where non-perishable items of food may be stored. 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.

A house meeting is held every Monday where issues may be raised by service users and staff. The menu for the week will be agreed and house jobs will be allocated fairly during this meeting.

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