
Appropriate Behaviour

Our priority is maintaining a safe and therapeutic environment where your relative can receive the treatment and care they require. All visitors are therefore expected to behave in an appropriate manner abiding by the rules and guidelines set out in this leaflet.

Threatening, aggressive and violent behaviour from visitors will not be tolerated and will result in exclusion from the ward and a report being made to the police.

In the interests of this remaining a family friendly unit, we ask adults to refrain from intimate behaviour.

Comments, suggestions and complaints

We want to improve the service we offer to our service users, their babies and visitors. We ask that you raise any concerns with the nurse-in-charge or ward manager in the first instance so we can attempt to resolve this promptly. Complaint forms are also available on the ward, or from staff members upon request.

See also:

What to expect from an admission to Chamomile Suite—*information for service users considering admission to the ward*

Information for Service Users—*Provides information for service users on all practical and care arrangements on the ward*

Carers information—*Provides information about support for carers*

Partner Support Leaflet—*Available via partner support session with ward manager*

Contact details:

**Chamomile Suite
The Barberry
25 Vincent Drive
Edgbaston
Birmingham
B15 2SG**

Ward telephone (to speak to nurse-in-charge): 0121 301 2190

Patients' payphone: 0121 301 1239

Barberry reception: 0121 301 2002

Mark Cox (Ward Manager) 0121 301 2185



Chamomile Suite

Perinatal Mental Health Service

Visitors Information

Welcome to the Chamomile Suite Mother and Baby Unit. The inpatient service offers conjoint inpatient admission for women and their babies in situations where a mother is suffering a mental health problem and appropriate treatment and care cannot be provided at home.

We are a purpose-built, eight-bedded unit which provides en-suite accommodation and 24hr care from a multi-disciplinary team. The unit also has a semi-independent flat, which can accommodate families and can be useful for some mothers as they prepare for discharge.

Alongside the inpatient service there is also a perinatal community team, therapeutic group programme and outpatient department which provides treatment and supportive counselling to women in the community.

The unit has a philosophy of family-centred care in which we see each individual patient as being a part of family. We strive therefore to offer care and treatment in collaboration with the patient's partner and/or family and believe visitors can help a patient stay connected with their social networks.

This leaflet is designed to give guidance on the management of visits to ensure we provide a safe and therapeutic environment for our service users and their babies.

Should you have any questions please speak to the nurse-in-charge in person, or contact the ward on

0121 301 2190.

Things to know before you visit

All patients are asked on admission to identify their partner /nearest relative who they wish to visit regularly, as well as any other individuals who may be visiting.

We recommend visitors to call ahead to ensure it is a suitable time for visiting, to allow staff to make visiting arrangements and to avoid any disappointment if the visit cannot be facilitated at that time.

Visiting Times and group size

Visiting Times for identified partner/nearest relative are between 11am and 9pm.

Visiting times from other family members or friends are between 1pm and 7pm. We normally expect these visits to be limited to groups of no more than 3 (including children) and last for up to 2 hours.

Where your family's circumstances make this difficult, please speak to the nurse-in-charge so that we can agree a visiting plan.

Children Visiting

A mother's older children (and other siblings of a residing infant) may visit the ward. We suggest that these visits be restricted to 2 hours. Under 18s must be directly supervised by a visiting adult at all times.

Visits from other children are not allowed on the unit.

On arrival

All adult visitors to the ward are expected to sign in, leaving their full name, date of birth and full postal address. We ask that the responsible adult completes this for the children in their care.

This information will be used for the purposes of safeguarding only, and will be kept in line with Information Governance guidelines. Ward staff may request identification to verify this information.

Infection Control

To help prevent infections spreading between hospital and community settings, we ask that all visitors wash their hands when entering and leaving the ward. Facilities for hand washing are well signposted. We ask that visitors avoid visiting if they have symptoms of diarrhoea or vomiting, or other known infectious diseases.

During your visit

During the initial period after admission, each patient is likely to have a staff member providing 1:1 support. It is likely visits will also be supervised as part of the patient's mental health assessment.

Following this initial period of assessment, a care plan will be devised for each patient, which will include arrangements for visits. This may include some level of supervision as part of their on-going treatment and assessment.

Visiting areas

Where visits take place in patient bedrooms we ask that you respect the privacy and dignity of other service users. We ask that noise is kept to a minimum, that visitors do not interfere with required care and observations. We strictly prohibit the use of cameras in communal areas or to take pictures of staff or other service users.

Outside of mealtimes, visits can take place in the dining room. We ask that this room is vacated from 12pm to 1pm and 5pm to 6pm to allow service user to eat. We ask that the lounge is reserved for patients and staff only.

When not in use, the crèche or other rooms off the ward may be booked as a visiting room. Please call ahead and to discuss this option with the nurse-in-charge.

Food and Drink

Visitors may use the ward pantry to make drinks however all food provisions are intended for service user consumption only. We ask that the pantry is kept tidy and other patients are given priority.

Food may only be consumed in the dining room. Food brought from home cannot be reheated under any circumstances.

Smoking

We encourage visitors not to smoke on the unit. Smoking can only take place in designated smoking areas.

We reserve the right to limit, restrict or impose conditions to visiting arrangements where visits may have a negative impact on the health, safety and wellbeing of patients or staff on the unit. This decision will be communicated verbally by the nurse-in-charge. Any decision to exclude a visitor would then be confirmed in writing once reviewed by the multi-disciplinary team. An opportunity to formally appeal this decision will then be given.
