



Birmingham and Solihull **NHS**

Mental Health NHS Foundation Trust

Welcome to Hertford House

Adult services

Patient information leaflet

Welcome to Hertford 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 Hertford 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.

Our staff

Unit manager: Carolynn Patrick
Consultant psychiatrist: Dr Robert Evans
Psychologist: Dr Andrew Fox

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

Hertford House is a 10-bed unit which caters for male service users only, with shared bathroom and toilet facilities. The unit offers two self-contained flats on site and one respite bed.

Postal address: 29 Old Warwick Road, Olton, Solihull, B92 7JQ.
Telephone: 0121 678 4860

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 should be kept 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. Every bedroom has a small safe that you can use to store small valuables if required. You will also be issued with a key to lock your room.

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.

Night shift: 7.30pm to 7:30am

Two qualified staff and one healthcare assistant are on duty throughout the night.

Our psychologist is on the unit on Monday and Tuesday between 9am and 5pm.

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

Visiting

Our visiting times have been revised to accommodate protected meal times and group activities.

Monday to Friday visiting times are 1pm to 2.30pm and 6pm to 8pm. On Saturday and Sunday, visiting times are 12pm to 7pm.

Visits with children can only be accommodated by prior arrangement and we ask that visitors with children call the unit before visiting to give staff time to prepare the appropriate room.

For more information about arranging visits contact the unit on 0121 678 4860.

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

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.
- There is a signing-in book for visitors (carers, relatives, professionals and other visitors) in reception.
- Alcohol and illegal substances are not permitted on these premises and any found will be confiscated immediately.

Laundry

Bed sheets and blankets are provided, however you should bring your own 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

Service users are responsible for making their own breakfast and lunch using cereals, bread, eggs, cold meats and snack food items provided. Our staff cook an evening meal for all service users.

Each person can have access to a 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.

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

Programmes and activities

Each service user 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.

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 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 the ward manager or your named nurse.

A patient advocacy service is also available to you and your family. Leaflets are available on the units or ask staff for more details. We have trained representatives whom work here and hold regular meetings.

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 a 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 the unit managers.



www.bsmhft.nhs.uk

Main switchboard: 0121 301 0000

Improving mental health wellbeing