



Birmingham and Solihull **NHS**

Mental Health NHS Foundation Trust

# Welcome to Ross House

Adult services

Patient information leaflet

# Welcome to Ross 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

At Ross 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: Sharon Beard  
Consultant psychiatrist: Dr Sarabjeet Kohli

We have a skilled and experienced clinical team consisting of staff nurses, a psychologist, an occupational therapist, and assistant staff whose photos are displayed on the noticeboard.

In addition, we have a number of other staff that complement service delivery, fulfilling a number of service support functions, such as administrative, domestic, housekeeping and estates.

There are other trust staff who attend the unit on an ad-hoc basis in order to add valuable support such as See Me user involvement workers, dieticians, community clinicians, and so on.

## Practical things you need to know

Ross House is a 13-bed unit which caters for male and female patients, with en suite bathroom and toilet facilities.

Postal address: Sheldon Drive, off Tessal Lane, Northfield,  
Birmingham, B31 5EJ.

Telephone: 0121 678 4033

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

## Storage of valuables and belongings

We have one safe in the clinical office where we can keep small valuables if required, although this is discouraged. Items of high value or cash can be stored at the general office, Oleaster, 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 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 work from 9am to 5pm, Monday to Friday.

Our psychologists are on the unit all week.

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

## Visiting

Visiting hours at Ross House are listed below:

Monday to Sunday: 9.30am to 12.30pm, 1.30pm to 5pm, and 6pm to 8pm. These should be planned with clinical staff to ensure that they do not clash with individual therapeutic activities.

Visitors are asked to avoid protected meal times, which are:

8am to 9.30am, 12.30pm to 1.30pm, and 5pm to 6pm.

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.

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.
- Ross House is a non-smoking environment. However, there is a gazebo provided for smoking outdoors.
- 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 these premises and any found will be confiscated immediately.
- Service users are not allowed into each other's rooms.

## Laundry

Bed sheets, duvet covers and towels 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

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

## Programmes and activities

Each resident will have a negotiated weekly programme of activities, specifically designed to meet their individual needs. This follows an initial assessment 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 journey. 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 clinical team, both inpatient and community, 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 offer monthly carers groups. If you require any information for your carer please ask the Carers Lead, Theresa Dcaccia, the team manager or your keyworker.

A patient advocacy service is also available for 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 team manager, deputy manager or nurse in charge. 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 team manager.

Your keyworker is.....



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

Main switchboard: 0121 301 0000

**Improving mental health wellbeing**