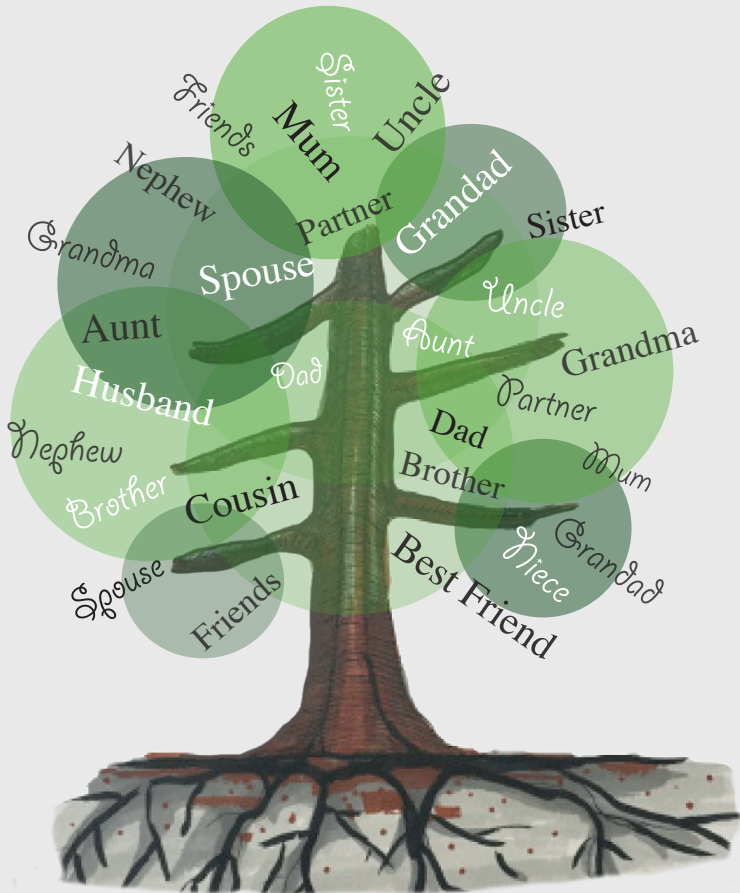


Family Welcome Pack



We Care. We Respect. We Are Inclusive.

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Thank you Sophie, John.G, Clare, Rakhee and Denis for your work on the FWP.
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Introduction

The Forensic Directorate is part of the mental health service run by East London NHS Foundation Trust. There are two main sites:

The John Howard Centre is a medium secure hospital in Homerton. It has eleven wards, including two specialist wards for men with learning disabilities, a ward for men with autism spectrum disorder and a ward for women.

Wolfson House is a low secure hospital near Finsbury Park. It has five wards, including two long-term rehabilitation wards.

It is important to know that patients may be transferred from one ward to another during the course of their admission, and that each ward has its own clinical team.

The service also has a Community Forensic Team that provides follow-up care for services users once they leave hospital.

Reasons for Admission to Forensic Services

If your friend or relative is admitted to forensic services, it is most likely to be for assessment, treatment and rehabilitation following an offence or an alleged offence.

However, people are sometimes admitted because they are unable to access the specialist care they need in a local hospital.

Contact Details

John Howard Centre

12 Kenworthy Road

London E9 5TD

Tel: 020 8510 2003

Visiting hours:

Weekdays: 5pm - 8pm

Weekends and Public Holidays: 10am - 8pm

Aldgate Ward	020 8510 2162 / 2173
Bow Ward	020 8510 2299 / 2298
Broadgate Ward	020 8510 2534 / 2535
Clerkenwell Ward	020 8510 2063 / 2462
Limehouse Ward	020 8510 2060 / 2061
Ludgate Ward	020 8510 2450 / 2526
Moorgate Ward	020 8510 2619 / 2621
Morrison Ward	020 8510 2291 / 2292
Shoreditch Ward	020 8510 2046 / 2047
Victoria Ward	020 8510 2301 / 2302
Westferry Ward	020 8510 2532 / 2524

Always bring photo I.D with you every time you visit, otherwise your visit may not go ahead.

Contact Details

Wolfson House

311 - 315 Green Lane
London N4 2ES
Tel: 020 3222 7100

Visiting hours:
Weekdays: 5pm - 8pm
Weekends and Public Holidays: 10am - 8pm

Butterfield Ward	020 3222 7127
Clissold Ward	020 3222 7131
Hoxton Ward	020 3222 7133
Loxford Ward	020 3222 7136
Woodberry Ward	020 3222 7139



Wolfson House

Always bring photo I.D with you every time you visit, otherwise your visit may not go ahead.

John Howard Centre

Aldgate ward -

This is a ward for men with autism spectrum disorder. The environment is specially adapted and care is tailored to meet individual service users' needs.

Bow Ward -

This is the only ward for women in the hospital. There is a mix of patients on this ward, those newly admitted and those nearing discharge.

Broadgate Ward and Ludgate Wards -

These are admission wards which provide assessment, stabilization, care, and support for those experiencing an acute episode of mental illness.

Clerkenwell Ward -

Specializes in providing assessment and treatment for men with a learning disability, who require care in a low secure setting.

Limehouse and Victoria Wards -

These are established treatment wards and patients typically move here from the acute wards, in preparation for eventual discharge from the unit.

Moorgate Ward -

This is a ward for men who require an enhanced level of support because of the risks their behaviour can present.

Morrison Ward -

This ward accommodates patients coming from high security hospital and patients here may either be referred onto the low secure unit at Wolfson House or in some circumstances be discharged into the community. Typically, the average stay on this ward is longer than other wards within the unit.

Shoreditch Ward -

This is a medium-secure ward for men with learning disabilities. Patients may be transferred from this ward to Clerkenwell or be discharged directly into the community.

Westferry Ward -

For those who are experiencing an intense period of mental distress with complex needs and increased risks. The focus is on stabilization and relational security in preparation for discharge or further treatment.

Wolfson House

Hoxton, Woodberry & Loxford Wards -

These wards focus on active rehabilitation. Most patients on these wards have extensive leave to take part in vocational, educational and leisure activities in the community. Typically patients will be discharged from these wards into supported accommodation in the community.

Butterfield and Clissold Wards -

Patients here tend to have been in hospital for a long time and need longer periods of rehabilitation. They will move directly back into the community once they are ready for discharge.

Legal Framework

All patients at the John Howard Centre and Wolfson House are detained under the Mental Health Act (MHA). They are likely to have been detained under one of the following sections of the Act:

Section of MHA	Description
*s3	Admission to hospital for treatment. Consultant psychiatrist can grant community leave and discharge.
*s37	Admission to hospital for treatment, directed by the Court on conviction for an offence. Consultant psychiatrist can grant leave and discharge.
*s37/41	Admission to hospital for treatment, directed by the Court on conviction for an offence. This order has additional restrictions. Only the Ministry of Justice can grant leave. Discharge can be either by the Ministry of Justice or the Mental Health Tribunal subject to conditions (not by the Consultant Psychiatrist).
*s38	Interim Hospital Order. Transfer from prison to hospital of a person who has been convicted of an offence, but not yet sentenced.
*s47/49	Transfer to hospital for treatment of a person serving a prison sentence. May return to prison after receiving treatment.
*s48/49	Transfer to hospital for assessment and treatment of a person in prison on remand. May remain in hospital after the trial, or may return to prison.

*s - section

Mental Health Tribunal

The Mental Health Tribunal is an independent judicial body with the power to direct the discharge of service users from hospital where the statutory criteria for detention are not met.

Your relative has the right to apply for a hearing and is entitled to free legal representation. There are rules about when your relative can apply, depending on the section of the Mental Health Act under which they are detained. Your relative will be provided with information explaining these rules.

The tribunal panel consists of a judge, a consultant psychiatrist, and specialist lay member. The clinical team must provide the tribunal with medical, nursing and social circumstances reports, which your relative will be able to see before the hearing.

Tribunal hearings take place at the hospital and your relative can attend if they wish, along with the legal representative. You may be able to attend as a relative, if the patient and tribunal agree.

The tribunal usually gives its decision verbally on the day of the hearing, and then in writing within seven days.

**‘Having visitors calms me down.
It’s important to talk and see family
often.’ Service User**

Hospital Managers Hearings

The Mental Health Act hospital managers are a specially appointed group of people who are independent of the hospital. The managers have the power to discharge patients detained under section s3 or s37, but not s37/41, s47/49 or s48/49.

Your relative can request a review of their detention by the managers. A hearing will normally be held, and the clinical team will provide reports as they do for the tribunal. Your relative can likewise obtain legal representation.

The managers will usually give their decision verbally and will also provide it in writing.

Care Programme Approach (CPA)

The Care Programme Approach (CPA) is used to plan service users' mental health care and takes place on a six monthly basis. You are welcome to join your relative at their CPA and will be invited by letter in advance.



Service user and staff band playing at the Summer Festival

Staff and Treatment

Who are the staff on the ward?

Each ward is staffed by a multi-disciplinary team (MDT) comprising professionals who provide care, support and treatment to your relative.

Modern Matron and Ward Manager

These are the most senior nurses on the ward and are responsible for the day to day running of the ward.

The Modern Matron is:

The Ward Manager is:

Primary Nurse

The primary nurse is part of the MDT and has responsibility for the care needs of up to three service users.

The Primary Nurse is:

‘Having family visits helps get me through.’

Service User

Staff and Treatment, cont.

Consultant Psychiatrist or Responsible Clinician (RC)

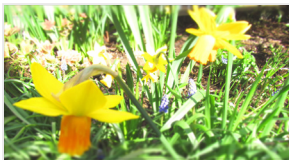
These are the most senior doctors who have overall responsibility for service users' care and treatment, which includes granting leave in the community. Each ward has another doctor to support the delivery of care.

The Consultant is:

Social Worker

The social worker attached to the ward will make contact with your relative soon after admission and will arrange a family welcome meeting with you. Social workers work with service users, their families and outside agencies, such as local community mental health teams to identify appropriate future care arrangements, and ensure that discharges from hospital are safe and sustainable.

The Social Worker is:



Plants and flowers from the gardens

Staff and Treatment, cont.

Psychologist

Psychologists are interested in the ways service users think, feel and behave. They look at these patterns in order to support service users to understand themselves and develop positive strategies and coping mechanisms when they experience difficulties.

Psychologists try to bring about positive change in service users' lives through talking. Service users can access individual sessions, therapy groups and family therapy.

The Psychologist is:

Family Therapy

Family Therapists work to help families better understand each other. We may address issues such as conflict between family members, or the effects of a mental illness on the entire family. We work in different ways, sometimes we would meet with you and your family altogether and at many times, family members alone. Family therapy can provide families with skills to cope with challenging situations in a more effective way.

The Family Therapist is:

Staff and Treatment, cont.

Occupational Therapist (OT)

There is an Occupational Therapist (OT) on each ward and they are part of the MDT. Occupational Therapy takes a “whole-person approach” to both mental and physical health and wellbeing, enabling service users to achieve their potential. There are many on and off ward activities as well as vocational opportunities, some of which are paid on offer to service users at both units.

The OT will discuss what is available and support them to develop a plan of structured activities as part of their rehabilitation.

The Occupational Therapist is:



The Oasis Coffee Shop at the John Howard Centre

Therapeutic Care

There are many activities on offer for service users at both units, some of which are:

Sport

There are gyms at both units and lots of group sports to take part in, such as volleyball, badminton and football.

Education

Teachers are available for all wards if service users would like to study.

Art Therapy

Art Therapy is available to service users if they want to explore art through psychological intervention.

Recovery College

Service users can get involved in developing educational courses of their choice and learn how to teach, alongside professional tutors.

People Participation

Service users can have more say in their care through weekly meetings, groups and training.



The John Howard Centre

Confidentiality

If your relative clearly states that they do not wish you to be involved in their care, then we are obliged to respect this. Likewise, we cannot give any information about their care or treatment without their consent, unless there is a situation of emergency or high risk, or where there is a legal obligation to do so.

However, this does not prevent staff from communicating with you, and answering any general enquiries you may have. Staff can also provide you with general information about the service, mental illness and treatments.

In the same way, you have a right to expect that information you share with the clinical team will be held in confidence, and will not be shared with your relative without your permission. Again, this can only be set aside if it is justified by risk or required by law.



Summer Festival at the John Howard Centre

Visiting

Adults

Family and friends are encouraged to visit their loved ones at both the John Howard Centre and at Wolfson House. The social worker will take some basic details from you (name, address and telephone number), and will provide you with written information about how visits work and what items are not allowed in the hospital.

Once you are an approved visitor, you will then be able to book visits directly with ward staff.

Visiting times are from 5pm to 8pm on weekday evenings and from 10am to 8pm at weekends.

Visits generally last for up to an hour. Some visits may be supervised for safety reasons.

Approved visitors can also keep in touch with their relatives via Zoom or WhatsApp calls, which can be booked in advance with ward staff.

Children

Both hospitals have rooms set aside for the purpose of child visits. These are situated away from the ward areas and are equipped with toys, games and books.

Visits must be approved in advance by the Directorate's Safeguarding Children Panel, and will only take place if they are in the child's best interests. The ward social worker can explain how child visits are arranged.

Visiting, cont.

Meetings

With your relative's consent you will be invited to review meetings (known as CPA meetings, see page 6 for more details), which are normally held every six months. If you need to speak to the MDT at other times you can contact the social worker or ward staff directly, at any time.



Tug o' War competition between staff and service users

Smoking

Both the John Howard Centre and Wolfson House are smoke free hospitals. This in line with legislation banning smoking in public places. Service users are able to use e-cigarettes in their bedrooms if they choose. Smoke cessation advice and nicotine replacement therapy (NRT) are widely available to all of our service users.

Should you wish to smoke either before or after your visit, we would respectfully ask that you do this off-site.

'Visits give me something to look forward to.'
Service User

Complaints

We encourage you to raise any concerns you may have regarding the treatment of your relative as soon as possible with the multi-disciplinary team (MDT).

However, if you feel the issue can not be resolved or you feel it is of a serious nature, you may wish to make a formal complaint. A member of the MDT will provide you with a complaint form.

More information is available about this at:

East London NHS Foundation Trust
Website: www.elft.nhs.uk

PALS (Patient Advice and Liaison Service):
Tel: 0800 783 4839
Email: elft.pals@nhs.net

We will try to acknowledge complaints within two working days and respond to you in writing within twenty working days. If there is a delay, we will contact you.

Our reply will include:

An apology, if this is appropriate

A detailed response to each part of your complaint

Details of any action taken to prevent the same incident happening again.

Support

Carer Support Forum

The Forensic Directorate carer support forum is open to families and friends of inpatients in Wolfson house and the John Howard Centre. It meets every six weeks on Zoom, and is facilitated by a family therapist and a social worker. The forum is a space for families and friends to raise issues that are important to them, and to share their experiences with each other. Everyone is welcome to join.

Other sources of support

If you care for someone, you may be entitled to a carer's assessment via your local authority to see what support or services you might need. Your relative's social worker can advise you how to access this.

In addition, there are a number of organisations in East London which provide information, advice and support for relatives, friends and carers:

City and Hackney Carers Centre

1C Mentmore Terrace

London - E8 3DQ

Tel: 020 8533 0951

Lines open between 10:00am - 4:00pm, Monday to Friday

Princess Royal Trust Carers Centre, Tower Hamlets

21 Brayford Square

London E1 0SG

Tel: 020 7790 1765

Support, cont.

Newham Carers Centre
395 High Street North
Manor Park
London E12 6PG
Tel: 020 8519 0800
Email: info@newhamcarers.org.uk
www.renewalprogramme.org.uk/

Havering Carers Hub
Community Reach House
32-34 The High Street
Romford
Essex RM1 1HR
Email: info@haveringcarershub.org.uk
Tel: 01708 961 111

Redbridge Carers Support Service (Carers Trust)
12 Clements Court, Clements Lane
Ilford
Essex IG1 2QY
Email: office@carercentre.org.uk
Tel: 020 8514 6251

Carers FIRST Waltham Forest
Resource Hub, 1 Russell Road,
Leyton
London E10 7ES
Tel: 0300 303 1555
Email: hello@carersfirst.org.uk

Support, cont.

Family and Friends Open Day

We hold open day events for families and friends on both hospital sites twice a year, one in the summer and one in the winter. These are friendly, relaxed events, usually consisting of presentations by staff and service users, an opportunity to meet other families, and an informal lunch with service users.

Your relative's social worker can provide more information about both the carer support forum and the open day, or alternatively you can contact Denis Thompson, Head of Forensic Social Work, on 020 8510 2110, or email via denis.thompson1@nhs.net



Summer festival games

Getting Involved

People Participation means working together with the People who use our services and their carers. The Trust has a People Participation team devoted to supporting service users and carers to become involved in all aspects of our work, in which ever way suits them.

The experience of participation is different for each person. It can be as broad as influencing the strategic direction of the Trust by representing the local carers at Trust-wide meetings, or be as simple as sharing ideas or opinions at local meetings, to help develop and improve services for both carers and their loved ones.

Carers can become involved in:

Service development - projects and initiatives

Staff training

Interview panels - become a panel member on interviews to recruit new staff

Audits - help us to monitor the quality of care on our wards

The Forensic Recovery College

If you are interested in joining, please contact the People Participation Lead for forensics:

Sophie Akehurst

Mobile: 07908 194 553

Email: sophie.akehurst@nhs.net

A day in the life of . . .

Patient from East India Ward (recently closed)

My mornings always start with a coffee, as I push open my oak wooden door, its good mornings all round as I enter the lounge. There's time and space to reflect and plan, what will I do today? Gym, Therapy, study or just chill? Most mornings there are therapy groups. It's not always easy or fun, but back on the ward there is time and space to recover. "Last call for dinner", all rush to the canteen. The food is great, better than prison or normal hospital and I'm never not full. I love going to work, there;s much to do and earning a wage gives me independance and choice but also a chance to save for a future beyond hospital. Staff are always there to help, to talk, check in or just hear me rant. It all helps with my recovery, to be better and understand myself. Turns out, I just needed a bit of time and space.

Patient from Clissold Ward - Wolfson House

I've been a service user for 5yrs, 6 months at JHC and 2yrs at Wofson House. Its been a journey of loads of good times, some short moments, some long. In all, I've got through this difficult time becoming alot more aware. I have learnt many life changing aspects of adapting to my of coping with skills learned along the way. So near but yet so far until a meaningful and hopeful ending to all this. Roll on discharge. Thank you for reading this to all.

A day in the life of . . .

Patient from Bow Ward - Female service

For us people, vulnerable and sensitive, we fight everyday to have a moment where we try to keep strong and well. As a service user on a female ward, life is tough, we share different behaviours, because we are not the same, somebody could be very unwell or some are more settled. The good positive thing I've experienced is, the more we gain experience, we can cope with painful pressure or any difficult environment. We wield experience.

Patient from Ludgate Ward - Acute

Hello there, It's been slightly over a year since I was admitted in February 2020. During this time, I have engaged in many group's such as, drama, cooking, fitness and I.T session's. Also I have had psychology meetings and so many more which are a sizable part of my treatment and play a big part in my progression. Moving forward in time, I look forward to going back to the community and maintaining stable focus.

NOTES

NOTES

Design @ John Howard Centre T: 020 8510 2308

East London **NHS**
NHS Foundation Trust

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