

East London **NHS**
NHS Foundation Trust

East London NHS Foundation Trust



Welcome to Forensic Services

3rd Edition

We Care. We Respect. We Are Inclusive.

Introduction

Being admitted to hospital can be a daunting experience. This Welcome Pack is designed to help you learn more about the hospital and to give you information that we hope is relevant during your stay.

It hasn't been possible to cover everything so if you have any questions please ask a member of staff.

You may also find it useful to talk to other service users.

Contact Information

John Howard Centre
12 Kenworthy Road
London
E9 5TD

Tel: 020 8510 2003

Wolfson House
311-315 Green Lanes
London
N4 2ES

Tel: 020 3222 7100

*Foreword, Dr Marc Lyall &
Lawford Clough*

“Welcome to Forensics.

Coming into hospital can be a difficult experience. As a service we are here to help you get back on your feet and on the road to recovery. Being in a secure hospital isn't always easy but members of staff are here to talk through the difficult times.

You will be treated with dignity and respect throughout your time here. We hope that when you are discharged you feel stronger and more able to face the problems that life will throw at you.”

Dr Marc Lyall, Clinical Director and Lawford Clough, Service Director

“A good place to get well” - John, Service User

Admission

Coming into hospital can be a difficult and distressing experience. We aim to support you as much as possible during your stay.

Secure Accommodation

The John Howard Centre is a medium secure unit and Wolfson House is a low secure unit, both are smokefree hospitals. In all secure accommodation there are certain procedures and rules that must be followed, in order to keep everyone safe. All these rules will be explained to you when you are admitted to the ward and progress through your care.

Confidentiality

Confidentiality is very important in this setting and staff will not discuss your care or the reason that you are here with other service users.

Respect

All service users will be treated with respect and understanding during their stay here. Service users should be safe at all times. Bullying will not be tolerated. If you are being bullied by another service user please report this to a member of staff. If you feel that you are being bullied or treated unfairly by a member of staff, please report it. Racism, sexism and homophobia are not tolerated and they will be treated very seriously.

Admission Criteria

Service users are normally admitted via the Criminal Justice System. This may be directly from the community or from prison. Service users admitted to the service will have had a difficulty with their mental health that means they may need extra care in a hospital setting.

Care Pathway

After admission assessment will take place that can take up to 12 weeks. After this assessment appropriate treatment plans will be offered. More details about these treatments are in this pack.

Service users are usually admitted onto an Acute Admissions Ward. When they are making progress they will move onto a Rehabilitation Ward. Sometimes service users may move from our Medium Secure site to our Low Secure site.

Some individuals are admitted directly into Low Secure and they will go straight onto a Rehabilitation Ward.

When individuals have achieved their treatment goals they will start planning their discharge with the team. The community team will be involved and will work with service users and their team to ensure the right accommodation and support is ready and available for discharge.

It can be very hard to say how long this process may take and will differ a lot from each person. For some people this may be several months and for others a few years.

Some service users who have come from prison may no longer need hospital care and may return back to prison.

Wards

John Howard Centre

Admissions and Acute

West Ferry

Stratford

Broadgate

Rehabilitation

Victoria

Limehouse

Morrison

Womens

Bow

Learning Disability and Autism

Shoreditch

Clerkenwell (Low Secure)

Aldgate

Moorgate

Wolfson House

Rehabilitation

Butterfield

Clissold

Loxford

Hoxton

Woodberry

Involvement

Service users are involved in all elements of the service. They are involved in planning their care. They are involved in the ward through Community Meetings. Service users are involved in unit wide matters through the User Involvement Group (UIG).

Service users can sit on interview panels, train members of staff, attend management meetings amongst other things. The service employs a People Participation Lead (PPL) who can help you get involved.



Detail of art work by SS

“Trust us we are on your side” - Nurse

“Don't try to buy people's friendships, try and make friends naturally” - Eddie, Service User

Who Will Work With Me?

Your Multi-Disciplinary Team (MDT) will manage your care and treatment whilst you are here. They will work with you to find you the best treatment and to plan your discharge.

Psychiatrist

A consultant psychiatrist will be the clinical lead for your care while you are in hospital. You will also have another doctor, who will either be a core trainee psychiatrist or a specialty doctor in psychiatry, working on your team.

General Practitioner (GP)

A medical doctor (GP) sees people when they are in hospital, usually in the first few weeks after your admission and then when you have a medical problem. If you want to see a GP speak to the nursing staff who can make an appointment on your behalf.

Psychologist

The psychologist offers psychological therapy on a one-to-one and group basis, to improve well-being and support people to learn new skills and ways of coping with situations. They help people to develop their understanding of their thoughts, feelings and behaviour and are sometimes involved in family work and family therapy.

Social Worker

A social worker will work as part of the clinical team to get to know you. They will work with you, your family and others in your life, to plan your discharge with appropriate services for when you are ready to live safely in the community.

Who Will Work With Me? - cont.

Occupational Therapist

Occupational Therapists work closely with the Sports Team and Education Tutors to plan and organise therapeutic activities during your stay. These include educational, recreational, vocational and sports activities. Occupational Therapists support you to develop skills that are helpful in preparation for your discharge.

Pharmacist

Each ward has access to a pharmacist. The pharmacist can give you information about the medication that you are taking and answer any questions that you may have.

Art Therapists

Art and Drama Therapists help you think about what it's like being you. Art Therapy uses art materials as well as talking, to help you express yourself. Drama therapy uses play, acting and music. It can happen as a group or one to one.

“It's better than prison” - Mark, Service User

“My job is to be present on the ward to ensure that the best quality of care is given”
- Modern Matron

Who Are The Nursing Staff?

Nursing Staff are based on the ward and are there to support you on a daily basis during your stay. Nursing staff will encourage your progress and offer support throughout your time in hospital.

Modern Matron & Ward Manager

They are the most senior nurses on the ward and they are responsible and accountable for the care provided by all the clinical staff members. They are also responsible for the day-to-day running of the ward. You should expect to be able to meet them to discuss any issues or concerns that you may have about your care.

Clinical Practice Leads

To support the Modern Matron and Ward Manager there are also two Clinical Practice Leads who you can discuss issues with. When the Modern Matron or Ward Manager are not on the ward they are the most senior member of the nursing team.

Primary Nurse

On your admission you will be allocated a primary nurse (sometimes called a named nurse). They will be responsible for your overall care while you are on the ward. They will plan and review your care and discuss your progress with you.

Who Are The Nursing Staff? - cont.

Associate Nurse

This is the staff member that will be working in collaboration with your named nurse to ensure that your needs are met.

Allocated Nurse

This is the member of staff that will be responsible for your day to day care when on shift. The allocated staff will be there during the shift to engage with you, see how you are doing, and handover how you are to the rest of the team. Your allocated nurse will change daily, you will find out who they are by looking at the board outside the nurses office.

Social Therapist

Social Therapists can help you with practical things such as laundry or preparing snacks. They can also help you with activities such as playing pool and organising ward groups. Most importantly they are always there for a chat.



Detail of art work by SS

How Will My Needs Be Assessed?

When you are first admitted a number of assessments and tests will be carried out. These assessments help us find out what kind of help you need.

Assessment Of Mental State

This involves staff talking to you and monitoring your activity.

Risk Assessment

A risk assessment will look at how to maintain your safety as well as the safety of others.

Physical Health Assessment

This involves being examined by a GP. The GP will carry out a number of tests and recommend treatment if necessary.

“Be yourself” - Ron Service User

“Instilling hope through support and improvement” - Ward Manager

Treatment

Your team will work with you to find the best treatment. There are various forms of treatment and you should be involved in decisions about your care.

Medication

Your doctor may prescribe medication to help treat your illness. It is important that a doctor or a pharmacist can answer questions about medication. Unfortunately most medication has side effects. If you are concerned about side-effects speak to your nurse, doctor or pharmacist.

Psychology

Psychologists' help people think about change and alternative coping strategies, for example a psychologist may try and work with you to reduce your aggression. They do one to one work and run a number of groups.

Occupational Therapy

Having things to do throughout the day can help you feel better. Occupational therapists will try and find out what you enjoy and what activities will help you. There will also be different groups on the ward. Occupational Therapists will support you with your daily activities and getting back to life in the community.

Treatment, cont.

Art Therapies

Arts based therapies include Drama Therapy and Art Therapy they offer a different way of communicating for people who find it difficult to express certain feelings through words.

Drug and Alcohol Service

The Drug and Alcohol Service will help you learn more about the effects of substances on your physical and mental health. Understanding the relationship between drugs and alcohol, mental health, and risk can be an important part of recovery. They will also help you make informed choices about your future use, and support you to cut down or stop using drugs or alcohol if that's what you want to do. They offer one-to-one sessions and groups, both in hospital and in the community.

You can contact them directly (0208 510 2463) or your team can contact them on your behalf.

Family Therapy Service

Family Therapists help those in close relationships to better understand and support each other. They help family members to express and explore difficult thoughts and emotions safely, understand each other's experiences and views, appreciate each other's needs, build on family strengths, and work together to make useful changes in their relationships and their lives.

Smoke Free

E-cigarettes (E-cigs)

The East London Foundation Trust (ELFT) is a Smoke Free Trust. The John Howard Centre and Wolfson House are smoke free hospitals.

You will be offered support to stop smoking and manage the cravings that may come with this, from admission and for the duration of your stay in hospital. We sell approved e-cigarettes at a reasonable price which are suitable for use at both the John Howard Centre and Wolfson House.

We also offer nicotine replacement therapy, please speak to your MDT/primary nurse about this.

“E-cigs are a step up from cigarettes, they’re alright” - Service User

Activities

There are a variety of activities that you can take part in during your time at the unit. Activities include things that you may enjoy such as sports or music groups. They also include things such as employment or education that can help you prepare for life in the community. We also employ an events coordinator.

Education

We have a team of experienced adult education teachers. The Education department will work with you to help you reach your education goals.

You can study English, Maths and IT classes. The teachers can give you advice about courses in the community including college or university. You can also study distance learning courses.

FX Recovery College

In the Forensic Directorate we have named our Recovery College the FX Recovery College.

Recovery Colleges are based on an adult educational model. Students choose which course they would like to study from a prospectus and sign up voluntarily. Service users from all wards at the John Howard Centre and Wolfson House are welcome, courses are delivered at both sites. Ask ward staff for a copy of the latest prospectus.

Activities, cont.

User Involvement Group (UIG)

The UIG is a service user led group that meets weekly to discuss and affect positive change for service users in Forensics. Service user representatives are elected by their ward peers and there are usually two from each ward. The reps are expected to attend UIG regularly to give ward feedback to UIG and to take feedback from UIG to their ward Community Meeting.

UIG also discusses what events should be held throughout the year and works with the Events Coordinator to organise them. Past events have included bingo, quiz and film nights, the annual Summer Festival, as well as celebrating special days and religious holidays.

Sports

The Sports team will support you to either maintain or start your fitness regime by offering a range of team sports such as football and volleyball. Both hospitals also have fully equipped gyms.

They organise inter-ward competitions and sports events, offer sessions to service users with leave at a local community gym, as well as cycling in the community. Speak to the ward OT who can give you a timetable and make a referral to the Sports team.

Grab your reader's

Activities,

cont.

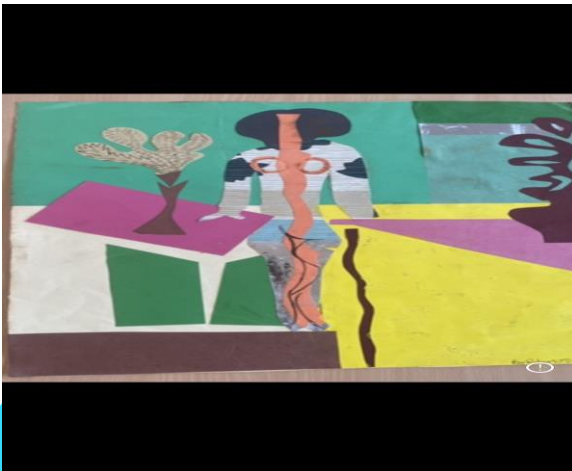
Ward Based Activities

There will be things to do on the ward. Wards have pool tables, TVs, games consoles, board games and access to newspapers. Wards may also organise film or bingo nights. The Occupational Therapist may also organise different groups on the ward.

Leave

Community leave gives service users the chance to access the community on a regular basis. Your MDT will support you to plan for leave when appropriate.

Artwork by RM



Leave will help you a lot! Its helped me progress and want to move forward! Service user JHC

Employment

Our aim is to support service users to learn a wide range of vocational skills whilst they are in hospital.

For many people their recovery involves finding meaningful employment. We offer a range of paid and unpaid employment opportunities in a variety of commercially run projects such as: the Oasis Coffee Shop, Painting and Decorating, Horticulture and Admin at the John Howard Centre and The Spot at Wolfson House.

We also offer further vocational training on CV writing, information around disclosure, completing application forms as well as accredited food hygiene courses.

We accept referrals from ward Occupational Therapists with whom we work closely on the basis that service users are work ready, committed and willing to learn a range of new skills.

“I’m learning skills I never thought I had.”
- Service User working in the Oasis Cafe

Religious, Spiritual and Cultural Needs

The religious, spiritual and cultural needs of every person are important.

Religious and Spiritual Needs

During your time in hospital you will be free to practise your religion. There is a prayer room with prayer mats and sacred texts. Any religious dietary needs will be catered for. The East London Foundation Trust has a Spiritual Care Team and a member of this team is available to discuss your religious needs. Your ward team should be aware of your religious and spiritual needs and these should be included in your care plan. If you would like to talk to someone from the Spiritual Care Team please call 020 7540 2006 or email Raphael on raphael.ogwuda-zernoff@nhs.net

Cultural Needs

Cultural needs vary from person to person. If English is not your first language then translation and interpretation (if needed) will be provided during meetings so you can understand what is being said. The food menu reflects the cultural diversity of East London. Your treatment and care plan will take into account your cultural and spiritual needs. Please speak to a member of staff about any cultural needs you may have.

“Sometimes this place can feel hopeless but please hold on to hope” - Nurse

Money

Welfare Benefit Officer

The Welfare Benefit Officer can offer help and advice with benefits and money while you are in hospital.

They can undertake a benefits check with the Department of Work and Pensions on your behalf. To speak to the Welfare Benefit Officer, ask a member of the nursing team who can arrange for them to visit you on the ward to discuss your individual money concerns and needs.

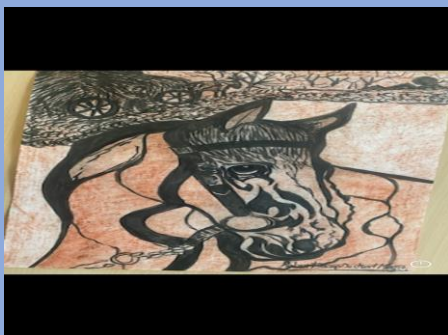
Cashiers

Cashiers offer a variety of services for service users.

They can keep valuables safe, pay bills for patients as well as cashing benefit books and Giro cheques. For security reasons you will be required to store some items including passports and driving licences with the cashier.

A record is kept of all personal items stored with the cashier.

Artwork by RM



“Sort your money out as soon as you can and try and save for discharge. Living in the community costs” - Racheal, Service User

Family and Friends

Keeping in contact with loved ones is important to many people whilst they are in hospital.

There are payphones on every ward so you can make 'phone calls to your friends and family, it is worth keeping a supply of change on you so you can regularly use the 'phone.

You may want to arrange a visit from family or friends. There are certain procedures that need to occur before someone can visit. All visitors must be approved. This means that you must fill in a visitor request sheet (ask the ward staff for one of these). Complete the form with the details of the person, give it back to the ward staff who will then pass this on to your social worker. The social worker will then contact the person you named, ask them some questions and ensure they understand the nature of the hospital and the security restrictions that are in place.

For this reason it is extremely important that you provide both telephone numbers and address for contact purposes.

Family and Friends, cont.

Wherever possible we encourage service users to maintain contact with their children and both hospitals have facilities to accommodate supervised visits. However, because both hospitals are secure units there are additional checks that need to take place before a child contact visit can be approved and arranged.

The social worker takes the lead in undertaking the necessary checks. If you wish to make a request for a child to visit, please speak with your allocated social worker in the first instance.



Details from art work by SS



“Be good and be your best here, it is your next step to freedom” - Service User

What If Things Go Wrong

Whilst in hospital there may be times when things go wrong. You may feel that a member of staff is behaving incorrectly or that you are not receiving the quality of care that you would expect. You may feel bullied by other service users.

If you are concerned about anything we would encourage you to talk to a member of staff. It is often quicker to sort things out informally. However if you are not able to sort things out informally then you may want to consider making a formal complaint.

To make a formal complaint please call:
FREEPHONE - 0800 085 8354

Or write to:
FREEPOST RTKB - ESXB - HYYX
Trust Headquarters
9 Alie Street
London
E1 8DE

Who Can Provide Me With Advice?

If things go wrong you don't have to sort things out on your own. There are various people who can offer advice.

PALS (Patient Advice and Liaison Service)

PALS can offer advice to a wide range of people including service users and carers. PALS offers confidential support and can give advice on a wide range of issues.

If you would like to contact PALS call: **0800 783 4839**

What If Things Go Wrong, cont.

The Advocacy Project

The Advocacy Project supports people with mental health needs providing independent advocacy for the Forensic Directorate. Advocates support you to get your voice heard, they can attend meetings with you and help you understand your rights.

If you want to speak to an advocate you can contact them As follows:

By phone: 0800 011 6815

By email: referrals@advocacyproject.org.uk

Prohibited Items

In order to keep the unit safe it is necessary to restrict the use of certain items. A prohibited item is an item that is banned from the site. The John Howard Centre and Wolfson House are smokefree hospitals.

The following are not allowed on the site:

- Alcohol, Drugs, Tobacco and Cigarettes.
- Weapons & Firearms: Knives, Machetes, Bats, Knuckledusters,
- Guns – either real or replica.
- Tools, Hardware Products etc.
- Fire raising items: Matches, Flammable Liquids, non-disposable and disposable lighters.
- Cameras, Video Recording Equipment, Videotapes, Web Cams, MP4 Players, Binoculars.
- Standalone Microphones, voice recorders.
- Smart phones, Camera Phones, 3G/4G Video Phones etc.,
- Modem, Laptops, Palmtops etc.,
- Blue Ray or Wi Fi devices, High Specification Games Consoles Devices with hard drive recording capacity.
- Pornographic Material (not readily available over the counter), paper or moving images.
- Any literature or material that incites violence or racial, cultural, religious or gender hatred.
- Cling Film, Aluminium Foil, Cake Tin Foil.
- Burning Incense.
- Blue Tack.
- Chewing Gum.
- Rope.
- Sharps e.g. Scissors, Penknives.
- CAM and subscription cards.
- Unsealed drinks containers.

Restricted Items

A restricted item is an item that may be used under supervision or as part of a care plan.

Let a member of staff know if you are bringing any of the following items:

- Disposable Cigarette Lighters.
- Toiletries: of all kinds including Aerosols, Tweezers, Metal Nail Files, Nail Clippers and Disposable & Electric Razors.
- Official Documents e.g. Passport, Birth Certificate, Driver's License etc.,. Bank Cards, Credit Cards, Bank Account Books.
- Cassettes, CDs, DVDs, Vinyl Records & Games.
- Glass: including Bottles, Containers, Picture Frames, Mirrors.
- Tinned materials e.g. Cans of Beans, Canned Drinks.
- Detergents & Solvents: Aerosols, Glue etc.,.
- Erotic Magazines (available over the counter).
- Cutlery: Metal, Plastic etc.,.
- Staplers, Cellotape, Balls of String.
- Electrical / Audiovisual Equipment.
- Plastic Bags.

Looking To The Future

Discharge

Rachael H. is a service user now living in the community.

I thought my time in hospital would never end. However I used my time constructively doing psychology sessions in order to better understand my mental illness. I learnt about triggers and ways to prevent myself from relapsing. I even took part in employment within the hospital cafe and did volunteering in my spare time on my unescorted leave.

I was discharged two years ago and everything I did in hospital has paid off. I have been mentally stable since I left hospital.

Things have never looked better. I saved up for a holiday and went away to Egypt. I passed my driving test and have now got a car. I even have secure employment. I am really

happy now. I don't look at my experience in hospital as a negative but simply a learning curve. I made new life-long friends while I was in hospital. It is so nice to be able to check in with them because they know exactly what I have been through.

All in all just remember there is life after discharge, a light at the end of the tunnel.



Detail of art work by RD

Looking To The Future, cont.

Discharge

James is a service user who is now living in a hostel he was in hospital for 17 years and has been living in the community for a year.

My advice to new service users would be to get involved with as much as you can. Get involved in groups. Make use of the employment there are opportunities in the café and shop. You can get involved in looking after the ward that you are on. Think about doing some education. Set some goals with the team about working towards leave. Get involved in you care plan and work with the team to draw up a good schedule. You can get a lot of help from your primary nurse.

I was conditionally discharged but before being discharged I had 40 overnight stays , so it can be quite a long process. Once I got to my hostel I was happy but nervous.

I was happy that they had a clear routine. Every morning we have to meet up, that can take up to 45 minutes, after that we do cleaning group, every week there are art and gardening groups as well as regular community meetings. I can pretty much come and go as I please as long as I discuss with team. I see a key worker and a therapist once a week and I also see my social worker and responsible clinician.

The whole community is aiming for you to become independent. I see a lot of my family, I see my father once a fortnight and see my granddad over the weekends and we eat and watch TV. I have been up to Birmingham to see my sister.

Looking To The Future, cont.

Discharge

I am self-medicating twice a week and hoping to build it up.

I would recommend doing involvement work inside and outside when you're discharged you can learn from others gives you a chance to help others.

In the future I will continue working and my next step will be a supported flat in the community and aiming for more independence.

Ultimately I would like my own flat in the community and then absolute discharge but it will take time perhaps two to three years.



Detail of art work by RD

Notes

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