

Tell us about your experience

We'd love to get your feedback to help us understand what we are doing well and what we need to improve.

Please take a couple of minutes to complete our new Patient Experience Survey, simply use your smartphone to scan the QR code below:



<https://bit.ly/3QRrQho>

We want you to feel safe

If you feel unsafe or unhappy with the care you receive on Conolly Ward please speak with the Ward Manager or Matron.



Advocacy

Advocates are independent from the team. They are here to support you to speak up, understand your rights, and make choices.

Telephone: 020 8969 3000

Email: info@advocacyproject.org.uk

Contact us

Conolly Ward
City and Hackney Centre for Mental Health
Homerton Row
Hackney
London
E9 6SR

Tel: 020 8510 8615

Email: elft.conollyward@nhs.net

Web: www.elft.nhs.uk/services/conolly-ward



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive



East London
NHS Foundation Trust

CITY & HACKNEY

Conolly Ward

Information leaflet



Welcome to Connolly Ward

Our experienced team is here to assess your mental state and help you with your treatment, recovery and rehabilitation.

There are a range of activities delivered on Connolly Ward by our life skills workers, occupational therapists, psychology team and external facilitators too!

There is a weekly community meeting held on Thursday Afternoons to ensure your stay is positive. Here, staff and service users meet to discuss how we can continue to improve the environment, care and service we provide.

Your Primary Nurse

You have been allocated a primary nurse who is responsible for your care and your connecting link between the ward and the community.

In addition, you will be allocated a nurse daily to help you with any concerns.



Ward Round

Ward rounds are held weekly. You will meet with the consultant and other members of the team to discuss your care, collaboratively. Jointly with the team, decisions about medication, leave as well as discharge are made in the ward round. You have the right to express who you want to sit in your ward round.

Telephone and Visits

Family members and careers are welcome to call the office phone in order to speak to a service user:

Weekdays: 14:00-20:00

Weekends/Bank Holidays: 12:00-20:00

Please call the ward in advance to book a visit to ensure a suitable time slot and room is available.

Children under 18 cannot visit the ward – this needs to be agreed by nursing staff and a family room will be booked for a visit.

When can I leave the ward?

If you are an informal patient you can leave at any time. If you are a formal patient your doctors will assess when they believe that this will help you in your recovery, you will be granted Section 17 leave from the ward, escorted by a staff member or un-escorted.

Can I smoke on the ward?

The NHS has a smoking ban on all hospital grounds. To smoke, you must be given leave from the hospital. Please speak to your primary nurse about the vaping policy.

When are meal times?

- Breakfast – Between 8:30 and 9:30am
- Lunch – Between 12 and 1pm
- Dinner – Between 5:30 and 6:30pm

Please do ask staff for snacks/drinks outside of these times. Halal/Kosher or other culturally specific food is available upon request.

Respect on the wards

Please treat one another with kindness and respect so we can create a therapeutic ward environment.

Respect that some items are restricted on the ward.

The fire alarm is tested every Thursday morning before midday.

There is a Welfare and Benefits officer who provides advice on entitlements to benefits. The ward staff can help arrange a meeting on your behalf.