

## 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:



## We want you to feel safe

If you feel unsafe or unhappy with the care you receive on Joshua 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](mailto:info@advocacyproject.org.uk)

### Contact us

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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**

CITY & HACKNEY

# Joshua Ward

Information leaflet



## Welcome to Joshua Ward

You are on Joshua Ward to have your mental state individually assessed and treated by a team of specialists within a safe environment.

For more information please refer to our Welcome Pack - for a Welcome Pack, please ask a member of staff.

## When do I see my doctors?

You will usually see your consultant and their team once a week. If you need to see a doctor urgently for a physical health problem, please talk to the nurses

## Can I have visitors?

Yes, please ask your visitors to call the ward to book a time in advance. This is usually between 4-6pm on weekdays and 2-6pm on weekends.

Please bear in mind, only 2 visitors are allowed on the ward at a time. Children are not permitted to visit Joshua ward.



## 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.

## Will I have to take medication?

During your stay, you may be required to take medication. Please ask a member of the clinical team or the pharmacist for further information.

## When are meal times?

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

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

There are therapeutic and enjoyable activities available – the timetables are up on boards. If you have any requests, please talk to the team.

## 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 a member of staff about the vaping policy.

## Where can I get clean clothes and toiletries?

We can give you fresh sheets, pyjamas and towels. The ward laundry room can be used for clothes washing. We can also provide you with shower gel and toothbrushes. Please ask the team if you need anything else.

## Where do I keep my things?

Anything you want to keep on the ward is your responsibility. Please make sure you always keep your room locked. You can keep your things in a locker or in a tray in the office.

