



BRENT MENTAL HEALTH SERVICE

Welcome Pack

For people staying in

Park Royal Centre for Mental Health



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1. Introduction to Park Royal Centre for Mental Health

Park Royal Centre for Mental Health is run by Central and North West London Mental Health NHS Trust (CNWL). However, health and social services have joined together to provide the whole range of services known as the Brent Mental Health Service. This is the Service responsible for providing mental health services to people in Brent. Park Royal Centre for Mental Health is situated next to Central Middlesex Hospital but operates separately, though some facilities are provided in the main building.

Our approach

We are committed to treating patients in the hospital with respect and dignity - and as individuals. We know that people and communities have a wide range of differing needs. So, our aim is to work in a way that enables people to say what their needs are - and to meet those needs.

You are entitled to receive a good quality and appropriate service, whatever your race, culture, gender, sexuality and whether or not you are physically disabled.

We are aware that Brent is a multicultural borough so we aim to provide services in a way that is appropriate to different black and minority ethnic communities. We are also aware that women's needs may differ from men's and we also aim to make services accessible to those with physical impairments. We also aim to make our services appropriate to lesbians, gay men and bisexuals.

As part of this commitment to being aware of different communities' needs we employ staff from different communities and make sure that all staff know how to meet different people's needs. We also make it possible for you to ask for your named staff to be another woman, or from a similar culture or sexuality, for example. We aim to create an atmosphere, which is mutually respectful - both of other users and staff so we ask that you contribute to this.

Improving our services - your comments and suggestions

We are always aiming to improve our services and positively encourage your comments and suggestions. A "Feedback Form" is part of your leaving hospital arrangements and we'd be very grateful if you could complete and return it before you leave. You will be given this form by one of the Nursing Staff. We also ask you to complete an "Equalities Monitoring Form" which you will also be given to help us make sure our services meet the needs of different communities.

2. Coming into hospital

This pack has been produced with the aim of giving you helpful information about the unit - as well as about what you have a right to expect. We hope that it will help make your stay at Park Royal as positive an experience as possible.

We are aware that for some people coming into hospital can be a difficult and distressing time. We know that there is a lot of information to take in and that you may feel confused and anxious, especially when you first arrive.

What happens when I arrive?

What happens when you arrive may vary slightly depending on whether you have come into hospital voluntarily or under a section of the Mental Health Act (see page no. 53 for more about the Mental Health Act).

- **Showing you around**

When you arrive you will be greeted by a staff member who will show you around the Ward and where you will be sleeping. They will also tell you about other available facilities such as toilets, laundry, activities centre. This Welcome Pack will be available on the ward for you to look at and a member of staff will go through it with you if you would find that helpful.

- **Assessing your needs and meeting staff who will work with you**

The Admitting Nurse who greets you when you arrive will go through a question and answer assessment with you. There are different sorts of assessment that can take place, depending on how and why you have come into hospital. You should only go through this assessment once and it should include the doctor.

In most cases, you should meet your Named Nurse within 24 hours of your admission. You will also have an Allocated Nurse for each shift who you can go to when you need to.

When you first arrive you will be able to spend some time in private with a staff member to talk about what you need while you are in hospital and discuss how your needs will be met. When you first arrive your progress might be quite closely monitored by the staff. This might involve staff making sure they know where you are and that you are safe and some notes will be made about how you are doing.

- Checking your physical health

You will also be given a short physical examination to rule out any physical illness - or so that the hospital can treat any physical illness you might have. This examination includes simply checking your blood pressure and heart and taking a urine test. You can ask to be examined by a woman doctor if you prefer and your examination will then only take place when a woman doctor is available.

What will I need during my stay?

When you are admitted to Park Royal, if you have not brought them with you, you will need to arrange for someone to bring you the following as soon as possible:

- Some changes of clothing
- Something to wear at night, dressing gown and slippers
- Toiletries such as soap and toothpaste
- A small amount of money (but please avoid bringing valuable items).
There is a description below of how valuables are dealt with when you arrive

If you arrive in an emergency, there are some limited items of clothing available for you to use until you can arrange for some of your own clothes to be brought in.

A small pack of items including soap, toothbrush, toothpaste, a flannel, comb and pyjamas is available from a staff member when you arrive at hospital. Staff can help arrange for you to get particular skin or hair products that you like, or that it's important for you to use.

- Medicines

You need to bring in any medicines you are taking and hand them in to the nurse when you arrive. Staff will discuss your needs and will provide any medicine you need. Your own medicines will be returned to you when you leave.

- Property and valuables

Before coming into hospital you should have been informed not to bring too many valuables with you. You can hand anything valuable to a member of staff. It will be clearly labelled and placed in a central safe and you will be given a receipt. If you decide to keep your valuables with you, you will be asked to sign a form confirming that you know the hospital cannot take responsibility for loss of your valuables. You are advised not to bring valuables unless you absolutely have to. Some wards have drawers in cabinets, which can be locked. Information about available lockable space is given in the separate ward descriptions.

3. Information about the hospital site

Park Royal Centre for Mental Health is separate to the main Central Middlesex Hospital, though some facilities are provided within Central Middlesex's building. Details are given below.

Showing you around the site

When a nurse from your ward is free they will take you over to the main hospital and show you around.

Shops and cafes, banks, building societies and post office

There are cafes in the main hospital building as well as on the hospital site, for example, in the local ASDA supermarket. Banks, building societies and the local post office are nearby. Please ask staff on the Ward for more information.

Chaplaincy and places of worship

We know that, for some patients, faith and spirituality are an important part of their lives, providing support and a means to recovery. A Chaplaincy Service is available on the main hospital site. There is also a Faith room on site for you to use and we are developing faith links at Park Royal. Please ask staff if you need to use the Faith Room.

Pharmacy

The Pharmacy is based in Central Middlesex Hospital and supplies medication for all inpatients at Park Royal Centre for Mental Health as well as when you leave. Medication provided when you are getting ready to leave or have been discharged is known as 'to-take-away' and referred to a lot as 'TTAs'.

The Pharmacy opening hours are:

Monday to Friday	8.30am - 6pm
Saturday	8.30am - 12 noon
Sunday	Closed but on call in emergencies only

Library

There is currently no library at Central Middlesex Hospital. However, the League of Friends is working on creating a Trolley Service.

4. About Park Royal Centre for Mental Health

Wards

Park Royal Centre for Mental Health is made up of a number of buildings.

The following wards are all in the main building:

(Ground floor)

Pine Ward
Mary Seacole Ward (managed by Elderly Services Directorate)
Tamarind Centre (activities centre)
Patient Services
Outpatient Department and Consulting Rooms

(1st floor)

Shore Ward
Pond Ward
Staff offices and meeting rooms
Faith Room

(The following are all in separate buildings:)

Hawthorn Ward
Willow Ward
Juniper Lodge Rehabilitation Unit
Coombe Wood Mother and Baby Unit (managed by Children Services Directorate)

Facilities available in the main building

- Toilets (both single sex and unisex toilets can be found throughout the building, both in corridors and on wards).
- Lifts, to all floors (with buttons at an accessible height for wheelchair users - no Braille buttons or audible announcements)
- Public payphones (on the first floor of the main building and on all wards)
- Refreshment machines (in reception on the ground floor)
- Water dispensers (available on all wards)
- The Sanctuary Garden in front of the building

There are other facilities provided within particular wards and in the Tamarind Centre. Details are given with the individual ward descriptions and Tamarind Centre.

Parking

Parking is very limited on site and you are asked to use public transport wherever you can. Visitors must register their vehicle details at the Reception on the ground floor of the main building and a timed parking permit will then be issued. Central Middlesex Hospital's car park can also be used at a cost of £1 for 4 hours. Parking is free in the ASDA supermarket car park close by. There is no parking in front of the building, except for disabled visitors.

Garden

The Sanctuary Garden is for use by patients of Park Royal Centre for Mental Health and is situated outside the entrance to the main building.

Quiet space

There is quiet space provided on each of the wards. Information is given in the separate ward descriptions.

Communal space

There is communal space on each ward. Information about communal spaces provided, and facilities, including women-only space, can be found in the separate ward descriptions.

Patients' Services

Patients' Services includes a Cashier and Welfare Officer. Services provided are detailed in the section headed Support available while you are in hospital on page no. 55. Opening times are also included.

The Outpatient Department

The Outpatient Department at the Park Royal Centre is based on the ground floor of the main building with its entrance on the right side of the building. It is open Monday to Friday between 9.00 am and 5.00pm. Both adult and elderly clinics are held here for the different consultant teams. Clinics are held weekly for adult and fortnightly for elderly clients, and are by appointment only. Interpreters can be arranged given 48 hours notice. Occasionally students are present during consultations, on request they will be asked to leave.

Access to and from the wards

The wards in Park Royal all have a bell to get in. On most wards, the doors open automatically when you touch a button on the wall to leave the ward. While the doors of Shore, Pine and Pond wards are not generally locked from the inside sometimes they may be. This is usually if someone on the ward is particularly distressed. Where you are in hospital voluntarily, and the ward is locked, a nurse will open the exit door for you immediately when you ask.

Full information about access to and from all wards is included in the relevant ward descriptions.

About the way services are provided and what you have a right to

Generally, which ward you are on is dependent on the area of Brent that you live in since the borough is divided into three sectors - East, North/West and South. This is to try and make sure that your care is coordinated properly both while you are in hospital and when you leave.

You are entitled to receive a good quality and appropriate service, whatever your race, culture, gender, sexuality and whether you are physically disabled or not. We also aim to treat you as an individual and work in a way that enables you to say what your needs are - and to meet those needs.

As well as employing staff from different communities we try to make sure that they know how to meet different people's needs. You can also ask for any of your named staff to be another woman, for example, or from a similar culture, race or sexuality.

Nursing staff on the wards reflect a diversity of backgrounds and skills and aim to foster an atmosphere of mutual respect between patients and themselves. We recognise patients as individuals with overriding rights to dignity, privacy, safety and care. Individual care plans are designed with the patient and/or relatives/carers as far as possible. Our aim is to promote patients' independence and maximise their potential.

Services are provided by what is known as a 'multi-disciplinary team'. This means that the aim is for different staff members' roles to complement each other to give you services, which meet your needs. So there are a range of people involved in making sure you get the care, support and services you need both in hospital and when you leave. A full description of the different people involved is listed on page no. 18.

Confidentiality

Hospital staff have a duty to keep details of your care and treatment confidential. However, they also have a duty to share information considered relevant to your mental health with the combined team responsible for your care. Information is also likely to pass between professionals involved in your care and treatment when you leave hospital.

In extreme circumstances where safety might be an issue, authorities such as the police might be given information. You will be kept informed about this.

You may ask staff not to share information with a carer, relative or partner, for example. Staff have a duty of confidentiality to you, except where the carer is also the 'nearest relative' under the Mental Health Act, in which case this nearest relative is entitled to be given certain information.

Meals

All meals are served on the wards.

Everyone is encouraged to eat healthily and the meals served to you have been prepared according to four guidelines for health: to eat less fatty, sugary and salty foods and to eat more fibre.

There are a variety of meals available, including vegetarian. Kosher, Halal and other diets are also catered for. We aim to provide food, which is appropriate to different cultural and dietary needs. African-Caribbean and Asian food is available, for example. Please let the ward staff know about your needs and they will speak to the dietician.

Enquiries from partners, family and friends

Friends, relatives and partners can find out how you are doing by calling the nurse in charge of your ward. It is better, however, if you speak directly to anyone who rings up. And if you do not want information given out, let ward staff know and this will be respected.

Access to phones

There are payphones on all wards as well as in more public spaces.

Smoking

In order to meet a range of needs different areas are designated smoking and non-smoking. This is in order to create a safe and comfortable environment for all patients and staff. There is a smoking area on each ward. The staff on your ward will show you where these are. We ask you to smoke only in the designated areas.

Alcohol and un-prescribed drugs

You are not allowed to bring alcohol or un-prescribed drugs with you - or to use them - when you come into hospital. It can be extremely dangerous to drink alcohol or take un-prescribed drugs whilst you are on prescribed medication.

We aim to create a safe and comfortable space for all patients, staff and visitors so you are asked to respect others' right not to be around drugs or alcohol. The same applies to visitors and the police are likely to be called where anyone supplies un-prescribed drugs to others. If you or your visitors feel unsafe at any time, please do not hesitate to inform one of the Nurses on your Ward.

If you think you may have a drug or alcohol problem you could speak to your Psychiatrist or the ward staff. Or, you could approach any of the agencies offering help and support listed on page no. 55.

Laundry services

There are washing machines and driers on each ward as well as irons and ironing boards. These facilities are all free for patients to use and soap powder is also provided.

Alarms

There are three different alarm tones you might hear while in Park Royal Centre for Mental Health. These are described below.

- **Alarm to get the attention of other staff**

Staff carry alarms, which they use to call other staff for help. When one of these alarms is activated panels mounted on the walls indicate the area that staff are being called to. This can go on for some time in some instances. Afterwards, you should be given information about what has happened if staff were called to the ward you are on - or if staff from your ward had to go to another ward or area.

- **Fire alarm**

The fire alarm has **two** sounds. You will not be evacuated if you hear an intermittent alarm but staff may evacuate patients if the continuous alarm sounds. Staff will show you which central area to go to if the alarms go off.

Women-only provision

Park Royal Centre for Mental Health has women-only provision on all wards. This includes bed-space, communal space and toilets and bathrooms. Full information is given in the individual ward descriptions.

We are constantly trying to improve the provision we make specifically for women. Staff is expected to respect women's privacy and dignity, by, for instance, knocking and checking whether it is okay to come into your bedroom. You can also request that male staff do not come into your bedroom.

Women can request that any physical examinations are carried out by a woman doctor. As well as that, you may request a woman psychiatrist, doctor, named and allocated nurse, for example. Wherever possible your request will be followed.

Interpreters

If you use British Sign Language an interpreter will be arranged for you when you need it. We will also arrange for interpreters in different languages when you need them. Your need for an interpreter in any language is logged during the assessment process you go through when you first come into hospital.

Leaving the ward

If you are in hospital voluntarily you can generally come and go as you please. However, for health and safety reasons staff does need to know where you are, for instance, in case there was a fire. So you just need to negotiate leaving the ward with your Named or Allocated Nurse. As described earlier, where doors are locked in order to create a safe space they will be unlocked by staff immediately at your request.

If you want to leave the ward for a short time, for instance, to visit a shop you can ask for a nurse - or another patient - to go with you. If you are in hospital under a section, however, you may be required to be accompanied by staff. In either case, nurses may not always be available and you may have to wait before someone is free to go with you.

Moving beds

Sometimes we have to move patients from one ward to another at short notice if a bed is needed or becomes available. In extreme circumstances, you might only be given half an hour's notice but we try very hard to avoid this happening.

As mentioned earlier, which ward you are on is generally dependant on which area you live in because different wards provide services to people who live in different parts of Brent. This is to improve care and ensure continuity so we try to make sure that you are on the ward that provides services to people in your area of Brent. However, there could be times when you might be moved to a ward which better meets your needs.

Leave Arrangements

You go on leave to get used to being outside hospital again. Leave is planned with you and others involved in your care, for example, your care coordinator, family, partner or carer.

Unfortunately, due to pressure on beds, sometimes others need to use your bed while you are on leave. We believe that you are entitled to be given reasons for this, and we will do so. We will try to tell you in advance if this is likely to occur.

If we have had to use your bed in an emergency your belongings will be stored and kept safe. We do suggest that you take your valuables with you, if possible, when you go on leave.

Community meetings

Community meetings take place on the wards and are an opportunity for patients to make comments about and suggestions to improve life on the wards. They take place at different times and are run in different ways on each ward. Information is given in the individual ward descriptions.

5. Your care and treatment in hospital

This section includes information both about particular staff involved in your care, as well as about other staff. Staff are based on individual wards, Tamarind Centre and some at Community Mental Health Teams (CMHT's).

About your care and treatment

Your care and treatment is likely to be based on a diagnosis given to you by the Consultant Psychiatrist allocated to work with you. This diagnosis is based on the range of symptoms you are experiencing and is intended to provide a guide to your treatment. However, you should also be treated as an individual and the impact of your culture, race, gender, sexuality and any disability you have as well as your beliefs and feelings should also be taken into account.

Your treatment should involve a range of approaches which could include medication, talking treatments like counselling, complementary therapies such as relaxation or reflexology, creative therapies such as art, music or drama therapies which aim to enable you to recover.

The aim is to enable you to recover and find ways of dealing with your feelings and your distress so that you can leave hospital and live independently, spending your time in a meaningful way. Fuller information about your care and treatment when you leave hospital is in the section headed "**Your care and treatment when you leave hospital**" on page no. 59.

Given that your care and treatment are approached in this way, there will be a range of staff with different roles and expertise involved in working with you while you are in hospital. These are described below.

The staff team who will be looking after you

Below are descriptions of the different staff involved in looking after you while you are in hospital. While you have named staff when you are in hospital all staff work as a team, doing different jobs which all contribute to providing you with the care you need.

Ward staff at Park Royal Centre for Mental Health do not wear uniforms but do carry identification badges.

DOCTORS

- **Consultant Psychiatrist**

You will be assigned a Consultant Psychiatrist who will be in charge of your treatment while you are in hospital. It is their responsibility to discuss the diagnosis you have been given and the options available for your treatment. It is possible that you will not see the consultant that often. Consultant psychiatrists are also known as the 'Responsible Medical Officers' (RMOs) as they are ultimately responsible for your medical treatment.

It is also the responsibility of both the Consultant Psychiatrist and other doctors to give you information about any medication they have prescribed you and to discuss it with you. This includes discussing dosages, effects and any side effects.

- **Ward Doctor**

A senior Psychiatrist known as a Staff Grade Psychiatrist may oversee your day-to-day care.

You are likely to have most contact with junior doctors known as Senior House Officers (SHOs). These are doctors who work in different departments to gain further knowledge and experience. These doctors will see you at least once a week, and more often if necessary and work closely with your Consultant.

You are also likely to see medical students who are trainee doctors. It is your right to say that you don't want to be interviewed by a medical student or have them present at an examination, though some patients find talking to medical students very helpful.

NURSES

Nurses are the people who will provide your care 24 hours a day. They range in levels of qualification, experience and seniority. We have given information here about their different titles as well as what they are responsible for and about their seniority.

- **Ward Manager**

The ward manager is responsible for running the ward and is responsible for dealing with any concerns you may have which you have not already been able to sort out with your Named Nurse or Allocated Nurse. The Ward Manager is the most senior of all the nurses.

- **Deputy Ward Manager**

Deputy Ward Managers are responsible for day-to-day issues relating to staff and patients. On Pine, Pond and Shore, they are called "Clinical Development Nurses" as they have particular responsibilities for the development of nursing practice.

- **Staff Nurses**

Senior Staff Nurses and Staff Nurses are qualified nurses who spend the most time with patients. They also act as the "Named Nurse".

- **Named Nurse**

Your Named Nurse will be a Staff Nurse. They are responsible for your care 24-hours a day. They are responsible for identifying and meeting the needs of individual patients. You will be assigned a Named Nurse who will meet with you at least twice a week. This will be the same nurse throughout your stay in hospital. You can speak to them about any requests or concerns you may have.

- **Allocated Nurse**

You will also have an Allocated Nurse who will be your contact on each shift. Both qualified and unqualified staff can act as the Allocated Nurse. They are responsible for four or five patients on each shift. When your Named Nurse is on duty they will also be your Allocated Nurse. You can approach your Allocated Nurse to discuss any immediate problems or issues you may have during that shift.

- **Nursing Assistants**

Nursing Assistants provide assistance and support to qualified nurses, and have different levels of experience and qualifications.

- **Student Nurses**

Student nurses, as their name suggests, are training to qualify as Registered Mental Health Nurses (RMNs).

Descriptions of the roles of other staff who are also involved

Below are descriptions of the roles of other staff who will be involved in your care while you are in hospital in different ways - or provide services that it might be useful for you to know about:

- **Occupational Therapist**

Some Occupational Therapists (OTs) are based on individual wards while others are based in the Tamarind Centre. Their role is to work individually with you to assess what your needs might be to live independently when you leave hospital. They might check out how easy you find it to do daily living tasks like washing yourself, cleaning your clothes and your home, cooking, shopping, paying bills.

Many of us are more used to hearing about the work that occupational therapists do with people with physical impairments, for instance, assessing what people need to live at home and then arranging for adaptations such as rails round baths, ramps etc but they also work with mental health service users.

The focus of their work is on the wellbeing of individuals and their aim is to enable individuals to maintain independent and healthy lives. They work with people to help them prepare to leave hospital so also assess what training you might need as well as assess what work you might be able to do. Support and services would then be organised once your needs have been assessed by occupational therapists.

- **Psychologist**

You might also see a psychologist and this would be arranged as necessary. A Psychologists' role is to provide forms of therapy other than medication, including different kinds of talking treatments (also known as psychological therapies). This might include cognitive behavioural therapy, for instance, which aims to help you identify why you behave or react in the ways that you do and then work with you to enable you to change them.

- **Care Coordinator**

Your care will be planned using a structure called the Care Programme Approach (CPA). Depending on the number of services you need to use and level of support you need you will be on either Standard CPA or Enhanced CPA. Further information is given about the Care Programme Approach in the section headed "Your care and treatment when you leave hospital" on page no. 59.

Someone known as a Care Coordinator will co-ordinate your care. This title describes their role rather than their job title.

If you are on Standard CPA then your care coordinator is likely to be your consultant psychiatrist. If you are on Enhanced CPA then your care coordinator could be a social worker, a community psychiatric nurse (CPN) or a Support Worker. The roles of these different members of staff are described in the section headed "**Your care and treatment when you leave hospital**" on page no. 59.

Your care coordinator will visit you in hospital to help plan the care you will need when you leave.

- **Pharmacist**

The pharmacist in the hospital pharmacy can give information about different medication. Increasingly, pharmacists, working in local chemist shops, give information about different medications to anyone in the community who asks for it.

- **Creative Therapist**

You are likely to come into contact - and work with - therapists who work with people in different ways to aid their recovery and enable them to express their feelings, for instance, through art, drama or music.

- **Social Worker**

Social workers are generally based within the Community Mental Health Teams (CMHTs) though some are based at Park Royal. Approved Social Workers (ASWs) also carry out Assessments under the Mental Health Act.

- **Domestic staff**

Domestic staff are responsible for making sure the wards and facilities are clean and appropriate for patients and staff to use. Patients are also asked to contribute to keeping the wards and facilities clean and tidy.

- **Staff on particular wards**

Some wards include staff who only work on that particular ward, for example, Housekeepers and Activity Co-ordinators. Where this is the case information about these staff is included in the relevant ward descriptions.

ROUTINES ON THE WARDS

Information is given below about routines and ways of doing things that are important for you to know about:

- **Ward rounds**

Ward rounds take place on a weekly basis at the same time each week. They generally last for 2-3 hours. They are led by the consultant psychiatrist and

are attended by a variety of professionals, including nursing staff, the junior doctor, social worker, care coordinator or other member of staff from the Community Mental Health Team that provides you with care when you leave hospital. Medical and nursing students may also be there. When important decisions are due to be made, for instance, when you are moving towards leaving hospital, there may be other individuals, for example, from a housing association or other relevant voluntary organisation you might be getting services from. If you have a carer they could also be included.

These meetings are intended to be helpful to you. You should be at the centre of these discussions.

We are aware that it can be daunting to speak up when so many people surround you. You have the right to have an advocate present, whose job it is to put forward your views. Information about advocacy services are given in the section headed "Support while you are in hospital" on page no. 55. You also have the right to negotiate being seen in a smaller group including only, for instance, the ward manager, psychiatrist and a nurse you feel you trust.

One of the main functions of ward rounds is to give you an opportunity to ask questions and discuss your treatment.

You will not be seen every week in the ward rounds. But if you do want to be seen in a specific week you should tell your Named Nurse or the Nurse-in-Charge the day before. The number of times you are seen during ward rounds will depend on your progress. As you recover, you're likely to be seen less often.

Where ward rounds are carried out in a different way on wards, information is included in the relevant ward descriptions. Information about when ward rounds take place on wards is also given in these ward descriptions.

- **Medication rounds**

Medication is generally dispensed 4 times a day. This is known as the 'medication round' and usually involves two members of staff who will call everyone on the ward to the medication room.

You should be told about the medication you have been prescribed, dosage and number of times you need to take it during the day. Doctors are responsible for giving you all of this kind of information.

Since medication rounds are the times when all patients are being given their medication this can mean quite a large number of people all waiting at the same time. While it may seem like the sensible time to discuss issues around medication you've been prescribed it isn't necessarily the best time. The nurses need to concentrate on giving the right medication in the right dosages so won't have the time to have these discussions with you.

However, medication is one of the issues you can discuss at any time with nursing staff, in particular with your Named Nurse.

Medication rounds take place at the following times:

- ❖ after breakfast
- ❖ at midday
- ❖ around 6pm
- ❖ at 10pm

Where this varies on different wards, information is given in the relevant ward descriptions. Medication can also be administered outside of these times "as required", after discussions with the duty doctor. This is known as "PRN" medication.

- **Shift changes**

Ward staff change shift three times a day at the following times:

- ❖ 6.45am
- ❖ 1.30pm
- ❖ 8.30pm

The first and last of the day generally take around half an hour. The shift change at 1.30pm generally takes longer. While most ward staff are involved in the handover, so are unavailable during this time, there should be one member of ward staff available on the Ward to deal with any emergencies. Where shift changes happen at different times on wards information is given in the relevant ward descriptions.

6. Shore Ward

Who Shore Ward provides services to

Shore Ward provides services to up to 28 people at a time who are experiencing a severe mental health crisis who live in the East sector of Brent and are between 16 and 65 years. It is an open ward. Shore Ward also provides outpatient services for mental state monitoring, depot medication administration and respite during the day.

Life on the ward

We aim to provide a relaxed environment on the ward.

The first staff shift change happens around 6.45am. Every morning people staying on the ward have the opportunity to have baths or showers to prepare for the day, which starts with breakfast at 8am, followed by medication being handed out.

After breakfast, you can go off to take part in activities run at the Tamarind Centre, like cookery, keep-fit, developing work skills or getting involved in gardening.

If you can't do this, or don't want to, you can get involved in activities based on Shore Ward, like board games, pool or table football. Or you can watch TV or listen to music you have brought with you.

Some people might go out to local shops or go on leave once this has been agreed and organised.

At an agreed time during the day you would have the opportunity to meet with your Allocated Nurse - or with the Ward Doctor.

You might want to spend time alone - which is fine - and quiet space is provided both in the mixed part of the ward as well as in the women-only space.

At 10am, biscuits and drinks are served.

Lunch is served at noon, followed by medication being given out again. Staff change shift again at 1.30pm.

You can also get involved in any of the activities or groups described above after lunch. Or you might choose to have a sleep. On Wednesday afternoons, you can get involved in the community meeting, which is a chance to talk about anything about the ward you don't like or to make suggestions for improving it.

The Patients' Action Group meets every other Monday afternoon from 2.30-3.30pm in the Tamarind Centre. You can go along to these informal meetings to talk about how you feel about your stay in hospital. This group is run by Brent Mental Health User Group (BUG), which is separate to the hospital and is a user-run group.

A variety of drinks and biscuits is served again at 3pm.

Dinner is served at 5.30pm and medication given out again.

Drinks and biscuits are served when the visitors leave. Nursing staff change shift at 8.30pm.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. Drinks are available 24 hours a day on request. If you experience difficulties in obtaining drinks, please approach one of the nurses on your Ward.

Ward rounds take place on Wednesdays and Thursdays from 9am to 12 noon. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel medication is working or not, or about any side effects and to be part of future plans for your treatment.

Access to and from the ward

Ward staff control access onto Shore Ward in order to create a safe environment for all patients and staff. The door opens from the inside when you press the pad on the wall next to the door. You do need to negotiate your coming and going with ward staff whether you are in hospital voluntarily or under a section of the Mental Health Act.

The door may be locked if someone on the ward is particularly distressed.

Beds and bedrooms

There are six dormitories with four beds in each and four single rooms. Both men and women use this accommodation. There are 5 beds specifically for women, however, the rest of the beds will be used by either male or female patients, depending on the needs of the ward.

A curtain to provide privacy surrounds each bed area in the dormitories. There is also space to store your belongings, which includes a drawer and a wardrobe.

Toilet and bathroom facilities

There are separate toilet and bathroom facilities for women and men, which are all clearly marked.

Women-only provision

This includes a dormitory with four beds as well as a single room. This women-only area also includes a bathroom and toilet. While you can leave the women-only area easily you can only get back in by asking a member of staff who will use swipe card (see page no. 13 for more information about staff's approach to women-only areas).

There is a women-only lounge, which has a TV and video.

Communal areas

Mixed communal areas on Shore Ward are all described below:

Day room and dining area

There is a large communal day room, which includes a dining area. This space has comfortable sofas and includes games, books, a stereo, TV and video for use by patients.

Quiet room

Shore Ward has a non-smoking quiet room, which has a stereo.

Smoking space

Shore Ward has a smoking room with a TV.

Kitchen

Shore Ward has a kitchen, which patients can use at the discretion of nursing staff. People generally use it just to warm up food brought in by visitors or to make snacks or cold food like salads, under supervision.

Telephones

There is a public phone on the ward opposite the nurses' office.

Other facilities

The ward also has two small rooms for small, private meetings with staff and/or patients. There is a laundry room with a washing machine and dryer.

Staff on the ward

As well as the doctors and nurses on the Ward, Shore Ward has the following staff resources:

- A community transfer team made up of a nurse, a social worker and a housing and discharge co-ordinator, which work with those patients who do not already have a care co-ordinator. They provide help with benefits, housing problems and discharge planning and provide support for up to six weeks after you leave hospital.
- An activity co-ordinator, who organises activities for those patients unable to leave the Ward and who works closely with the Tamarind Day Centre.
- A Ward housekeeper who is responsible for environmental issues on the ward and who you can talk to if you have any comments to make about the ward environment.

Activities

An Activity Coordinator organises activities for patients unable to leave the ward.

Visiting Times

Visitors arrive from 6pm and can be around up until 8pm between Mondays and Fridays. At weekends, visitors can arrive from 10.00 a.m.

7. Pine Ward

Who Pine Ward provides services to

Pine Ward is a 26-bedded mixed open acute admissions ward that provides services for people who are experiencing a severe mental health crisis, whose behaviours are deemed challenging and difficult to manage in the community. Pine Ward patients mostly live in the South sector of Brent and are between 16 and 65, however there are times when patients from other parts of Brent could be admitted to Pine Ward on a temporary basis due to shortage of beds in their catchment's area wards.

Life on the ward

We aim to provide a relaxed environment on the ward.

Every morning people staying on the ward have the opportunity to have baths or showers to prepare for the day, which starts with breakfast at 8am, followed by medication being handed out.

After breakfast, you can go off to take part in activities run at the Tamarind Centre, like cookery, keep-fit, developing work skills or getting involved in gardening.

If you can't do this, or don't want to, you can get involved in activities based on Pine Ward, like playing board games, pool or you can watch TV or listen to music you have brought with you. You can also get involved in any of the activities or groups described above after lunch. Or you might choose to have a sleep. If you are interested in Occupational Therapy (OT), you will be assessed by the Occupational Therapist who will jointly work with you to try to identify your areas of interest or any independent living skills that you would like to acquire whilst in the hospital such as shopping, cooking, social skills training. There are other activities organised by the occupational therapy department such as art, pottery, creative writing, poetry, music therapy, and publishing, which are either done on the ward or at the Tamarind Centre.

Some people might go out to local shops or go on leave once this has been agreed and organised between the multi-disciplinary team (MDT) and the individual patient and/ or their relatives or carers.

At any time during the day you have the opportunity to meet with your Allocated Nurse - or with the Ward Doctor.

You might want to spend time alone - which is fine - and quiet space is provided both in the mixed part of the ward as well as in the women-only space.

At 10am, biscuits and drinks are served.

Lunch is served at noon, followed by medication being given out again, and only people who are due medication will be called and administered their prescribed medication.

There are three staff shift changes mostly referred to as Nurses' handovers. The first staff shift change of the day happens at around 6.45am. Staff change shift again at 1.30pm, and the night shift change happens at 9.00pm.

The Patients' Action Group meets every other Monday afternoon from 2.30-3.30pm in the Tamarind Centre. You can go along to these informal meetings to talk about how you feel about your stay in hospital. This group is run by Brent Mental Health User Group (BUG), which is separate to the hospital and is a user-run group.

A variety of drinks and biscuits are served again at 3pm.

Dinner is served at 5.30pm and medication given out again. On Tuesday evenings, you can get involved in the community meeting, which is a chance to talk about anything about that you like most and also those on the ward you don't like or to make suggestions for improving it.

Drinks and biscuits are served when the visitors leave around 8.00 p.m.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. Drinks are available 24 hours a day on request.

Care Programme Approach (CPA) takes place on Tuesday mornings, and Ward Rounds take place on Wednesdays and Thursdays between 8am and 1.30pm. These forums are opportunity for you to talk about how you are finding your treatment, about whether you feel your medication is working or not, or about any side effects and to be part of future plans for your treatment. Most times, you are welcomed to invite your relatives, carers or an advocate and any other agency or discipline of your choice to attend your ward round. Majority of decisions about your care and treatment whilst on the ward are made in these forums, so as much as possible we encourage patients to take the centre stage and to be more active in the decision making processes pertaining to their stay on treatment plans.

Access to the ward

Even though, Pine Ward is considered an open acute admissions ward however, the ward staff controls access onto the ward in order to create a safe environment for all patients and staff. The door opens from the inside when you press the pad on the wall next to the door. You do need to negotiate your coming and going with ward staff whether you are in hospital voluntarily or under a section of the Mental Health Act.

The door may be locked if someone on the ward is particularly distressed.

Beds and bedrooms

Pine Ward provides sleeping accommodation for eight women and 18 men. A curtain to provide privacy surrounds each bed area in the shared rooms. There is also space to store your belongings, which includes a drawer and an wardrobe, which can sometimes be locked.

Toilet and bathroom facilities

There are separate toilet and bathroom facilities for women and men.

Women-only provision

This includes one room with two beds, a single room with an en-suite shower and a second single room. Rooms include a large wardrobe where you can keep your belongings. This women-only area also includes a toilet, bathroom and shower facilities. There is another dormitory with three beds, which can be used for women when necessary. You can leave the women-only area by using the relevant button on the wall but entry is only by swipe card, carried by staff members. There is a women-only lounge with comfortable sofas, a TV and video.

Communal areas

Mixed communal areas on Pine Ward are all described below:

Day room and dining area

There is a communal lounge with comfortable sofas, which includes a dining area. This space includes games, books and a TV and video for use by patients.

Quiet room

Pine Ward includes a non-smoking quiet room with a TV.

Smoking space

Pine Ward has a designated smoking room with a TV.

Kitchen

There is a kitchen on the ward, which is generally used by patients to warm up food brought in by visitors or to make snacks or salads under supervision.

Telephones

There is a public phone opposite the nurses' office.

Garden

Pine Ward has an enclosed courtyard for use by patients on this ward.

Other facilities

The ward also includes a visitors' room and a room for small, private meetings as well as a laundry room with a washing machine and dryer.

Activities

Activities are run by two of the Occupational Therapists based at the Tamarind Centre for anyone who can't leave the ward. As well as the activities described above, a group is run on the ward every Tuesday afternoon.

Ward rounds

There are two ward rounds on Pine Ward each week. One happens on Wednesdays and the other on Thursdays, both between 8am-1.30pm.

Visiting times

Visitors arrive from 6pm and can be around up until 8pm between Mondays and Fridays. During weekends, visitors can arrive from 10.00 a.m.

8. Pond Ward

Who Pond Ward provides services to

Pond Ward provides services to up to 28 people who are experiencing a severe mental health crisis who live in the North West sector of Brent and are between 16 and 65. It is an open ward.

Life on the ward

We aim to provide a relaxed environment on the ward.

Every morning people staying on the ward have the opportunity to have baths or showers to prepare for the day, which starts with breakfast at 8am, followed by medication being handed out.

After breakfast, you can go off to take part in activities run at the Tamarind Centre, like cookery, keep-fit, developing work skills or getting involved in gardening.

If you can't do this, or don't want to, you can get involved in any of the activities organised on Pond Ward. A timetable is in the main corridor. There is an exercise bike you can use or you could use the table tennis table or play pool. Magazines are available and a daily paper is available. Flasks of tea and coffee are available all day in the day room. You can also watch TV or listen to music you have brought with you.

A community meeting is held each week at 10am on Fridays. This is a chance to talk about anything about the ward you don't like or to make suggestions for improving it.

Some people might go out to local shops or go on leave once this has been agreed and organised.

At any time during the day you have the opportunity to meet with your Allocated Nurse - or with the Ward Doctor. You should expect to meet with your named nurse at least twice a week.

You might want to spend time alone - which is fine - and quiet space is provided both in the mixed part of the ward as well as in the women-only space.

At 10am, biscuits and drinks are served.

Lunch is served at 12.30pm, followed by medication being given out again. Staff change shift again at 1.30pm. The first shift change of the day happens around 6.45am.

After lunch you can also get involved in any of the activities or groups described above. Or you might choose to have a sleep.

The Patients' Action Group meets every other Monday afternoon from 2.30-3.30pm in the Tamarind Centre. You can go along to these informal meetings to talk about how you feel about your stay in hospital. This group is run by Brent Mental Health User Group (BUG), which is separate to the hospital and is a user-run group.

A variety of drinks and biscuits is served again at 3pm.

Dinner is served at 5.30pm and medication given out again.

Drinks and biscuits are served at 8.00 p.m. Nursing staff change shift at 8.30pm.

During the evening a video is often shown, pool or table tennis arranged or you can play board games with others.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. Drinks are available 24 hours a day on request.

Ward rounds take place on Tuesdays and Wednesdays and Fridays from 9.30am to 12 noon. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel it is working or not, or about any side effects and to be part of future plans for your treatment.

Beds and bedrooms

There are five dormitories with four beds in each and four single rooms. Both men and women use this accommodation.

A curtain to provide privacy surrounds each bed area in the dormitories and space is provided for you to store your belongings. Keys for your lockers are obtainable from the nursing staff.

Toilet and bathroom facilities

There are separate toilet and bathroom facilities for women and men.

Women-only provision

The women-only area includes a dormitory with four beds as well as one single room. Each bed area includes a lockable wardrobe to keep your belongings in. The women-only area also includes a bathroom and toilet. You can leave the women-only area by using the relevant button on the wall but entry is only by swipe card, carried by staff members (see p13 for more information about staff's approach to women-only areas).

The women-only lounge with comfortable sofas has a TV and video.

Communal areas

Mixed communal areas on Pond Ward are described below.

Day room and dining area

The main non-smoking day area, which includes a dining area, has a TV, video, stereo and pool table as well as an exercise bike.

Quiet rooms

A quiet room is next door to the day room and can be used to get some quiet space or sit and read.

Smoking space

The smoking area has a TV.

Kitchen

There is a kitchen on Pond Ward.

Telephones

There is a public telephone outside the main office.

Other facilities

A board displays names and photographs of staff on the ward.

The ward also includes a room for small, private meetings and a utility room with a washing machine and dryer.

Activities

There is a programme of ward-based activities on the ward. Details are put up on the notice board in the corridor.

A selection of games, art and reading materials, including a daily newspaper, is available in the main day room.

Community meetings

Community meetings are chaired by patients and feedback given to the Ward Manager. These meetings are intended to provide an opportunity for patients to have open discussions about issues on the ward.

CPA Meetings

Care programme Approach meetings take place Monday mornings, Tuesday afternoons and Thursday afternoons. You should expect to have a CPA meeting before you are discharged from Pond Ward.

Visiting Times

Visitors arrive from 6pm and can be around up until 8pm Mondays to Fridays. During weekends, visitors can arrive from 10.00 a.m.

9. Hawthorn Ward

Who Hawthorn Ward provides services to

Hawthorn Ward is the Intensive Care Unit at Park Royal Centre for Mental Health. It provides services for up to 13 people between 16 and 65 years who need a safe and secure environment because their distress means they present a serious risk of harm to themselves or others. Most patients only stay for a few weeks though you can stay for up to six months. Hawthorn Ward provides its services to people across Brent and Harrow.

Life on the ward

Everyone on the ward is encouraged to get up for breakfast, which is served at 8.30am, followed by medication being given out.

After breakfast, various therapy groups are run for you to take part in. Times and locations are posted on the notice board.

The routine on Hawthorn Ward is generally quite unstructured and you can get involved in whichever activities you find least stressful.

You can watch TV or a video or play pool, table tennis or table football - or with the play-station. There is also a stereo you can use. Or you could choose to stay in your own room and read or listen to music you have brought in. Since everyone on Hawthorn Ward has their own rooms you can smoke in your room if you want to.

Some people might go out to local shops or go on leave once this has been agreed and organised.

At any time during the day you have the opportunity to meet with your Allocated Nurse - or with the Ward Doctor.

Lunch is served at 12.30pm, followed by medication being given out again. Staff change shift again at 1.30pm. The first staff shift change of the day happens around 6.45am.

You can get involved in any of the activities described above after lunch. Or you might choose to have a sleep.

Dinner is served at 6pm and medication given out again.

Nursing staff change shift at 8.30pm.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. Drinks are available 24 hours a day on request.

Ward rounds take place on Wednesday mornings. Everyone is usually seen at this time but, if not, then on Thursday afternoons. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel medication is working or not, or about any side effects and to be part of future plans for your treatment.

Beds and bedrooms

The ward is for both women and men and each patient has their own room to which they have a key. You are also given a locker behind the staff office in which to keep items, which cannot be kept on the ward. This includes items such as aftershave bottles and shaving foam, but a full list is available on the ward.

Toilet and bathroom facilities

There are both separate and unisex bathroom and toilet facilities for women and men.

Women-only provision

The women-only area includes two single rooms with en-suite shower and toilet facilities. There is also a women-only bathroom and toilet on the ward.

Communal areas

All communal areas on Hawthorn Ward are mixed and are described below.

Day room and dining area

The central day area has a television and video and includes the dining area. This area is no smoking.

Quiet room

There is no quiet room on Hawthorn Ward since everyone has a single room.

Smoking

There is no separate smoking space but you can smoke in your own room if you want to.

Telephones

There is a public phone in the dining area during the day.

Other facilities

The ward includes a visitors' room and a utility room with a washing machine and a dryer.

Garden

There is a secure garden area attached to the ward, which you can use, with staff.

Activities

The ward includes a recreation room with a pool table, table tennis table, table football, TV, stereo and play-station.

Meal times

Meals are served 30 minutes later than on other wards so breakfast is at 8.30am, lunch at 1pm and dinner at 6pm.

Visiting the ward and access

Visitors arrive after dinner - since they can't be around during mealtimes - and they can be around until 8pm. Friends are also not permitted to visit without the express agreement of a senior member of the nursing staff, so you need to discuss this with staff.

Access to the ward is via a locked door with an intercom system. Once inside, staff will escort visitors through the airlock. Nursing staff since some items are not permitted, nursing staff must check any items being brought onto the ward. If the staff feel it is necessary, they may search visitors. Patients may also be searched when they return from leave if nursing staff feel it is necessary.

Patients and visitors are not permitted access to the nursing office or administrative parts of the ward.

Ward rounds

Most people on the ward are seen in each ward round which takes place on Wednesday mornings. However, if you aren't seen during this ward round then you will be seen on Thursday afternoon.

10. Willow Ward

Who Willow Ward provides services to

Willow Ward provides services for up to 20 men only. It provides services for men between 16 and 65 years from across Brent and Harrow. It is a secure ward that aims to meet the needs of men with a long history of mental illness, unable to care for themselves independently and who present with challenging behaviour.

The aim is to provide a safe environment where patients can be assisted and taught to manage their behaviour and illness. The emphasis is on rehabilitation and normalisation as a preparation for leaving to move into the community. Patients generally stay for up to four years.

Life on the ward

Everyone is called for breakfast at 8am, after which medication is handed out. You can choose to have a bath or shower before or after breakfast.

A number of therapy groups are run during the day for you to take part in.

You are also expected to be involved in daily living tasks like washing your clothes, cleaning your room etc.

Weekly trips are arranged so that you can use facilities provided in the community.

Lunch is served at noon, followed by medication being given out again. Staff change shift again at 1.30pm. The first staff shift change of the day happens around 6.45am.

During the day you can get involved in any of the activities provided on Willow Ward, including watching TV or a video, playing pool or table football. Or you can use your own room when you want some time alone.

Some people might go out to local shops or go on leave once this has been agreed and organised. When you go out, whether it is with a member of staff or not, you need to be back on the ward by 9pm. The exception to this is where you have agreed overnight leave from hospital.

At any time during the day you have the opportunity to meet with your Allocated Nurse - or with the Ward Doctor.

Dinner is served at 5.30pm and medication given out again.

Nursing staff change shift at 8.30pm.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. You can make drinks anytime you like.

Ward rounds take place on Thursday mornings. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel medication is working or not, or about any side effects and to be part of future plans for your treatment.

Beds and bedrooms

All patients have their own rooms.

Toilet and bathroom facilities

Toilets, bathroom and shower facilities are all shared.

Communal areas

Communal areas on Willow Ward are described below.

Day room and dining area

There is a lounge with a dining area. A second lounge includes a pool table, table football, television and video to which there is free access.

Quiet room

The ward includes a quiet room.

Smoking space

You can smoke in both the main day area and lounge.

Telephones

A public phone is available in the dining area.

Other facilities

Facilities are provided for patients to make their own tea and coffee. The ward includes rooms for small, private meetings and a utility room with a washing machine and dryer.

Activities

Individual and group therapy is provided and all patients are expected to participate.

Visiting the ward and access

Visitors arrive from 6pm and can be around up until 8pm. All visitors to the ward have to gain access via an external locked door with a buzzer system. Once through this door staff will provide entry through the airlock onto the ward. Visitors need to check with staff what items are permitted on the ward when they arrive. There are clear guidelines in relation to visitors on the ward which staff is happy to provide on request.

11. Juniper Lodge

For whom Juniper Lodge provides services

Juniper Lodge is in a separate building at Park Royal Centre for Mental Health. It provides services to up to six men only from across Brent and Harrow.

Its aim is to provide an environment where men can learn to care for themselves again in a supportive atmosphere. Residents do all cleaning and cooking. Nurses and therapy staff work with individuals and in groups to assist this process as well as to support residents to use community services.

Residents generally stay at Juniper Lodge for up to two years before moving back into the community.

Life on the ward

Every day at 9am residents take part in a meeting to discuss who is going to do what that day. This includes dividing up tasks like cooking and shopping. Residents do all their own cooking and preparing of food.

Therapy groups and one-to-one sessions take place throughout the day.

You might also meet at any time during the day with your Named Nurse or Allocated Nurse.

Since the aim of Juniper Lodge is to prepare you to leave and return to spending your time in the community, outside of these organised sessions how you spend your time is up to you.

You can choose to visit the local leisure centre or library, for instance, or to do a course at a local college.

You can make yourself drinks anytime during the day.

There are no medication rounds since residents are responsible for dealing with their own medication.

Ward rounds take place every Monday afternoon at 2pm but only one resident is seen each week.

Beds and bedrooms

Everybody in Juniper Lodge has their own single room. They also have their own key to their room.

Toilet and bathroom facilities

Residents share toilet, bathroom and shower facilities.

Communal areas

Communal areas in Juniper Lodge are described below.

Day room and dining area

There is a day room with a dining area. You can't smoke in this space.

Quiet room

There is a quiet room with a stereo.

Smoking space

A smoking area is provided.

Kitchen

Juniper Lodge has a kitchen which residents use all the time. The kitchen also includes a washing machine and dryer.

Telephones

There is a public phone in the day room.

Other facilities

There is a meeting room, which is used for private meetings with residents. This include, for example, ward rounds and care planning meetings.

Activities

An occupational therapist works with residents to develop daily living skills before leaving Juniper Lodge.

Visitors

Visitors are welcome to visit throughout the day. Visitors gain access by ringing the bell and either a resident or staff member will open the door.

Medication

All residents deal with their own medication.

12. Mary Seacole Ward

Who Mary Seacole Ward provides services to

Mary Seacole Ward provides services for up to 24 women and men over the age of 65 diagnosed with a whole range of mental illnesses. The ward is part of CNWL's Elderly Services Directorate, and is not managed by Brent Mental Health Service.

The aim of the ward is to assist people in achieving mental health and enabling them to maintain their independence wherever possible.

Life on the ward

The day starts with staff helping people to get ready for the day - and for breakfast, which is between 8.30 and 9.30am. The first medication round of the day happens after breakfast.

A doctor sees everyone on the ward every day and by the Consultant sees everyone on the ward every other week during the Ward Rounds. The Ward Rounds are held on Fridays from 10.30am-12 noon or alternate Mondays, Wednesdays and Thursdays from 9.30am-12 noon.

During the day, various activities are organised by occupational therapists and the staff on the ward. Examples are a current affairs quiz group; relaxation and memory lane groups but there are lots more you can get involved in. You can also spend time on your own or watching TV with others, for instance.

Lunch is from 12 noon to 1pm when medication is handed out again.

Staff change shift again at 1.30pm. The first staff shift change of the day happens around 6.45am.

You can go out to local shops either on your own or with friends or relatives or nursing staff - or on leave - once this has been agreed and organised.

Outings are also organised from time-to-time, for instance, to the theatre.

Nursing staff change shift at 8.30pm.

Dinner is served from 5-6pm, followed by medication being handed out.

Medication is handed out again at 10pm. You can choose to go to bed then or you can watch TV until midnight. Drinks are available 24 hours a day on request.

Ward rounds take place every other week on Mondays, Wednesdays and Thursdays from 9.30am-12 noon and on Fridays from 10.30am to 12 noon. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel medication is working or not, or about any side-effects and to be part of future plans for your treatment.

Beds and bedrooms

All bedroom areas are either only for men or for women. The men's area consists of a room for three men, another for two men and a single room. There are also two single rooms, which can be used for either women or men depending on who needs the space.

Toilet and bathroom facilities

All toilets are separately for women and men. There is a shower room for men.

Women-only provision

This area consists of four dormitories with four beds in each. There are also two bathrooms for women.

Communal Areas:

Day room and dining area

There is a large lounge and dining area, which leads to a conservatory. Games, books and a TV are available for patients to use. Communal areas are all for the use of both women and men.

Quiet room

The smoking area can be used as a quiet room in the evenings.

Smoking space

There is a smoking room.

Kitchen

Patients cannot use the kitchen.

Telephones

There is a public phone outside the ward office.

Other facilities

Mary Seacole Ward's lounge leads into a conservatory.

Activities

All activities are provided on Mary Seacole Ward. Examples of activities are reflexology, reminiscence groups and hair and beauty sessions.

Ward rounds

There are four ward rounds every two weeks on Mary Seacole Ward. They take place every other Monday, Wednesday and Thursday from 9.30am to 12 noon and Friday from 10.30am to 12 noon.

Visiting Times

Visitors arrive from 3.15 and can be around up until 8pm Mondays to Fridays.
At weekends, visitors arrive from 10am and can be around up until 8pm.

Comments/Complaints

If you want to make comments or complaints about Mary Seacole Ward then you need to contact:

Maggie Bambrick

Manager of Mary Seacole Ward

Office phone: 8453 2343

Patients' phone: 8965 6208

13. Coombe Wood Mother and Baby Unit

Who Coombe Wood Mother and Baby Unit provides services to

Coombe Wood Mother and Baby Unit provide services to up to 10 women with babies aged up to a year and is part of CNWL's Children's Directorate. It is not managed by Brent Mental Health Service. The aim is to provide women with appropriate support depending on the nature of their distress and to provide support with parenting.

Life on the ward

Everyone is generally woken up around 8am. You all help yourselves to continental breakfast up until 10am.

Various individual and group meetings with staff, including nurses, doctors, child psychotherapists take place on different days. The aim of this work is to support you in developing your parenting skills.

The main focus of activities on the ward is to provide you with support you need in caring for your baby.

Lunch is served between 12 noon and 1pm. The staff change shift again at 1.30pm. The first staff shift change of the day happens around 6.45am.

You can go out to local shops or on leave when this has been agreed and organised.

Dinner is served at 6pm.

Ward rounds take place from about 10am-12 noon on Friday mornings. This is an opportunity for you to talk about how you are finding your treatment, about whether you feel medication is working or not, or about any side-effects and to be part of future plans for your treatment.

Beds and bedrooms

There are 10 individual bedrooms as well as two family rooms.

Toilet and bathroom facilities

There are three communal bathrooms. The two family rooms have en-suite bathrooms.

Communal Areas:

Day room and dining room

There are two-day rooms, one used for feeding the babies and the other a lounge with a TV.

Quiet room

There is no separate quiet space provided since women all have their own rooms.

Smoking space

There is a smoking room.

Telephones

A public phone is provided in the lounge.

Other facilities

There is a therapy room, which is used by both the art therapist and occupational therapist to run groups.

Activities

A mother and baby interaction group is run once a week, baby massage group run as required, group psychotherapy once a week. Other groups are run when necessary. In the past, this has included a fathers' group.

Visiting the ward and access

Visiting is quite flexible at Coombe Wood. Generally, visiting takes place between 4 pm and 10pm.

Community meetings

Community meetings do not currently take place but how this could be done is being considered.

Medication

Medication is handed out at times which fit with women's looking after their babies.

Comments/Complaints

If you want to make comments or complaints about Coombe Wood Mother and Baby Unit then you need to contact:

Brenda Nahaul

Manager of Coombe Wood

Office phone: 8453 2227

Patients' phone: 8961 7344

14. Activities and therapies provided from the Tamarind Centre

Our Approach

In the Tamarind, we aim to provide a welcoming and safe environment that encourages participation in groups, learning, and building upon skills, as well as opportunities for self-expression and personal development.

Occupational Therapists work with a client-centred approach, which means we view you as an expert on your own life, health, and well-being. Therapy programmes reflect what you, as an individual, would like to work on in the areas of work, rest, and recreation.

The Arts Therapists, such as the Music - and Art Therapists, have a different approach to how they will work with you. They encourage self-expression through music and art in a safe and containing environment.

The Tamarind Therapy Centre also offers a range of other therapies and activities on a session basis. These include Salsa dancing, reflexology, Shiatsu, and drama therapy.

How the range of Therapies at the Tamarind Centre are offered to you

As an in-patient at Park Royal Centre for Mental Health on Pine, Pond, or Shore ward, you have an automatic referral to the Tamarind Therapy Centre.

There are link Occupational Therapists on every ward and they will come to see you within your first few days of hospital admission.

You will have the opportunity to discuss with the Occupational Therapist what groups you would like to attend and therapies that would be suitable for to engage in. From here, service users who attend the Tamarind Therapy Centre will have the opportunity to have a further assessment to determine if the group programme is meeting your individual needs. Where it has been identified that it is not meeting your needs, individual therapies are offered in order to plan for your discharge and make a smooth transition back into your community.

The range of groups on offer in the Tamarind Therapy Centre

- Craft group
- Brent Qest (training/work/advice)
- Magazine group (writing and computer work)
- Salsa dancing
- Balance your life (work, rest, recreation balance)

- Cultural cookery (learn to prepare cuisine from around the world)
- Music therapy group
- Discussion group (with quiz or current affair themes)
- Community and leisure (exploring recreation options in Brent and throughout London)
- Drama therapy group
- Reflexology and Shiatsu (individual only)

Opening Times

The Tamarind Therapy Centre is currently open from 9am-5pm. The group programme runs from 10am-12pm and 2pm-4pm. Individual sessions are booked between 9am and 5pm.

Your Suggestions

At the Tamarind Therapy Centre, we liaise closely with Brent User Group (BUG). BUG offer a patient action group every Monday fortnight in the Tamarind Centre and all views and suggestions can be formally given through this group. However, you can always speak to any member of the Tamarind Team, and we will incorporate your suggestions into the group programme review, which takes place every 10-12 weeks.

15. The Mental Health Act and your rights

You may come into hospital voluntarily or under a section of the Mental Health Act. If you enter voluntarily you have the right to refuse treatment and to leave hospital at any time. However, if your state of mind is considered by staff to be potentially dangerous to yourself or others then staff may invoke the Mental Health Act to detain you.

Before you can be detained under section three people must agree that you should be in hospital. (There are exceptions, however, for instance, situations believed to be urgent or acute). There are different types of section. The most common are:

- Section 2** Admission for assessment (or assessment followed by treatment) for up to 28 days
- Section 3** Admission for treatment for up to six months, renewable for a further six months, then for periods of up to a year at a time
- Section 4** Emergency admission for assessment for up to 72 hours
- Section 5(2)** Allows emergency detention of a patient already in hospital for a maximum of 72 hours. This allows time for professionals to assess the need for a further section
- Section 5(4)** Allows a registered nurse to detain an in-patient being treated for up to six hours

A booklet is available on all wards, in a number of different community languages, which explains the Mental Health Act and the different sections in more detail.

Appealing against a section

You can appeal against a section in several ways. You can talk to your psychiatrist. Or your nearest relative may have some power to discharge you.

You can go to the Hospital Manager and ask for your case to be reviewed.

You can approach the Mental Health Act Manager whose details are in the section headed **Support available while you in hospital**, which follows.

You can also appeal to the Mental Health Review Tribunal. In this case a hearing will be set up at which you and your representative (e.g. an advocate) have a right to be present. This can take some months to happen. Staff can answer any questions you have about making an appeal.

16. Support available while you are in hospital

This section gives information on different organisations, which you could contact, both while you are in hospital, and when you leave. Brief information is given about what these organisations provide as well as about how you can contact them. A range of information leaflets are also available in Reception. Information is also given here about services provided by, or within, the hospital, which might be useful:

Patients' Action Group

The Patients' Action Group is independent of the hospital and is run by Brent Mental Health User Group (BUG). Information about BUG is given later in this section.

Patients' Action Group meetings are held every two weeks in the Tamarind Centre. Posters and leaflets - telling you about the Patients' Action Group and when meetings are due to happen - are displayed throughout Park Royal Centre for Mental Health. The meetings are very informal and aim to be a friendly and safe space for you to raise any issues, which you would like, taken back to hospital staff.

BUG's Group Advocacy Project also facilitates user forums at other mental health facilities in Brent. Anyone who has used any kind of mental health services in Brent can become a BUG member (further information below).

Patients' Action Group

c/o Brent Mental Health User Group (BUG)

Tel: 020 8452 7125 (voice)

Minicom: 020 8830 7044 (text)

ADVOCACY SERVICES

An advocate is someone who can work with you on a one-to-one basis. It is their job to help you work out what you want and then to support you to say what you want or say it on your behalf. They are independent of the hospital.

• Loud and Clear Mental Health Advocacy Project

Loud and Clear provides one-to-one advocacy to mental health service users in Brent and Harrow. Advocates are at the hospital regular times each week.

Tel: 020 8900 2221

- **PACE**

PACE is an advocacy service, which provides one-to-one advocacy to lesbians, gay men and bisexuals in London. The organisation also provides counselling as well as training and provides a range of other services.

Tel: 020 7700 1323

- **Brent Advocacy Concerns**

Brent Advocacy Concerns (BACs) provides advocacy for mental health service users and disabled people with physical impairments in Brent.

Tel: 020 8459 1493

PATIENT SERVICES TEAM

Patients' Services is based on the ground floor of the main building at Park Royal Centre for Mental Health, next door to the Reception. Services include a welfare officer and cashier. Details are given below:

- **Welfare Officer**

The Welfare Officer informs the Department of Social Security (DSS) of patient admissions and discharges by sending medical certificates. They also inform the DSS when patients go on leave to ensure appropriate benefit rates are paid. They are responsible for dealing with inpatient benefits including Income Support and Incapacity Benefit for all wards apart from Pine, Pond and Shore. They do not deal with Housing Benefit as this is dealt with by patients' social workers. They ensure all giros and benefits are received on a weekly basis.

- **Cashier**

Where patients hold an account at the cashiers, money is paid out. The cashier can also pay patients' bills including for gas, electricity and water. Property is received at the Cashiers (including order books, giros, cash). All benefit books are cashed weekly via the post office and forwarded to patients' accounts.

The Cashier's Office is open at the following times:

Monday to Thursday 9.30-11.30am

Friday 9.30-11.30am and 2-3pm

- **Mental Health Act Manager**

The Mental Health Act Manager is the person you go to if you want to appeal against a section of the Mental Health Act.

Tel: 020 8453 2773

- **Mental Health Act Review Tribunal**

If you want to appeal against a section and go to the Mental Health Review Tribunal you need to go the Mental Health Act Manager first (details above). It is their responsibility to arrange this. You could speak to an advocate about taking this forward.

COMMUNITY MEETINGS

As described earlier in the section headed **About Park Royal Centre for Mental Health** on page no. 15, community meetings are held on the wards. These meetings aim to provide an opportunity to discuss your views about the wards and services provided in order to improve them. Information about when community meetings take place on different wards is included in the separate ward descriptions.

OTHER USEFUL INFORMATION AND PHONE NUMBERS

Information is included below about organisations which provide services - or that you can get involved in - while you are in hospital as well as when you leave:

- **Black Women's Mental Health Project**

The Black Women's Mental Health Project provides a range of services, including advice and information to black women. They also visit women in hospital.

Tel: 020 8214 1585

- **Brent Mental Health User Group (BUG)**

BUG is a group made up entirely of people who use mental health services in different ways. Anyone who uses different kinds of mental health services in Brent can become a member.

BUG aims to enable mental health service users to get involved in improving - and planning - services and provides training and workshops around a range of issues to any service users in Brent. It also runs a monthly social and BUG members can set up self-help groups and get involved in the organisation. As well as facilitating the Patients' Action Group BUG's Group Advocacy Project works with service users in different mental health facilities in Brent to enable them to make their views known.

There are details of other organisations and phone numbers, which you might find useful in the section, headed **Useful information and telephone numbers** on page no. 65.

17. Your care and treatment when you leave hospital

Your care and treatment

Since 1990, the care of anyone who uses mental health services in England is now planned within a structure known as the Care Programme Approach (CPA). It is often simply called CPA and you are likely to hear it talked about a lot.

There are two different kinds of CPA - known as 'standard CPA' and 'enhanced CPA'. Which level of CPA your care is planned within depends on the range and number of services you will need to use.

All the professionals involved in making sure you get the care you and staff has decided you need are expected to work closely together. They might be based either in the hospital or in Community Mental Health Teams. Information about the roles of staff largely based and working in the hospital is given in the section headed "**Your care and treatment in hospital**" on page no. 17.

(Further information about the roles of staff based at Community Mental Health Teams is given below.)

Your care plan

This will begin with a meeting between yourself and all relevant staff involved in your care. At the meeting a care plan will be drawn up. You have the right to have someone you trust present. This could be a partner, carer, relative, friend or advocate.

A Care Coordinator (formerly known as a Key Worker or Care Manager) will be named to make sure the plan is followed through and it will be reviewed at regular intervals to make sure your needs are being met.

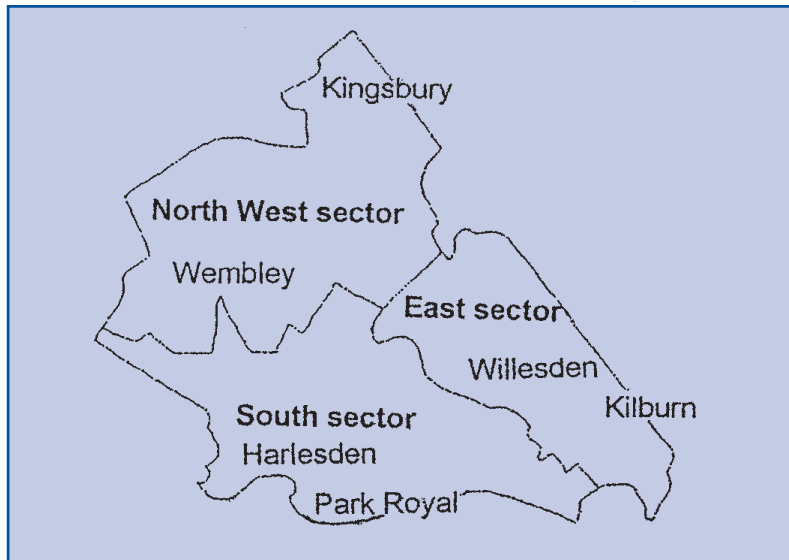
If you and the staff feel you need ongoing support once you leave hospital you could be referred to various services. You might be referred to outpatient services, a day hospital, a day centre or drop-in centre, for example. You might also be assigned a Social Worker, a Community Psychiatric Nurse (CPN) or Support Worker from your sector of Brent. Information about the roles of these staff is given below.

This will be arranged via your Care Coordinator and you will receive these services (known as secondary services) via one of Brent's three sector teams. More information about the way services are organised in Brent is included below.

You will be given a copy of your discharge care plan when you leave hospital.

How services are organised in Brent

Brent is split into three sectors geographically but there is a Brent-wide service called Residential and Daycare Services and an Assertive Outreach Team that you may come into contact with. The sector team (also known as Community Mental Health Team) you deal with depends on which part of Brent you live in. The three sectors are: South, NorthWest and East. A map showing the sectors is shown below.



Information is given below about some of the staff that work in these Community Mental Health Teams as well as about their responsibilities.

Staff in the community mental health teams and their roles:

- **Service Manager**

Each of Brent's three sectors has a Service Manager who has overall responsibility for managing both community and inpatient services in their area. They are responsible for managing their ward at Park Royal, their Community Mental Health Team and day hospitals in their sector. They are responsible for making sure complaints about services in their sectors are dealt with.

- **Community Mental Health Team Manager**

Each community mental health team has a Manager who is responsible for overseeing all issues in relation to staff.

- **Care Coordinator**

The title 'Care Coordinator' describes the role rather than the job title of a member of staff and your care coordinator could be someone with a range of job titles.

If you are on standard CPA then your care coordinator is likely to be your consultant psychiatrist. If you are on Enhanced CPA then your care coordinator could be a Social Worker, a Community Psychiatric Nurse (CPN) or, more unusually, a Support Worker. Most Care Coordinators are CPNs.

It is your Care Coordinator's job to make sure your care plan is running smoothly and to deal with any problems or questions you might have. They should be your main contact and have overall responsibility for your care plan.

- **Social Worker**

The Social Worker's role is to arrange services for you like going to a day centre or getting involved in further education. They might also help with housing, including supported accommodation, or with benefits or help sort out difficulties at home. They particularly focus on what is often described as 'social care'. Approved social workers (ASWs) can also carry out mental health assessments under the Mental Health Act and have the power to Section someone.

- **Community Psychiatric Nurse**

The Community Psychiatric Nurses (CPNs) will monitor your mental health, talk with you about your progress and discuss issues around medication and medical diagnosis. They form the link between you and your doctor. They can administer medication and may also have other specialist health skills.

- **Support Worker**

The Support Workers are not qualified nurses or social workers but have an important role in working with you on a very practical level. They often provide practical support like helping sort out benefits, going with you to appointments or so that you can do college courses etc.

- **The Assertive Outreach Team**

The Assertive Outreach Team (AOT) is a 24-hour, 7 day a week community based, borough-wide service and works with people suffering from severe and persistent mental illness who are "difficult to engage".

The aim of the AOT is to maintain contact and increase their client's engagement with mental health services and maintain their compliance with treatment programmes. The team provides intensive support for clients in their own homes or in other community settings at times suited to them, using appropriate therapeutic approaches or models in a variety of creative ways.

The team is made up of multi-disciplinary staff with specialist skills dedicated to working with clients accepted into the service. It maintains close working relationships with the Community Mental Health Teams (CMHTs), the In-Patient Services, Day Hospitals, the A&E Psychiatric Liaison Team, GPs, Day Care Centres, the Local Authority Housing Department and several local community resources/services, including voluntary organisations.

18. Leaving hospital

Care planning and ongoing support

Spending time out of hospital and at home will be part of preparing to leave hospital. You might be going home or going to a rehabilitation unit or supported housing and this will be arranged before you leave. You should be involved in all discussions and arrangements, both in ward rounds and any other care planning meetings.

Going on leave

Before you leave hospital you will spend time out of hospital, for instance, at home, to help you get used to being out of hospital. The aim is for your going on leave to be carefully planned with the appropriate staff so that you get the support you need.

Leaving hospital

When you leave hospital you will be given a supply of your medication(s) to last you until your first outpatient appointment or until you see your GP. You need to make sure you have full information about your medication and possible side effects.

Before you leave you may be given an outpatient appointment.

You should have a copy of your CPA plan. Relevant staff should have made sure that you have got all the help you need to ensure that you can get the right benefits.

Your Named Nurse will make sure your property and valuables are returned and answer any of your questions and concerns.

There is a checklist on the following page, which you could use to check that everything that needs to be sorted out before you leave hospital has been.

Checklist

Below is a list of things, which you might need to think about and deal with when you leave the hospital. You could add your own issues to this list.

- Have you let the people you want to know that you are leaving hospital, for instance, who could provide you with support?
- Have you got a copy of your CPA care plan?
- Have you got a record of the date and time of your first outpatient appointment?
- Have you got a supply of any medications you will need until you see your GP?
- Are you clear about how and when to take your medications and any possible side effects?
- Have you got all the help you need with issues like benefits or housing?
- Have you got all your money and valuables?
- Have you completed the feedback form giving your comments and suggestions for improvement?
- Have you completed the ethnicity monitoring form and attached it to your comments and suggestions form?

Anything else you want to remember:

19. Useful Information and Telephone Numbers

Park Royal Centre for Mental Health

Main phone numbers:
020 8453 2765 (voice)
020 8961 8782 (text)

Ward contact numbers

Pine Ward
Office phone: 8453 2740
Patients' phone: 8961 0702

Pond Ward
Office phone: 8453 2095
Patients' phone: 8965 6234

Shore Ward
Office phone: 8453 2210
Patients' phone: 8965 6257

Hawthorn Ward
Office phone: 8453 2052
Patients' phone: 8961 7320

Willow Ward
Office phone: 8453 2189
Patients' phone: 8961 7314

Juniper Lodge
Office phone: 8453 2357
Patients' phone: 8961 2671

Patient Advice and Liaison Service

Office Services Manager 020 8453 2760

Mental Health Act Manger 020 8453 2773

Contact numbers for other organisations in Brent

Asian Women's Resource Centre	020 8838 3462
Brent Carers Centre	020 8795 6240
Brent Deaf People's Ltd	020 8450 6463 (voice) 020 8450 3836 (text)
Brent Irish Advisory Service	020 8459 6655
Brent Mind	020 8451 3200
Cricklewood Homeless Concern	020 8208 1608
NHS Direct (Available 24-hours a day)	0845 4647
Samaritans	020 8459 8585
PACE	020 7700 1323

Where you can get information about services

Brent Mind has produced a guide to mental health services in Brent called **Brent Mental Health Resource Directory**.

You can also visit the following websites for information:

www.brent.gov.uk/mentalhealth

www.cnwl.org

Who to contact in an emergency

If you are experiencing a severe mental health crisis you can contact your GP who usually knows you best.

However, if you need to contact services outside 9am - 5pm, or at the weekend, or on a Bank Holiday, you can phone:

- Accident and Emergency Liaison team on 020 8453 2254, or
- Central Middlesex Hospital on 020 8965 5733, or
- Emergency Duty Team on 020 8863 5250

Contact numbers for sector teams and residential and day-care services

South Sector	020 8937 6360
East Sector	020 8937 6320
North West Sector	020 8937 6343
Residential and Day-Care Services	020 8357 6681

20. Comments, Suggestions, Compliments and Complaints

We are always trying to improve our services and so welcome any comments or suggestions you might have. A form is given to you complete when you leave hospital, and the same forms are on reception for you to complete at any time and put in the suggestions box.

If you feel unhappy about the way you are treated in hospital, or if you disagree with decisions made, first try talking to the staff concerned or to the senior staff member on duty at the time.

If you are not satisfied with the outcome you can consider making a formal complaint. Staff must tell you about how you can make a complaint. There is detailed information and a poster in reception about how to make a formal complaint.

It can be useful to talk things over with someone from an advocacy service. There is also a Patients' Action Group at Park Royal Centre for Mental Health. Details of organisations are all in the section headed **Support while you are in hospital** on page no. 55.

If you want to make a comment, suggestion, compliment, or complaint, you can contact any of the following people:

Ward Managers

If you want to say something specifically about any of the wards, then you should first speak to the relevant Ward Manager, if you can. Ward managers' names and wards they are responsible for are listed below.

Michael Donkor
Ward Manager
Pine Ward

Nhamo Mahovo
Acting Ward Manager
Pond Ward

Selina Cox
Ward Manager
Shore Ward

Cedric Phillips
Ward Manager
Juniper Lodge

Linda Phang
Ward Manager
Willow Ward

Amanda Jack
Ward Manager
Hawthorn Ward

If for any reason this isn't possible or you do not feel it has been dealt with to your satisfaction then you can contact the Service Managers listed below:

Service Managers

Peter Raimes

(Service Manager for Shore, Willow and Hawthorn Wards and Juniper Lodge)

Brent East

13-15 Brondesbury Road

London NW6 6BX

Harrison Aibangbee

(Acting Service Manager for Pine Ward)

Brent South

The Courtyard

5-6 The Avenue

London NW10 4UG

Alex Hamilton-Clarke

(Service Manager for Pond Ward)

Brent North West

36 London Road

Wembley HA9 7SS

All of their contact numbers are in the previous section headed **Useful Information and Telephone Numbers** on page no. 65.

Modern Matron

You can also speak to the Modern Matron, Trevor Barre (Tel: 020 8453 2767) who is based at Park Royal Centre for Mental Health. The Modern Matron role is to ensure that high standards of clinical care are provided across the whole of Park Royal site. Trevor works very closely with all Ward Managers and also has a remit to ensure that environmental issues at Park Royal such as Cleaning, Decoration, Health and Safety and Facilities are addressed.

Site Support Manager

Mark Geelan (Tel: 020 8453 2751)

PALS Officers

Claire Curran (Tel: 020 8453 2773)

Francis Carroll (Tel: 020 8453 2760)

Using the formal complaints procedure

Even if you have spoken to ward managers and service managers, for example, you still have the right to use the Trust's procedure of formal complaints.

Help with making a complaint

Independent Complaints Advocacy Service (ICAS) can also be contacted to make any complaints and to represent you. You can contact them at:

Greater London Citizens Advice
C/o Westminster CAB
Westminster Council House
97 - 113 Marylebone Road
London NW1 5PT
Tel: 0845 120 3784

You could also contact one of the advocacy services listed on page no. 55.

