Information Booklet for Young People and Their Families

Welcome to In-Patient CAMHS at Parkview Clinic
Welcome to Birmingham Children’s Hospital

We have written this booklet to provide you and your family with information about our wards and admission to Parkview Clinic. This information will be discussed with you in more detail by the nurse who carries out your admission.

General Information for You and Your Parents/Carers

The Wards

The inpatient wards at Parkview Clinic are designed to feel home-like with lounges, a dining room, bath/shower rooms and bedrooms. Although the wards take both male and female patients there are single-sex bed areas and single sex toilet/bathroom facilities. We talk to the young people about being respectful of others privacy and we encourage appropriate dress and personal space.

Staff do not wear uniforms. Instead they wear casual clothes and a name badge. Each ward has a photo board containing the names and photographs of members of staff so you know who we are.
At the moment there are 3 different wards at Parkview Clinic although building work is underway to create a fourth ward:-

**Ashfield:**

This is an 8 bedded unit for 11-18 year olds who due to the extent of their mental health difficulties present with a higher level of risk to themselves or others. Assessment and treatment is provided and out of hours admission.

**Heathlands:**

This is a 14 bedded general adolescent unit for 11-18 year olds who need assessment and treatment for a range of mental health difficulties.

**Irwin:**

This is a 12 bedded unit for 11-18 year olds with eating disorders. Assessment and treatment is provided for the physical and psychological difficulties associated with having an eating disorder.
Who works on the wards?

There is a team of staff, (a Multidisciplinary team/MDT) who will work together with you to make your stay as comfortable as possible and to assess and provide the support and care you need.

Meet the Team

Psychiatrist:

They are medically qualified doctors who specialise in working with young people with mental health problems and their families. They take overall responsibility for decisions about diagnosis and treatment. You will have a Consultant Psychiatrist who will oversee your care and usually a ward doctor as well.

Clinical Psychologist:

They help young people when they are struggling with difficult thoughts and feelings. They will ask about your thoughts and feelings and explore how these connect up with the difficulties you are experiencing. They may ask you to complete questionnaires or do puzzles and tasks that can help assess any problems, educational needs or communication difficulties you may have.
They will then use this information to help you and your family understand how and why the difficulties may have developed and using psychological therapies, will work with you to overcome the problems.

**Nurse:**

The nurses are experienced in helping and supporting young people with emotional, behavioural and mental health difficulties. There are always nurses on duty on the ward throughout the day and night. They will be directly involved in your care and in keeping your family informed.

**Ward Manager:**

This nurse has overall responsibility for managing the nursing team and for ensuring that the ward is a safe and caring place to be.

**Named Nurse:**

At the beginning of your admission you will be allocated at least one named nurse, who is a registered staff nurse. The named nurse will be the person responsible for co-ordinating your care and treatment, keeping in contact with your family and making sure care plans and clinical notes are
in order. They will meet with you regularly to talk about any worries and problems you may have and ways of dealing with them. They can also act as a spokesperson for you.

**Clinical Support Worker:**

They assist the nurses in the day to day tasks on the unit. They will spend time with you and work with you to support, practise and reinforce skills to help you to get better.

**Clinical Nurse Specialist:**

They are specialist nurses who will talk to you and your family about care and treatment and help decide whether or not you need to come into hospital. They are involved in overseeing your care during your admission and they help plan and make sure the right support services are in place when you are discharged.

**Occupational Therapist:**

They may carry out different kinds of assessments to identify your specific needs and work with you, either individually or in groups, to help develop your well-being, confidence and independent skills.
Speech and Language Therapist:

They meet with some of the young people to assess their social communication and language skills and offer support. This may be in order to help someone explain things more clearly, understand what people mean and/or let others know their feelings in a safe way.

Family Therapist:

Family therapy aims to help people in close relationships express and explore difficult thoughts and emotions safely. Therapists hope to engage family members in sharing understanding of each other’s experiences and views; build on family strengths and make useful changes in their relationships and lives. Family therapy is tailored to an individual family’s needs so this may mean that family members are seen together or separately or that work is carried out in teams and/or with colleagues to generate multiple ideas in the search for ways forward.
Teacher:

The teachers are based at the Willows Centre which is a James Brindley teaching centre on site for all young people admitted to Parkview. All the teaching staff have experience of both mainstream and special education, are dedicated to looking after the young people at Parkview Clinic and are knowledgeable about mental health.

What do I need to bring with me for my stay on the ward?

You will need:-

• Toiletries
• Day wear
• Night wear (pyjamas, dressing gown and slippers if possible)
• Things to keep you occupied such as books, puzzles, arts and crafts, music and games.
• Many young people bring their own bedding but if you prefer we can provide it.
What about Mobile Phones and Other Technology?

Young people are usually allowed to have mobile telephones and other devices, e.g. iPods, Kindles on the wards. However, there are certain rules about their use depending on the ward you are staying on. Information about this should be clearly displayed on each ward. Please ask us if you are unsure.

The age range of young people on the ward may mean that at times access to things such as Certificate 15 DVDs may be restricted.

Valuables

If you bring valuable things onto the ward it will be your responsibility to keep them safe. We can lock some valuables away for you if you wish.

Life on the Ward

Each ward has its own timetable of activities which will be shared with you. These activities are aimed at supporting your well-being.
**Education**

As part of their timetable all young people are required to access education during their admission. Ward teaching is available for those unable to attend the Willows Centre. Some young people may also be supported to reintegrate back to their own school.

**Therapy Sessions**

Young people will meet individually with members of the team. Each ward also run groups based upon the needs of the young people. Participation in group-work is generally expected of all young people admitted to the service.

**Mealtimes**

The times will vary a little across the units but usually:-
Breakfast is between 8.00 am and 9.00 am
Lunch is at 12.00 pm (noon)
Dinner is at 5.00 pm

You and/or your parents/carers will be able to make choices in advance from a menu for each main meal. Vegetarian options are available.
Specific dietary needs can be catered for, e.g. Halal, nut allergies, so please let us know if you have any special diet needs as soon as possible.

Staff will encourage and advise young people about a healthy diet and the support of a Dietician can be accessed if needed.

**Home Leave**

In most cases young people have regular home leave to be with family and practise new skills in preparation for discharge. The amount of leave can depend on stage of admission and risk factors.

**Your Day-to-Day Care and Safety**

Staff look after all the young people on the ward and try to help everyone get along together as well as they can. There are rules on the ward that everyone has to follow. The staff will go through these with you and will:

- Help you understand what is expected through explaining things clearly
- Support other young people to also follow the rules of the ward so everyone feels safe, listened to and supported
• Provide support to help you manage any strong feelings safely
• Develop individual plans to support your care

**Care Plans**

Individual care plans are written by clinical staff and shared with you and your family. These plans describe different aspects of your needs and are a way of helping you to understand how staff will support you when you need help. They also help to let staff know about how you are to be cared for and help to keep your treatment consistent.

**Noise on the Units**

The ward teams do everything they can to keep a calm and peaceful environment. Sometimes the calm can be disrupted with different noises. The staff will always respond to any noise and disturbance quickly and professionally. The ward staff can let you know where the ‘safe spaces’ are; for example, the designated areas on each ward where young people can go when they need a quiet space to be calm.
• Safety alarms: the wards have a system whereby staff can alert colleagues quickly to get urgent help if needed.

• Fire alarm: this is either intermittent (if the alarm is raised on a different floor) or continuous (if on the same floor). Staff will guide you to safety in the event of a fire alarm. You will hear the alarm when it is tested each week on Fridays at 2.00 pm.

• Telephones: the wards have the telephone ringers on loud speakers so incoming calls can be heard from the corridor.

• Young people: some young people who come here are very unwell or distressed and have difficulties containing their strong feelings. At times you may hear or see young people shouting, crying loudly or even slamming doors or kicking furniture. These situations will be quickly managed by the staff and do not happen every day.
Clinical Meetings

The team meet regularly to make sure that the care and treatment for every young person is thoroughly discussed and planned. This includes:

- Mini Review/Ward Rounds. This is when all the different members of the team meet together to discuss your care and treatment over the last 7 days and plan for the week ahead.

- Review meetings happen every 5-6 weeks. Each meeting lasts 1-1½ hours. You and your family will be invited to join the discussion, hear professional reports about work carried out and progress made and be involved in plans for the 1-2 months ahead.

Confidentiality

- When a person or organisation says that you can speak to them confidentially, this means what you talk about will be kept as private as possible and that they won’t, unless they are very worried about your safety or the safety of others, tell anyone else what you say.
• The rules on confidentiality are different depending on your age, but in CAMHS we always try to get your permission before sharing information about you.

**Looking after and sharing information about you**

We have a duty to help children, young people and families understand how information about them is kept and shared and we include the following information in all our patient information:

Information is collected about your health problem, treatment and care. We store it in written patient records and electronically on a computer. As part of your care and treatment we may have to share some of your information with other people and organisations who are either responsible or directly involved in your care.

If you have any questions and/or do not want us to share that information with others, please talk to the people looking after you or contact PALS (Patient Advice and Liaison Service) on 0121 333 8403 / 8541.
Consent

Although young people aged 16 and above can consent to treatment on their own, we will where appropriate seek consent from both young people and their parents/carers for all aspects of your care and treatment.

Information for your Parents/Carers

Working in Partnership

Although it is the young person who is admitted to the ward, we need the direct and continual involvement of the family, particularly the parents/carers, if treatment is to be successful. We ask that parents/carers take part in all aspects of care and we value your existing knowledge and experience of your son/daughter.

Visiting

During their stay in hospital, it is important for young people to maintain contact with their family and friends.

Each ward will provide specific details about its visiting times according to their programme.
We want you to be involved as much as possible with your son/daughter’s care but also want to minimise disruptions to the school and other ward activities. We ask that you inform the ward about any visits that are planned.

Any visitors under the age of 18 must be accompanied by an adult.

Visitors are asked to keep mobile phones and other devices turned off and out of sight whilst on the wards.

Unfortunately, we cannot provide food for visitors but tea, coffee and soft drinks are available.

**Infection Control**

Please do not visit if you have, or have recently had or come into contact with, any symptoms of an infection including high temperature, cold or flu-like symptoms, diarrhoea and/or vomiting or a rash that may be infectious.

Please use the hand gel provided when entering and leaving the ward/department. Please ask the staff if there is none available.
Safety and Security

The safety of the young people at Parkview Clinic is of utmost concern to the ward teams. No one can walk into the wards from outside as doors are locked for security. All wards have a door buzzer to alert staff of visitors. All unknown visitors will be asked to identify themselves.

Sometimes, the other ward doors are temporarily locked for patient safety. The entrance doors to Ashfield Unit are locked at all times due to the higher level of risk that the team manages.

The risk of harm or violence from one young person to another is very low. However staff remain vigilant and are present throughout the day to ensure everyone’s safety.

If you have any concerns about your child’s safety please raise this immediately with the ward team.

Management of Aggression

If a young person starts to show signs of behaving in a disturbed or violent way, staff will make every effort to try to help him/her calm down.
To help with this, staff will ensure they are aware of what specific things upset and calm an individual by talking to the young person and jointly creating a care plan around this.

If a young person is not able to calm down staff may need to do something else to stop the situation getting out of control. Depending upon the situation a young person may be physically held for as short a time as is possible, so that they cannot hurt themselves or anyone around them.

Nursing staff receive training on how to do this as safely as possible. As a last resort, medication may be given to help a young person become calmer.

Staff will offer support after this type of experience to the young people directly and indirectly involved.

**Other Information**

**Patient and Family Involvement**

Feedback from the people that use our services is very important to us as it helps us develop and improve the way we work.
We welcome your opinion and you will be asked for your views and feedback in various ways throughout the admission.

**The Mental Health Act**

The Mental Health Act is a legal framework within which a person can be in hospital for assessment and/or treatment without their consent.

Typically along with parents’ consent, young people agree to be admitted to our units but the Mental Health Act is used at times when the team become very concerned about a young person’s health and safety and he/she is refusing necessary clinical intervention.

**Comments, Concerns or Complaints**

Please speak to the ward staff or any members of the team if you have any comments or concerns or contact the Patient Advice and Liaison Service (PALS) at the main Birmingham Children’s Hospital site on 0121 333 8403 / 8541.
Please use this space to write down any notes or questions you might have.
Parkview Contacts

Main Reception: 0121 333 9955
Ashfield Unit: 0121 333 8948
Heathlands Unit: 0121 333 8949
Irwin Unit: 0121 333 8950

Health/welfare information is also available from the Family Health Information Centre at the main Birmingham Children’s Hospital site:

Tel: 0121 333 8505
Email: www.child.infoctr@bch.nhs.uk

Useful Websites and Support

BCH CAMHS

Information in respect of the Birmingham Children’s Hospital Child and Adolescent Mental Health Service (BCH CAMHS) is available via this website. The CAMHS services available are described and advice offered. http://www.lotsonyourmind.org.uk
Birmingham Children’s Hospital NHS Foundation Trust (BCH)

This website outlines all the services available at BCH, provides advice to patients and carers and shares the experiences of other patients and their families. [http://www.bch.nhs.uk/](http://www.bch.nhs.uk/)

YoungMinds

YoungMinds is the UK’s leading charity committed to improving the emotional wellbeing and mental health of children and young people. Through their website young people and their families can access free support. [http://www.youngminds.org.uk/](http://www.youngminds.org.uk/)

The Royal College of Psychiatrists (RCPsych)

The RCPsych is the professional body responsible for education, training, setting and raising standards in psychiatry. Through their website young people, parents, teachers and carers can access a range of advice and support. [http://www.rcpsych.ac.uk/default.aspx](http://www.rcpsych.ac.uk/default.aspx)
BBC
This website provides information to support young people and their families to understand what mental illness is and how to support one’s health and well-being
http://www.bbc.co.uk/radio1/advice/factfile_az/mental_health

James Brindley School
This website provides information about the role of the James Brindley Schools in Birmingham and a link to information specifically about the Willows Centre which is the educational provision on site for in-patients at Parkview Clinic
http://www.jamesbrindley.bham.sch.uk/

Mind
Mind is a mental health charity which provides advice and support to empower anyone who has a mental illness. http://www.mind.org.uk/
Headspace Toolkit

Basic information is provided on their website about being an inpatient, what the law says, your rights, who you can talk to, how to speak up (self-advocate) and get others to listen, what to do if you are not happy with your service and other useful information.  
http://www.headspacetoolkit.org/

Mental Health Foundation

This is a charity for mental wellbeing that works across all age ranges and all aspects of mental health. Their website includes a guide to mental health problems, topical issues and treatment options. http://www.mentalhealth.org.uk/

This booklet has been produced by clinicians working in the inpatient CAMHS.

Media Involvement Consent Form
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From time to time we are approached by the local and national media (television, radio, newspapers) to talk about our service and the treatment of young people/families with mental illness.

Sometimes we are asked whether any of the families who we have treated would be willing to get involved in any of these media stories. This is because it can be helpful to get a service user perspective on the treatment that is offered to young people with mental health difficulties. It can be helpful for the public to hear about your experiences of receiving care and treatment and it can also help to raise the profile of our service. If you are happy to be contacted when any such opportunity arises, please indicate this by ticking the box below and providing us with your full name and contact details.

By ticking the box below, you are consenting to be contacted ONLY; you are not agreeing to take part in anything at this stage.
You can, of course withdraw your consent to be contacted for this purpose at any time by contacting Parkview Clinic on 0121 333 9955.

If you do not wish to be contacted please disregard this form.

Please tick and return to ward staff to indicate:

I am happy to be contacted by the Communications Team at BCH to discuss any media opportunities.

☐

Name: ____________________________________________

Signed: __________________________________________

Contact Number: _________________________________

Date: __________________________________________
Further Information

We hope that this information booklet will help you to understand what to expect during your hospital admission. This booklet has been written using the latest information available (sometimes called “evidence”) and is based upon current practice.

Further details are available upon request. If you need more information or have any further worries or questions please ask. You are not alone and we are all here to help.