

Brandon Ward

Information for patients, family and carers



Address

Brandon Ward
Udston Hospital
Farm Road
Hamilton
ML3 9LA

Telephone: 01698 723203

Staff

Senior Charge Nurse: Fiona Young
Charge Nurse: Jane Frame
Charge Nurse: Marie Hughes

Visiting Times

2pm - 8pm

Maximum 2 visitors only per patient please

WELCOME TO BRANDON WARD

We provide assessment and treatment for those experiencing difficulties associated with disorders of the way the brain functions, such as dementia as well as other neurological conditions. Such difficulties can include:

- ❖ Distress, with various causes
- ❖ Behaviours that carers are finding difficult to manage (either at home or in a care home setting)
- ❖ Memory problems
- ❖ Displaying 'at risk' behaviours where the safety of the individual may cause risk to themselves or others
- ❖ Depression

Ward Philosophy

We believe in a holistic approach to care, based on individuality and compassion. This means that patients will at all times be treated with dignity and respect and personal wishes will be taken into account. Next of kin and/or informal carers will be kept informed and involved in all decision making if this is what the patient wants.

How will you help the person I care for?

We assess each individual's needs in terms of their:

- mental health
- Physical health - physical examinations, blood tests and refer for scans if necessary
- emotional well-being,
- practical needs such as what assistance they might need with bathing/eating,
- importantly how to respond to their distress in the best way possible.

We aim to reduce the distress that the person you care for is experiencing, this may be achieved by:

- ❖ Reviewing the medication they are using and what might help them in the future.
- ❖ Specialist treatment and care from the Healthcare Team including nursing intervention, occupational therapy, or clinical psychology. Some patients may benefit from some, or all of these approaches.
- ❖ We wish for carers and family to assist us in our assessment.

WHAT TO EXPECT FOLLOWING ADMISSION

First Few Days after Admission

Due to the change of environment for the individual with dementia, you may observe a ‘worsening’ of symptoms. This can be due to a number of reasons:

- ❖ Change of environment is confusing for individuals with dementia
- ❖ There are other patients who may also be experiencing distress
- ❖ Changes in medication— this can cause the individual to behave differently, but is required to find the best prescription for the individual.

During the first month the Healthcare Team are assessing and monitoring the individual to try and determine the factors that are contributing to their difficulties. These factors could be physical, psychological, social or related to brain changes (affecting communication or understanding). Staff may not have quick answers for you as to why the individual is having difficulties, but can explain the assessment that is being undertaken.

First Month

You may observe the individual you care for becoming stable or continuing to get 'worse'. The Healthcare Team are continuing to assess and intervene to try to determine what treatment might help during this time.

After the First Month

We hope to have reduced the distress experienced by the individual you care for, or will have developed a plan to support the most appropriate care for them. This will be developed as a team, and will be discussed between you and the Consultant Psychiatrist once developed.

When is the Assessment Finished?

The Healthcare Team and Consultant Psychiatrist will consider admission to Brandon as being complete when:

- ❖ Distress has reduced
- ❖ Distress, or behaviours that challenge carers, are considered to be 'managed' safely with support from other services
- ❖ Other symptoms that were causing difficulties have reduced
- ❖ When treatment options have been exhausted and a suitable care placement that can care for the individual has been found.

What can Family & Carers Do to help?

- Nominate a main contact person in large families to share information we provide with the rest of the family. This will save staff having to repeat information frequently allowing them to spend more time with the person you care for.
- For brief or urgent matters approach or telephone nursing staff at any time.
- For important issues ask one of the ward nurses to arrange a meeting with your doctor:
Dr Lynch: Tuesday mornings
Dr Daly: Friday mornings
Dr Carswell: Wednesday mornings
- Respect other patients and their dignity.
- Be involved during the assessment process should we ask for your assistance.
- Make suggestions in the ward suggestion box.

STUDENT NURSES

Brandon Ward is a learning environment and as such we frequently have student nurses on placement within the ward. The students are carefully supervised by trained nursing staff in all aspects of their work.

Please ask for more details if you are unsure about anything.

PROTECTED MEALTIMES

Throughout NHS Lanarkshire we discourage any professional or personal visiting at mealtimes. This allows patients to eat their meals in a stress free environment:

Breakfast: 08:15am — 09:15pm

Lunch: 11:45am — 12:30pm

Supper: 4:45pm — 5:30pm

RELIGIOUS SERVICES

Church of Scotland Service: 11am Thursdays

Roman Catholic Communion: 2pm Sundays

OBSERVATIONAL POLICY

Due to the nature of some mental health difficulties, it may be necessary to keep a closer watch over the person you care for, or offer more intensive support during their stay. If this is necessary it will be explained fully to you and your family.

PERSONAL BELONGINGS

NHS Lanarkshire accepts no responsibility for money or valuables which are not handed in for safe keeping and a receipt obtained. If you want your relative to keep money or valuables in their possession then you will be asked to sign a disclaimer to this effect.

CLOTHING

Families or care homes will be expected to provide clean clothing and take away any dirty clothing for laundering. It may be necessary to supply several changes of clothes per day. Families should consider supplying clothing which is inexpensive and comfortable for the patient to put on and take off, especially if they require assistance with dressing.

TOILETRIES

Families or carers are expected to supply an adequate amount of toiletries and razors for the duration of the patient's stay in hospital.

SMOKING

Smoking is not permitted within the hospital buildings or grounds. The only exception is patients may smoke in ward garden area under supervision of a nurse or visitor.

HOW TO GET HERE

The nearest railway station is Hamilton West on Clydesdale Street. Approx 1.5 miles from hospital

From the station: Turn right and walk to the end of the street. Cross over to Burnbank Road to nearest bus stop to get No. 226 bus. Leave bus on Farm Rd, bus stop adjacent to John Ogilvie High School. The hospital is situated next to the school.

The 226 bus service may also be accessed at Hamilton Bus Station, Brandon St, Hamilton.

Travelling from East Kilbride Bus Station, use the 201 service.

LOCKED DOOR POLICY

The main entrance to the ward is kept locked at all times for safety reasons. The ward can be accessed by holding down the switch at the right of the door and at the same time pull the door open.

On exiting the ward there is a digital keypad at the left hand side. Please ask the nursing staff for the exit code.

Please ensure no patients leave the ward when you are entering or exiting the ward. Ask for assistance from nursing staff if required.

A copy of the NHS Lanarkshire locked door policy is available at the ward entrance or from a member of nursing staff.

DATA PROTECTION

NHS Lanarkshire fully complies with the “Data Protection Act 1998” when dealing with personal information. If you would like access to the health records for the person you care for, or would like further information about your rights under the Act please contact:

Data Protection Manager
NHS Lanarkshire Headquarters
Kirklands
Bothwell.

IF YOU ARE NOT SATISFIED

Most of our patients are happy with the care they receive. However, we would like to hear from you if you are unhappy. It would be helpful if you could raise any issues with staff in the ward involved first, or place any suggestions in the box available on the ward. If you are still unhappy and wish to make a formal written complaint, you can contact:

Patient Affairs Manager,
NHS Lanarkshire Headquarters
Kirklands
Bothwell
01698 858292

OTHER USEFUL LINKS

Mental Welfare Commission

For all matters concerning patient welfare. For further information, telephone 0131 313 8777

Or alternatively visit: www.mwcscot.org.uk

Alzheimer Scotland

For information telephone 01698 275300 / 24 hr Dementia helpline 0808 808 3000

Or alternatively visit: www.alzscot.org

Lanarkshire Links

This organisation is used for Mental Health service users and carers. For further information, telephone 01698 265 232/ 265 254

Or alternatively visit: www.lanarkshirelinks.org.uk

Scottish Recovery Network

Aims to engage communities in debate about how best to promote and support recovery from long-term mental health problems. For further information, telephone 0141 240 7790.

Or alternatively visit: www.scottishrecovery.net

INDEPENDENT ADVOCACY

The Advocacy Project

This organisation aims to enable vulnerable people in Lanarkshire to have a voice and to provide independent advocacy. For further information telephone 0141 420 0961/ lo-call 0845 076 2262.

Or alternatively visit: www.theadvocacyproject.org.uk

CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

For the purpose of your present and future medical treatment, we will record details of your care. Some use may be made of this information for research purposes and to help in the planning of health services for the future. Some information will be processed on a computer. Information about your care and treatment may also be viewed by inspectors authorised by the Scottish Government. At all times great care will be taken to ensure that your information is kept confidential.

The “**Data Protection Act 1998**” gives you the right of access to any personal information which NHS Lanarkshire hold about you either in manual records or on its computers. If you wish to apply for access to your data, or if you would like more information about your rights under the Act you should, in the first instance, contact the **Information Governance Manager at Kirklands House on 01698 858079.**

If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 08453 130 130 or e-mail info2@lanarkshire.scot.nhs.uk

NHS Lanarkshire - for local services and the latest health news visit www.nhslanarkshire.org.uk
NHS Lanarkshire General Enquiry Line: 08453 130 130

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