

Glen Orchy Ward

Information for patients, family and carers



Address

Glen Orchy Ward
Hospital Street
Coatbridge
ML5 4DN

Telephone: 01236 707766

Staff

Ward Manager: Elizabeth Kennedy

Visiting Times

Afternoon 3:00pm - 4:00pm

Evening 7:00pm - 8:00pm

Visiting times are the same every day but arrangements out with these can usually be accommodated by speaking to staff.

Maximum 2 visitors per patient please

If children wish to visit a relative in the ward please ask the nurse in charge beforehand.

WELCOME TO GLEN ORCHY WARD

We provide an inpatient assessment and treatment service for people with dementia and associated illnesses, who are experiencing difficulties associated with their diagnosis which cannot be coped with in the community. This can include:

- ❖ Distress, with various causes
- ❖ Behaviours which carers are finding difficult to manage (either at home or in a care home setting)
- ❖ Displaying 'at risk' behaviours where the safety of the individual may cause risk to themselves or others
- ❖ Depression
- ❖ Psychosis – for example, hearing voices

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 individual?

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

- ❖ mental health
- ❖ physical health – for example physical examinations, blood tests, 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 individual is experiencing this may be achieved by:

- ❖ Reviewing the medication they are receiving and assessing 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

Immediately after admission, there may be a ‘worsening’ of symptoms. This can be for a number of reasons:

- ❖ Change of environment is confusing for individuals with dementia
- ❖ There are other patients in the ward 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.

Over the next number of weeks, we aim to assess and monitor the individual to try and determine the factors which are contributing to their difficulties. We aim to find the most appropriate treatments to help improve the individual’s mental health as much as possible.

When is the Assessment Finished?

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

- ❖ Distress has reduced
- ❖ Distress, or behaviours that challenge carers, are considered to be catered for 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.

How long will the admission last?

Given the many different presentations we see in Glen Orchy Ward, it is difficult to give a timescale for an admission. Admission length will vary with each individual but ward staff will keep you up to date with how the assessment and treatment is progressing.

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 Donaldson: Monday mornings
Dr Bodane: Tuesday mornings
Dr Telfer: Thursday mornings
- ❖ Respect other patients and their dignity.
- ❖ Be involved during the assessment process should we ask for your assistance.
- ❖ Make suggestions at any time if you feel there are things we could do differently.

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: 08:45am — 09:30pm

Lunch: 11:45am — 12:30pm

Supper: 4:45pm — 5:30pm

RELIGIOUS SERVICES

Church of Scotland minister visits the ward every Monday afternoon.

Roman Catholic Eucharistic minister visits on Sunday mornings.

OBSERVATIONAL POLICY

Due to the nature of some mental health difficulties, it may be necessary to keep a closer watch over the individual, 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 the smoke room in Glen Nevis ward which closes at certain times throughout the day for medication rounds, doctor's reviews, activities, meal times & overnight.

HOW TO GET HERE

The number 2 First Bus service from Coatbridge centre stops at School Street. Coathill Hospital is then approximately a 300 yards walk.

Nearby train stations:

- ❖ Whifflet Station – 0.5 miles
- ❖ Coatbridge Central Station – 1 mile

LOCKED DOOR POLICY

The main entrance to the ward is kept locked at all times for safety reasons. The ward can be accessed from the outside by holding down the switch at the left of the door and at the same time pulling the door open. A member of staff will let visitors out of the ward.

Please ensure no patients leave the ward when relatives 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 on request.

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 G71 8BB

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.

If you are still unhappy and wish to make a formal written complaint, you can contact:

Patient Affairs Manager,
NHS Lanarkshire Headquarters
Kirklands
Bothwell G71 8BB
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.mwc.co.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

Elament Website

The Elament website is a Lanarkshire based mental health resource. It contains information on local events and supports as well as more general information on a variety of mental health issues.

www.elament.org.uk

INDEPENDENT ADVOCACY

The ward has a referral system to Equals advocacy. Further information available on request.

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.**

Adapted from Brandon Ward
information leaflet, July 2013

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

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

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