

# The Adolescent Unit

## ▶ Marlborough House



Information Booklet for:

Young Person: \_\_\_\_\_

Keyworker: \_\_\_\_\_

Co-worker: \_\_\_\_\_

Associate worker: \_\_\_\_\_

Young Person's Name:

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Key worker's Name:

.....

Co-worker's Name:

.....

Associate worker's Name:

.....

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# Welcome

Marlborough House Adolescent Unit (the unit) is a supportive setting, designed to help young people like yourself aged from 12-18. The unit works with all different types of needs and difficulties. These can vary from eating disorders, depression, phobias and anxiety related difficulties. The unit's aim will be to work with you and your family to eventually be able to move on with your life and not be held up by these challenges.

The unit offers two types of admission depending upon the nature and need of the illness/difficulties.

These are:

- In-patient admission - our unit is equipped to provide up to 12 young people with an individual bedroom and many facilities to help you through your illness and towards recovery. Our service is open seven days a week, providing 24-hour care, which may be required during your stay.
- Day-patient admission - the unit can offer up to 6 young people a place on the unit Monday-Friday 9am-4.30pm (4pm on a Friday); here you will join with the other in-patients and follow a structured and beneficial programme.

We will be open and honest about your treatment options. All options will be discussed with you and your parents and outcomes will be recorded in your records. For all forms of treatment we will ask for your verbal consent or your parents verbal consent. Under no circumstances will you or your parents be pressured into giving consent. We will however give you time and space to think about how to proceed. If you give consent, but, at a later stage, either you or your parents have doubts, then please share these with a member of your team. Consent can always be withdrawn; however we strongly advise that you discuss this first with a team member.

In situations where you may not be in full agreement with the admission and treatment but it is deemed by the team as in your best interests we may proceed with only your parents' consent, however, we will always continue to support you in giving consent.

In addition to obtaining consent, the team ask that both you and your parents read and sign (where applicable) the 'Permission form' in the back of the notes. The points have been identified as being key areas in relation to your time here on the unit and some points the team feel are particularly key to working together.

At the Unit everyone is treated with dignity and respect; verbal abuse or violence to staff or other young people will not be tolerated. As a team we value the unit environment and all that it offers, with this in mind, we expect you and others to treat it with respect. If property is wilfully damaged we will ask to meet with you and your parents to discuss how any damaged items can be repaired. We may also take this opportunity to discuss your position on the unit.

Lastly, the team hope that you find the following information useful, we believe that it is very important that you read the information provided and that you are able to fully understand what the unit is all about.

The word 'parents' is used throughout the booklet as shorthand for people who have parental responsibility.

## Before you come to the unit

Once it has been decided that the Unit can offer you care and treatment, either as an in-patient or a day-patient, a meeting will be arranged to go through what to expect from your admission to the unit. Understandably you may be finding it hard to decide whether to accept what has been offered, so the aim of this meeting is to help you and your parents learn a little more about the Adolescent Unit service.

A nurse or another unit professional will make contact with you and your parents to arrange the meeting. The visit will involve:

- Opportunities to have another look around the unit.
- Meeting identified nurses who will work closely with you and your family.
- Visiting the Adolescent Unit School and meet with education staff.
- Asking as many questions as you wish.

At this visit we aim to provide you with detailed information about the unit and what to expect once here.

The information that is passed on at these meetings can sometimes feel too much and may be a little off-putting, but hopefully the explanations that follow will help you and your parents cope with your stay here on the unit.

Every young person admitted to the Unit has an initial six-week assessment period. This allows the team an opportunity to get to know you, your parents and any other important people in your life. It is also a chance for you to settle into the unit and get to know the whole team. During this time you will meet some of the following people and probably become involved in individual work and/or family work with them. We believe that such work will play a crucial role in your treatment and recovery:

All of the people described over the next few pages are members of the Multi-Disciplinary Team (MDT) and they all play a vital role in helping you through your stay in hospital and possibly beyond.

*Consultant Psychiatrist & Specialist Registrar (Doctors):*

All patients in the Unit have a named psychiatrist, who will probably be the one that you met at assessment.

With members of the nursing team your Doctor forms part of the core team. He/she will regularly review your emotional and physical health and will be involved to a greater or lesser extent in your treatment; this may involve prescribing medication or being involved in other treatment programmes.

If you have any concerns or problems you wish to discuss about your treatment plans, your Doctor will be happy to meet with you; that is if you do not have regular meetings already planned.

*Key Worker:*

Your key worker will be a qualified nurse from the team who will meet with you weekly at a negotiated time. Your work together will involve having the space and time to think about the reasons for your admission to the Unit, life on the unit and your progress through your stay.

*Co Worker:*

This is also always a qualified nurse from the team; this person has direct contact with your parents twice a week (although your parents are also free to telephone the unit when necessary). The co-worker may also be responsible for nutritional management for some young people and supporting you in the absence of the key worker.

### *Associate Worker:*

This may be either a qualified or an unqualified member (therapy assistant) of the nursing team. This person acts as an additional support within the team for the young person and parents.

The key worker, co-worker and associate worker are known as your key nursing team.

### *All nursing staff:*

This is the largest professional team on the unit. You and your parents will have the most direct contact with the nursing team. Nursing staff are available 24 hours a day, seven days a week. On the rare occasions when all the young people are at home during part of the weekend, staff will be available during day shift hours and can be contacted for support. Our nursing shifts vary and are sometimes confusing, so to help you and your parents understand the shift system, details can be found in 'Further Information section'.

The nursing role is extremely varied on the unit; all are involved in the assessment and implementation of all the young people's care. In addition a key responsibility is to provide positive role models/mentors for the young people on the unit. Another extremely important role is creating an environment that is safe and supportive in which all-young people can work towards recovery.

### *Family Therapist*

The unit believes that families are potentially the best resource that young people have, and family therapy is a way to keep families connected during a young person's stay on the unit. It is expected that all families will take part in family therapy; with the aim to develop a way of working together that suits the style and needs of your family. Sometimes family therapists work with the whole family and at other times it may be that one or two family members work with the team.

The family therapy team consists of between two and four professionals who believe that 'two heads are better than one'. There are different ways of using the team and we will work with you to find what feels appropriate and helpful.

In family therapy you will be invited to talk about difficulties you are experiencing in a safe and supportive environment. Family therapists work with families to:

- Identify and draw on strengths and resources already in the family.
- Consider new ideas and possibilities about how things could begin to change.
- Develop understanding of each family member's thoughts, feelings and ideas.
- Help manage the present and think about the future.

#### *Clinical Psychologist:*

The Psychology team currently consist of psychologists and an assistant psychologist; it is likely you will meet at least one of them during your stay on the unit.

They will try to meet with you during the first two weeks to introduce themselves and think with you about how they might be involved in your care. They can be involved in different ways: carrying out detailed assessments to fit with your individual needs; being part of the team in planning the best way to care for you; and sometimes offering one to one therapy. The assistant psychologist meets with all young people who are on the unit to collect routine information using specially designed questionnaires; all information contributes to the care that is offered.

The psychology team have knowledge of different therapies, this allows individual work to be varied, and specific to individual needs; the relationship and work will be in partnership with you (and sometimes your family) to find what suits you and your situation best.

#### *Occupational Therapist/Therapy (OT):*

'Occupation' means all the various activities that are meaningful in life. The aim of occupational therapy (OT) is to reach a balance between the things that are important in anyone's life: your schoolwork and qualifications, your home life, and your spare time and leisure. The role of the occupational therapist is to help you establish and maintain a sense of

personal well-being. What that means for you depends on what you find meaningful, and this is different for everyone.

Occupational therapy involves working with you to identify your personal strengths. No one is good at everything, and people have different strengths and different things that interest them. OT's try to help you cope with areas of difficulty without thinking that there is one way for everyone to be.

Initially OT's will meet with you to work through their initial assessment. This involves asking you about your daily routine, your strengths, difficulties and goals for the future. Through this process a programme is agreed, aimed at meeting your specific needs.

Sometimes O.T takes place in groups and sometimes with individuals, depending upon your needs. Either way, your work together is likely to be practical and logical in relation to your needs.

#### *Psychotherapist:*

He/ she may meet with the young people to offer a specialist assessment, and may occasionally offer specific therapies, this cannot be determined until an assessment has been completed. The child & adolescent psychotherapist is trained in 'talking therapy', and uses his/her understanding to consider how past experiences may affect young people's present emotional well-being.

#### *Education Staff:*

The education staff consists of part-time specialist teachers and teaching assistants. If you are of compulsory school age or in further education, the school on the unit will provide you with education while you are a patient. Education staff aim to provide a suitable and flexible curriculum for you, with as little disruption to your education as possible. This involves liaising with your mainstream school or college (we need permission to do this). The unit school covers many subjects including the core subjects of Mathematics, English and Science along with Languages, Humanities, ICT and Art, and offer a range of qualifications from SATs, GCSEs,

AS Level, A Level, Key Skills and Entry Level. Education in the school is not just about academic standards but also involves developing self-confidence, good social relationships, improving your concentration and social skills.

You will be assigned a Key Teacher on admission whom you can talk to about any education problems either on the unit or at your mainstream school. The Key Teacher works with the rest of the team and talks to your Key worker about any educational issues you may have. The unit team aim to give you access to education as part of your individualised plan of care. However, this may be dependent upon your health; Your Doctor, key worker and key teacher will discuss this with you and your parents.

## Day of Admission:

*Please bring with you any medication you may have at home.*

A nurse from your key team will meet you and show you around the unit again. Today will be about settling into the unit; if you are an in-patient you will have time with your parents to settle into your bedroom.

Once you are settled, your key worker or co-worker will go through your initial personal individualised care plans; these are designed to meet your individual needs in conjunction with unit expectations. You will be asked to agree and sign these care plans. The aim is to work closely with you throughout your admission and for everyone involved to have a clear understanding of your care, areas of risk and interventions that can be offered. You will be given copies of your care plans, and if appropriate, your parents will also be given copies.

At this time your key worker will explain important aspects of our Area Child Protection Policy, particularly giving you details about confidentiality and sharing information within the team.

In order to help you settle in, the team encourage one young person that is familiar with the unit to become a buddy to you for a week. They will show around and guide you, helping you familiarise yourself to the routine and unit expectations. This young person will be introduced to you on day of admission. An alternative to a young person being a buddy may well be a member of the nursing staff taking on this role, however all this will be explained to you.

Around this time, we will arrange a physical examination with a paediatric doctor (a doctor specialising in child/adolescent health), nursing staff aim for this to take place on the unit. Your physical well-being is as important to the team as your mental health. For some young people your physical well-being will be monitored more frequently than others; this may involve regular monitoring of your weight, height, blood pressure and pulse.

## Your Safety:

Generally, the internal door between the waiting area and the Unit is kept locked and requires a swipe card to open it.

Whilst the Unit is not a locked unit, it is important that staff are aware of who comes and goes on the unit, where patients are, and that we work together to help young people be safe.

Thus the front door provides a degree of security and safety, as well as a means of monitoring comings and goings. All doors leading to the patio area are accessible. Just ask a member of staff if you need a door unlocking. These doors are locked when it begins to get dark; it is only in exceptional circumstances these doors are locked during the day. If this does happen you will be informed. The doors will be re-opened as soon as deemed safe to do so.

Unless your care plan says otherwise, you are free to come and go, and staff will open the front door for you, although the team ask that you are thoughtful about complying with the treatment programme, staff expectations and agreed levels of independence.

We will also be in consultation with your parents with regards to their thoughts about you leaving the unit and this will be taken into consideration when putting together your care plans.

During your admission you will meet many young people. Each of you will have varying degrees of need. The safety and well being of all young people on the unit are at the forefront of the team's minds and this is reflected in how you are cared for. In order for the team to care for you, your level of risk to yourself or others will be assessed; this will be done by talking to you and sharing thoughts with the MDT. This assessment will inform the teams every day care to you. The level of risk will increase and decrease throughout the admission of some young people on a daily basis; during these times levels of observations will vary to ensure your safety is maintained. Whilst staff strive to ensure that your dignity and privacy are maintained at all times, the level of observation required may feel intrusive, they are not intended in this way. Please be assured it will always be in response to assessed levels of risk and need. In all cases, changes to level of observations will be discussed with you, identifying why and how it will affect you.

Currently the levels of observations are:

Level 3 - A nurse is assigned to you throughout the day and night and remains within eyesight.

Level 2 - A nurse will check on you at various intervals each hour throughout 24 hours. This can vary between every 5, 15 and 30 minutes.

Level 1 - General observations and known whereabouts on the unit by staff checking on you at least hourly throughout the day. However, due to the nature of the unit programme and staff numbers the times are much more frequent.

All observations are reviewed on a daily basis and will be discussed with you.

For some young people their actions may require the team to respond in a more safe and supportive approach; this may require:

- Locking all the unit doors (generally the patio doors are unlocked on a daily basis).
- Room searches
- Using the intensive supportive area. This is a separate locked area located upstairs on the unit; you are welcome to have a look around. Young people requiring this level of care will be done so by two nurses, support and care will be given to enable a young person to rejoin the rest of the unit as quickly as possible.
- The use of appropriate and safe physical care.

Obviously staff utilise their many skills to avoid these approaches, as these are methods that can affect all people on the unit.

As an additional means to ensuring your safety, the unit requires two photographs of all young people to be kept on file. This is required to be taken on admission, your permission to do this is required and the team urge you to agree to do so. These photographs are important for two reasons; firstly, we can clearly identify you when it comes to giving you your medication (if prescribed by the doctor), and secondly (if required) to release your photograph to the police should you 'disappear' from the unit.

If you are unable to provide permission your parents will be asked to produce a current photograph.

In the event of you disappearing from the unit, the team have a duty of care to instigate our Marlborough House Missing Person's Procedure. For some young people the nature of risk to themselves or others will affect the timing of police involvement.

Your photograph if taken will be kept on the computer only for the duration of your admission and will not be used other than the purposes as identified above.

### Therapeutic Programme:

During your admission you are expected to be fully involved in the 'Adolescent Therapeutic Programme'. This programme is designed to incorporate many different activities, which ultimately contribute towards the whole team assessing your needs and providing treatment to aid recovery. You will see from the programme in 'Further information section' that the weekdays are structured to provide a balance between school, unit groups, therapy sessions and free time. The programme may differ slightly for some young people in recognition of your individual needs; this will be explained to you once your programme has been established.

A brief explanation of the various activities available, (subject to change and variation) are detailed as follows:

#### Activity Group:

The aim of the activity group is to provide a time on and off the unit for all young people to have new experiences and socialise with one another. The activities that the young people have experienced in the past include: rock-climbing, ice-skating, Laser Quest, bowling, cinema, mini-golf, badminton, crafts (including glass painting, salt dough, card making etc), cooking and many more.

The content of the programme is mainly decided by the young people, so if there is an activity you enjoy, please feel free to suggest it to staff. Some young people may feel uncomfortable

in new and community-based activities; this is taken into account and staff are available to offer support and guidance.

Young people do not have to take part in the activity that the group is undertaking, but they are expected to be present to support young people who are taking part.

The Activity Group is held on Wednesday afternoons from 1.45pm-3.30pm, although these times and sometimes days may vary due to booking of activities.

#### Music Therapy Group:

The music therapy group offers young people an opportunity to improvise music together in a supportive environment. This allows for new ways of self-expression, insight, communication and interaction to evolve and develop.

No previous musical experience is necessary. If you already play an instrument you are welcome to bring it along, however a wide variety of percussion instruments are available to play. The Music therapy group currently runs once a week for an hour. A State Registered Music Therapist and a member of the nursing team facilitate the group. All young people are expected to attend the group, unless they have a 'Review' (this will be explained later) at the same time, in which case they will be excused

#### Life Skills Group

The life skills group currently takes place once a week and lasts an hour. Your key team will decide whether the group is suitable for you when planning your individual programme.

The group is based on the principle that young people can learn as much from each other as they can from individual therapy alone. The group provides an opportunity for meeting, sharing ideas, talking and engaging in activities, with the aim of practicing useful skills in a safe setting.

### *Cooking Group:*

The group provides young people with an opportunity to plan and prepare a balanced meal within a set budget. The group aims to develop independent skills within the kitchen and opportunities to work co-operatively within a small group.

Each young person will be assessed prior to joining the group to establish whether it would be suitable for you, this would then be discussed with your key team.

### *Community Group*

This group provides an opportunity for young people and staff members to discuss matters relevant to the Adolescent unit, working towards sharing thoughts and ideas and looking to solutions, as part of the units' wider group programme.

Also included in this programme will be your individual sessions with members of the MDT.

## So what happens every day?

As you read this part of the booklet it may be helpful to refer to 'Further information section', which includes the unit timetable, as each day's activities vary.

The Unit consists of two floors; the ground floor is used throughout the day and this consists of therapy rooms, meeting rooms, recreation room, craft room, laundry room, music room and a television lounge. Young people on the unit can use all these rooms. The unit also has two kitchens: one, which everyone can have access to, and the other strictly for unit staff. The first floor contains the young people's bedrooms, a lounge area, clinic room and a separate nursing area for young people who require intensive support.

Some other areas on the unit are strictly prohibited to young people and visitors unless you are invited into them; these are all nursing offices and the clinic room. This is to ensure that we can uphold patient confidentiality and maintain privacy.

There is a large unit garden, which is accessible during the day and into the earlier part of the evening, this provides a safe area for young people to get some fresh air and recreation.

To ensure everyone's safety all the grounds are monitored with safety cameras, these cameras cover only the external areas of the buildings.

**In order to allow us to provide a safe supportive environment and to allow you to work through your difficulties, we have some expectations and guidelines that we expect you to follow:**

### Meal Times:

Meal times are considered by the team to be an important social opportunity and, therefore we ask all young people to attend. At meal times, young people and staff wait for everyone to receive their meal before starting and in turn wait for everyone to finish before leaving the table.

For some young people, meal times can be extremely difficult; for these young people there is a more supportive table at which a member of staff can offer encouragement, this helps to reduce the stress that could arise if they were sitting on the general meal table.

For other young people this may involve struggling to sit at a table and behave appropriately, in this situation you will also receive guidance and encouragement to comply to the units expectations.

### *Breakfast:*

A breakfast rota is in place; this consists of two different young people each morning being responsible for making the toast and laying the table.

Because of specific Health & Safety guidelines the young person making the toast is required to remain overseeing the toast throughout and ensuring the extractor fan is on.

Breakfast starts at 8am and all young people are required to attend. It lasts for about 45 minutes.

### *Lunch time:*

Starts at 12.30pm, again this lasts for 45 minutes.

### *Supper:*

Starts at 6pm, lasting for 45 minutes.

For lunch and supper one of the therapy assistants will go through the completion of your menu cards with you. The team advocate a healthy balanced diet for all young people and this is something that all staff will encourage.

If you want a snack in between meal times the unit provides some basic stores. However, those who are in-patients may wish to bring snacks from home. If you do, we ask that these are stored in the young people's kitchen in the cupboard marked 'Young peoples cupboard'. This cupboard is kept locked as this reduces the chance of food going missing or being eaten in error.

If food is stored in the fridge, please label it with your name and the day's date. Alternatively we can lock your food away in a secure fridge, in order to reduce the chance of it being eaten in error.

All perishable food should be kept in the kitchen and not in bedrooms.

### Daily Meetings:

#### Morning meeting:

The purpose of this meeting is to officially start the day; this will include the day patients that will arrive at 9am. The purpose of this meeting is to share information with all young people about which nursing staff are on shift for the next 24 hours, individual appointments and any changes to the unit programme.

All young people are asked to think of and share a goal for the day; this should focus around an area that you find particularly difficult or challenging. For some young people this expectation can feel too exposing. However, the main focus is to help you challenge your difficulties and move on. The team are here to help and support you in working towards recovery and this does require a level of strength and determination, which can be scary.

Finally, all young people are asked to share any issues that they may wish to discuss, this may include a unit related problem, such as no soft drinks available. A member of staff will make an effort to act upon your issue.

#### Daily Review:

This meeting ends the day, and again all young people are involved. You will be asked to reflect upon your day and discuss your goal that you identified at the morning meeting; the staff present will help you with this.

To end the meeting all young people are asked to identify a positive point from the day. For some young people this may feel easy, for others you may look to others within the group for support.

## School

School runs every morning from 9.30am until 12.30pm with a break in the middle, and on Monday, Wednesday & Friday afternoons. If you are of compulsory school age or in further education you will attend all sessions (mental health problems permitting). If you are beyond school age and not in further education you may be offered some sessions in the school if you wish.

When you first come into school, you will be assigned a key teacher and take some induction assessments in Mathematics and English. The key teacher will liaise with your "home" school and ask for work to be sent for you to complete. An individualised timetable will be put together based on the subjects you are studying and create an Individual Education Plan (I.E.P.).

## School Holidays

The unit staff are involved in putting together a programme of activities during any school holidays, all young people are encouraged to provide ideas. Most school holidays will involve a trip out to places like Thorpe Park, Chessington World of Adventure etc. To help with the admission and travel cost the Service requests a contribution to be made; a letter is sent out to all parents nearer to the time.

## Computer Use

You may have access to computers and the Internet at school and in the unit. Staff will supervise computer use but permission by your parents for you to have access to the Internet is required. Please refer to the computer policy in 'Further information section' for further details regarding computer use.

## Smoking

Whilst the team cannot condone smoking on the unit, we do recognise that some young people do smoke.

No young person UNDER 18 YEARS OF AGE is permitted to smoke without parental permission. If another young person is seen, or suspected of, supplying cigarettes to an under-age smoker without parental permission then we will invite you and your parents to think with the team about appropriate management of this situation.

All cigarettes, filter papers, tobacco, lighters and matches are required to be handed into the nurses. This applies to both in-patients and day-patients.

To prevent interference with the unit programme smoking times have been identified, which are:

8.45-9am	4.30pm-6pm.
Morning Break	7pm-8.15pm
1.15pm-1.40pm	9pm-9.15pm
Afternoon Break	

At each of these smoking times, you are permitted to have only one cigarette within the given time, please be patient with the nursing staff when asking for a cigarette and respectful of other demands that can arise on the unit. Following meal times young people are expected to wait at least 10 minutes before approaching staff for a cigarette.

## Television & Hi-Fi

There are two televisions on the Adolescent Unit, one downstairs and one upstairs. The downstairs TV is permitted to be on during the day as long as it does not interfere with the unit programme or your individualised programme, the upstairs TV can be used from 4.30pm. The televisions will be turned off at 10pm. In some instances you may be asked to be respectful of age diversity on the unit and to change channel due to the 'watershed' at 9pm.

All DVD's, Videos and Play Station games must be age appropriate. This will mean age related to the youngest persons present watching the DVD etc.

TV's in bedrooms are not permitted under any circumstances.

On Friday & Saturday nights TV times and bedtimes can be discussed with the nursing staff and decisions will be at the discretion of the nursing team. However this should support any parental decisions on bedtimes.

The unit has various Hi-Fi's, however, you may decide to bring your own personal system for your room. If you have one in you room, please keep the volume level low so as not to disturb other young people.

At meal times the Hi-Fi is played and kept only on a radio station; to provide a universal background noise.

The volume level of the Unit systems will vary depending on manufacturer. The general expectation is that the sound from a system can only be heard in the room in which it is being used and not outside. This is in order to avoid causing disturbance to others and most importantly to individual, group or family work taking place on the unit.

If young people repeatedly go above this level, after the third request to reduce the volume, the system will be removed for a period of 24 hours.

Music that contains offensive or obscene material is required to be left at home.

You are permitted to bring in personal stereos but we ask that these are not taken to school, therapy sessions or any groups.

### Your valuables

The Adolescent Unit Service cannot take responsibility for personal possessions brought onto the unit. Therefore the advice is that these are kept to a minimum or left at home. All monies need to be kept to a minimum.

## Miscellaneous Items:

Items that are prohibited on the unit:

- Candles
- All types of knives
- Alcohol
- Aromatherapy burners or incense sticks
- Any illicit substances

Items that are required to be kept by the nursing staff:

- Razors
- Scissors
- Lighters/ matches
- Cigarettes
- Mobile phones (after supper and before bedtime).
- Laptops

If the team believe that you have any of the above items in your possession, you will be asked to be honest and hand them in. If you feel unable to hand them in, the team have a duty and responsibility to conduct a thorough search of your room and other areas on the unit. You will always be informed of an intended room search and invited to remain present.

For all day patients these items will be confiscated and returned to your parents.

## Free time

As mentioned earlier, the Adolescent Unit programme is designed to give you structure to your day and a valuable part is giving you time to yourself, with friends or family. Free time starts at 4.30pm, except for on the day when you are involved in the cooking group.

On the Unit:

After 4.30pm you are free to use both floors (if you are an in-patient) until 10.30pm.

You may choose to do your own washing; washing powder and softener are provided, or you may bring your own. Washing baskets are provided in all bedrooms. An ironing board and iron is provided for your use.

You are permitted to use the Adolescent Unit payphone. When making a phone call please ask that the person you are phoning rings you straight back and that the phone call lasts no more than 20 minutes and that you allow 10 minutes between calls. This allows others to use the phone on a fair basis.

Useful numbers can be located in the further information section.

After 4.30pm you can have access to your mobile phone, laptop and DVD player; during the day all of these items are kept in the upstairs office. You need to sign them in and out. All such items are collected back in at 10.00pm, or, if your bedtime is earlier, it will be collected before you go to bed.

We do ask that you keep to a minimum time spent in your room on your laptop or DVD player, if the team feel you are spending too much time in your room then this will be discussed with you.

Young people attending as day-patients are asked not to bring mobile phones, laptops and DVD players to the unit or, if required keeping them turned off.

The team ask that young people and parents please read the mobile protocol which is located in general areas of the unit, as this details explicitly guidelines on the use of mobile phones.

#### Off the unit:

You are expected to discuss time away from the unit with staff e.g. when, who with and for how long. If you wish to go out alone or with a fellow young person who is on the unit, this will depend upon yours and theirs individual needs. At times for your safety, your request may be declined, although we do like to work with you on an alternative. In most cases staff can come with you, however, this is the decision of the nurse in charge.

Any time off the unit will be time limited and will reflect the time of year.

### Visitors:

You can have visitors between the times of 4.30pm-6pm and 6.45pm-8.30pm. Visits on and off the unit are required to be pre-arranged with the nursing staff and are kept to a minimum during the week so as not to interfere with the time and space you require to recover.

Your parents will be asked to authorise in advance any visits from other people. For some older young people we will discuss appropriate visitors with you. In circumstances in which this may cause conflict, we will discuss with you and your parents about how to manage this situation.

Visitors at weekends are welcomed onto the unit from 10am until 8.30pm. The team ask that at meal times the young people are provided with the space in the dining room to eat; in exceptional circumstances we may invite you to join the meal, but this does have to be in agreement with the nurse in charge of the shift.

If you have visitors come and see you on the unit, there are plenty of places on the ground floor to meet with them. You can use a private room should you wish.

We ask that visitors are not taken upstairs, as this can feel intrusive to the other young people.

There are coffee and tea making facilities in the communal kitchen which visitors are free to use.

If you wish to go out with your visitors the team will need to ascertain with you the length of time you will be gone. Understandably your return time needs to be realistic and reflect the needs of the unit programme.

## Bedrooms

From Monday to Friday you are required to be downstairs throughout the day (8am-4.30pm). Access to bedroom areas are restricted during these times; essentially this is so that the unit team can monitor all young people's whereabouts and ensure the safety of your personal items. However, if you require any item from your room you can ask a member of staff to go upstairs with you to get it.

Your bedroom is your own personal space; other young people are not permitted to enter your room, this ensures that your space remains yours and not invaded by someone else. Nursing staff will only enter after knocking and receiving a reply, there may be some instances where the concern is sufficient to enter without prior permission.

You are expected to keep your room clean and tidy, this is for Health & Safety reasons, you are required to take responsibility to do this. On one evening each week, you will be provided with cleaning products and expected to clean and tidy your room.

You may decorate your room with posters. Please use blue-tac to attach items to walls. The team feel that in order not to offend others that it is important not to put up any offensive/explicit material.

## Bedtimes

Your key worker will discuss with you and your parents your usual bedtime routine. We aim to make bedtimes age related, which may mean for young people above 16 years of age you need to be in your room for 10.30pm but lights out can be 11.30pm and for younger young people it may be lights out at 9.30pm. This will be detailed in your individualised care plan.

If this hasn't been documented in your care plan you will be expected to be in your room for 10.30pm and lights out by 11pm. Nursing staff do recognise how difficult having lights off can be, so the nurses are there to help and support you.

Your key worker may review your bedtime routine if there are concerns with regards to getting up in the morning, concentration, your mood and energy.

Young people are asked to socialise in the communal areas, not in the bedrooms around bedtimes, as this can be unsettling to other young people who are in bed.

On Friday, Saturday and school holidays, bedtimes can be discussed with the nursing staff and decisions will be at the discretion of the nursing team. However this should support any parental decisions on bedtimes.

You will be called to get up at 7.15am at the latest. Some young people may choose to be called earlier or to set their own alarm clocks.

If you are on breakfast duties, you will need to be ready to go downstairs by 7.50am, as per meal time guidelines.

### Medication

Your Unit doctor will advise you of medications that have been prescribed for you. Feel free to ask questions about your medication. Your medication will be prescribed and given at particular times, which you will be informed of. We expect young people to ask for their medication; however we understand that this can be difficult for some young people, therefore the unit staff will remind you until you and the staff feel happier that you can take responsibility and approach us.

### Weekends

The decision about weekend leave is initially the responsibility of your key team in conjunction with you and your parents. Some young people know their weekend plans each week. For other young people this may not be clear until much further into the week. In some circumstances the unit staff will recommend that you remain on the unit for the weekend; if this decision is made, it is with your safety in mind. However, be assured that this will be reviewed every

week. In all circumstances weekend leave is discussed with you and your parents before a definite arrangement is made.

### Electrical Items:

All electrical items must be checked by a Swindon & Marlborough NHS trust electrician before they can be used on the unit. Please give these items to us as soon as possible so a request can be processed straight away.

## So you may be wondering what we do with the assessment information that we have gathered?

Towards the end of the six-week assessment period the multi-disciplinary team will hold a meeting known as a 'Formulation'. A formulation meeting draws together all the information gathered from you, your parents and others involved in your care; the meeting is an open discussion about the team's professional thoughts, with an aim of thinking about how to care and treat you.

Having had a chance as professionals to share thoughts, it is important to hold a meeting to share the ideas with you and your parents, this meeting is called a 'Review'. You, your parents and other relevant outside agencies will be invited to join the discussion. The 'Review' generally takes about an hour. Everyone involved is encouraged to be open about the admission so far and share thoughts. The team's aim is that, at the end of the meeting, all involved have a clear understanding of the most current plan of care. Notes of the review are taken and all involved whether present or not, will receive these usually within a week.

After another six weeks, there will be another 'Review'; these meetings will continue six weekly throughout your stay on the unit.

However, the team do not wait for every six weeks to share ideas or review your care! Every week on a Monday morning the MDT holds a meeting known as 'Case Management'. The purpose of this meeting is to carry out a weekly review of care and treatment of all young people, with the main emphasis on recognising change and responding to any immediate needs. All young people are encouraged to bring requests about their care to this meeting via your key or co-worker or if unavailable a nurse on duty. These will be discussed, and feedback will be given to each young person by one of the nurses present

# FINALLY

## Complaints:

The Swindon & Marlborough NHS Trust is committed to listening to the views of patients and the public about the care provided, and values the experience of the young people and their families. Complaints provide an opportunity to improve the services provided and responding to complaints is seen as a positive approach to reviewing and developing quality services.

If you have a complaint, you may choose to discuss this with a member of staff. At this stage your complaint may be dealt with and a solution found.

Alternatively, you may choose to make a written informal complaint, which if handed to team will be sent onto the General Manger for this service.

Alternatively you may choose to make a formal complaint to the Chief Executive for the Trust. All details can be found in the leaflets available entitled 'How to make a complaint' which contains other information that may be of use to you or your parents.

In either case all complaint investigations are thorough and will result in written contact to the complainant for feedback.

Other additional services that the Swindon & Marlborough NHS Trust offer are:

- Chaplaincy Service contact: 604288
- Interpreting Service, please talk to a member of staff about this service.
- PALS (Patient Advice Liaison Service) contact 604031. Information about this service is available on the unit

*The team hope to have managed to provide you and your family with all the information relevant to your stay on the unit. If you feel that you need any aspect explained further or have any other questions, then please ask.*

## FURTHER INFORMATION

PAGE ONE - NURSING SHIFTS & UNIT RESOURCES

PAGE TWO - ADOLESCENT UNIT TIMETABLE

PAGE THREE - USEFUL TELEPHONE NUMBERS

PAGE FOUR - ADOLESCENT UNIT COMPUTER POLICY

PAGE FIVE - USEFUL INFORMATION ABOUT OTHER AVAILABLE OUTSIDE AGENCIES

## Nursing Shift Times

0700-1500 = Early

0900-1700 = Mid-shift

1300-2100 = Late

2030-0715 = Night

During morning meeting you will be informed which staff are available during the next 24 hours.

## UNIT RESOURCES

Situated in the entrance of the Adolescent Unit there are numerous information leaflets that are available to everyone. Please feel free to help yourself.

For the young people admitted to the unit the team also have available on request 'The Headspace Toolkit'. This is a self-advocacy and rights guide for young people in adolescent psychiatric units. It has been developed together by advocates and young people with experience of adolescent psychiatric units.

Again please feel free to ask for your toolkit, your key worker is responsible for going through this with you.

UNIT TIMETABLE

	Monday	Tuesday	Wednesday*	Thursday	Friday
8.00am	Breakfast				
9.00am	Day patients arrive				
9.00am	Morning Meeting				
9.30am		School	School		School
10.30am					Morning break
10.45am	Morning break				
11.15am	School		Group time		
11.30am					School
12.30pm	Lunch				
1.45pm	School		School		School 3.00pm break
2.00pm		2.15pm-		Activity	
3.00pm		3.15pm Vacant at Present		Group 3.30 break	
3.30pm	Break		Break	Break	Daily review
4.00pm	Daily review				Home
4.30pm	Day Attendees leave				
6.00pm	Evening Meal				
8.30pm	Break				
10.30pm	Into bedrooms				
11.00pm	Lights out				

\*Wednesday morning - fire alarm testing

N.B. Not all groups as identified earlier will be running at any one time.

Useful Telephone Numbers

Marlborough House - Reception - 01793 428800

Adolescent Unit Nursing Office - 01793 426703 or 426704

Best number to use during the day.

Adolescent Unit Upstairs Office - 01793 426720

Best number to use during the evening.

Young People's payphone - 01793 426721

Young people are free to make and receive phone calls from 4.30pm until 9.45pm.

Adolescent Unit Front Office (Donna Glover - Unit PA) 01793 426701.

This number should be used when confirming Reviews or other appointments.

The Great Western Hospital - 01793 604020

## Young People's Computer Policy

Young people at the Adolescent Unit need to be able to recognise and adapt to a society that is served by the increasing use of ICT (Information Communication Technology). All pupils therefore should have equal and appropriate access to ICT resources.

There is a need for young people:

- To develop a set of useful ICT skills so that they may, in time, be able to use ICT effectively and creatively across the whole range of the curriculum.
- To be able to take advantage of ICT opportunities to promote learning outside the classroom.
- To develop an awareness of their personal responsibilities when using ICT to access wider resources and when communicating with others.

### The Internet

At present Internet access can only be obtained via the computers located in the Adolescent Unit School.

Use of the Internet can be of great value to young people. There is an ever-increasing wealth of good quality educational resources and opportunities for research. The use of email is not only valuable within the context of a particular subject but also enables young people to keep in touch with teachers and peers at their home school.

These benefits far outweigh the concerns about a young person using the Internet and gaining access to unsuitable material. A filtering program is set up to restrict access to 'undesirable' sites but it must be understood that, even with frequent updates, it is impossible to guarantee that all such material cannot be accessed.

Internet access is only allowed during supervised lessons or at a time when a member of education staff or nursing staff is available to supervise.

There will be occasions when, as part of their studies, young people will be expected to use the Internet for research. It is assumed that parents are agreeable to having access to the Internet as part of these lessons, under the supervision of a member of education staff (see consent form attached).

Young people are strongly encouraged to use the unit's computer facilities for educational work. The Internet is provided for young people to conduct genuine research and communicate with others. All sites visited are recorded. Access is a privilege and young people must exercise that privilege responsibly and sensibly.

Young people's computer (file) storage areas will be treated as the property of the Adolescent Unit. Members of the teaching staff or nursing staff will regularly look at the files and communications to ensure that the system is being used responsibly. Therefore a young person's work and emails will not be private. Work must be saved in 'My Documents' and under individually named folders. Whilst every attempt is made to ensure the safety of young people's work in these folders kept on the server, each young person must be responsible for making their own copies of work done on their own CD, and handing the CD to the member of staff after each session.

### **Young people must not:**

- Open other young people's files without their permission.
- Send, display or access any obscene or offensive material.
- Use computers or the Internet for anything objectionable (e.g. pornographic, racist, obscene or improper) or use obscene or offensive language.
- Enter chat rooms on the Internet (unless as a work related project authorised by a member of staff).
- Harass, insult or attack others through electronic media.
- Violate copyright laws.
- Reveal any personal information e.g. home address or personal phone numbers.
- Download games or other executable programs.
- Intentionally waste resources on unnecessary or unauthorised activities.
- Undertake financial transactions either for themselves or anyone else.
- Change any computer settings without permission of a member of staff
- Use the computer for personal use without permission.

Pupils must check with a member of staff before opening unidentified email attachments or completing questionnaires or subscription forms.

### **Sanctions**

If a young person breaks any of the above rules they may be banned, temporarily or permanently, from the network.

**Some Useful email and telephone numbers about other outside agencies.**

**Young minds** provide information and advice for any adult with concerns about the mental health of a child or young person. [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Youth2Youth (Y2Y)** is a unique helpline service. The reason it is unique is that the helpline is run by young people for young people. [www.youth2youth.co.uk](http://www.youth2youth.co.uk) Tel: 020 8896 3675

The Children's Legal Centre is a unique, independent national charity concerned with law and policy affecting children and young people. [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com) Tel: 01206 873 820

**There 4 Me** provides on screen advice about all sorts of things...bullying, relationships, exams, drugs, difficulties at home, to name just a few. Or you can send an e-letter to Sam, our agony aunt. [www.there4me.com](http://www.there4me.com)

**The Who Cares? Trust** is a national charity working to improve public care for children and young people, who are separated from their families and living in residential or foster care. The trust promotes the interests of children and young people in public care working with people interested in their well-being. [www.thewhocarestrust.org.uk](http://www.thewhocarestrust.org.uk) Tel: 020 7251 3117

**Eating Disorder Association** provide information and help on all aspects of eating disorders including Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder and related eating disorders. [www.edauk.com](http://www.edauk.com) Tel: 0845 634 7650

**Connexions** is the government's support service for all young people aged 13 to 19 in England. The service aims to provide integrated advice, guidance and access to personal development opportunities for this group and to help them make a smooth transition to adulthood and working life. [www.connexions4u-ws.org.uk](http://www.connexions4u-ws.org.uk)

To be completed on admission and then filed in the nursing notes. Copies to young person and parents.

**Marlborough House**  
**Adolescent Unit**  
**Permission form**

Name: _____	Date Of Birth _____
Patient Number: _____	Date Of Arrival _____

I (young persons name) \_\_\_\_\_, hereby give permission to the following:

I/We the parents/guardians of \_\_\_\_\_, hereby give permission to the following:

Please delete any aspect that does not apply, the nurse will initial these deletions to demonstrate agreement.

- To take a photograph of you and for it to be stored securely on the Unit's PC **YES/NO**
- To be taken off the unit grounds. **YES/NO**
- To be transported around, via the unit mini bus or taxi **YES/NO**
- (If under 18 years of age). Give permission to smoke. Under no circumstances will staff purchase cigarettes for your son/daughter, therefore these will need to be provided. **YES/NO**
- To attend an immediate review of care should there be an incidence of illicit drug use, alcohol use, acts of violence and/or wilful damage to property. **YES/NO**
- To use PC's/Laptops/Internet and any other ICT equipment with respect and as directed as per the Internet Policy. If the equipment is used inappropriately this will result in the ICT privilege being withdrawn. **YES/NO**
- For the Unit school to contact and liaise with your home school throughout your admission, this will also involve obtaining work to follow in the Adolescent Unit School. This may also involve sharing relevant information with the school for re-integration purposes. **YES/NO**
- For unit staff to contact your school nurse to gather relevant information for your care here **YES/NO**

Additional comments (if necessary):

Please discuss with staff any concerns that you may have with regards to the above. We suggest that you only sign this form if providing permission to all aspects that do apply to you.

Signature of young person:..... Date.....

Signature of parent/s:..... Date.....

Signature of Nurse:.....

Print designation and name:.....Date.....

To be completed on admission and then filed in the nursing notes. Copies to young person and parents.

**Marlborough House**  
**Adolescent Unit**  
**Contract**

We believe that the usefulness of an admission to the adolescent unit is greatest when there is cooperation amongst the members of a complex network of relationships - the young person, their parents/ carers and families, and the adolescent unit staff. Whilst the young person is naturally the focus, other family members are an essential resource to be cared for and maintained in the process of our work together.

For our values and aims to be achieved, the unit team, young people and their parents have the following responsibilities:

**Team responsibilities:**

- We will provide a safe therapeutic environment.
- We will provide a programme in the format of a timetable, which will address young peoples' individual needs.
- Whilst respecting confidentiality, we will share what we consider to be relevant information with the young person, parents, the team and referrers.
- We will discuss openly obstacles that may arise and work together with young people and parents to overcome these.

**Parents'/ carers' responsibilities:**

- We expect that you will respect and support the 'values' of the unit.
- We expect that relevant information will be shared with the team.
- We expect your support for your son/daughter's participation in the programme.
- We expect you to be actively involved with the family therapy team, as mutually agreed.

**Young person's responsibilities:**

- We expect you to be open to new experiences.
- We expect that you will make every effort to be involved in the full programme, which recognises your individual needs.
- We expect you to give feedback in a constructive manner to the team.
- We expect you to be respectful and supportive of the needs of the other young people on the unit and towards the team.

Adolescent Team Signature: \_\_\_\_\_

Parents Signature/s: \_\_\_\_\_

Young Persons Signature: \_\_\_\_\_