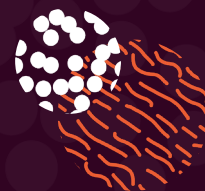




Welcome to Barnes Ward

Guide and Information



Holybourne Hospital, Holybourne Avenue, Roehampton, SW15 4JD



We hope we can make your stay a positive experience, we are all committed to supporting you in your recovery.

Introduction

Welcome to the Holybourne Hospital Roehampton, Barnes ward. Our hospital is an adult In-patient Psychiatric Unit and Richmond is a male acute ward. All our staff are here to support your recovery.

Key Individuals in Your Care

Your Primary Nurse is:

- | | |
|----------------------------------|--------------------|
| Hospital Director: | Stephen Bradford |
| Your Responsible Clinician: | Dr Agron Ramadani |
| Ward doctor: | Dr Goodman Chijaka |
| Ward manager: | Percis Nday |
| Mental Health Act Administrator: | Ellie Myles |
| Housekeeper: | Yaw Agyemang |

The nursing team will help orientate you to the ward. The Therapy Team work Monday to Friday and will introduce themselves to you as soon as they can.



Visiting

Visitors are very welcome at the hospital and we encourage everyone to book ahead and plan around protected times, such as meals, therapy groups and out of hours. Staff may supervise visits and visitors may be asked to consent to a search on entry to the ward.

Please note that there are certain items that are not allowed on the ward. The list of prohibited items is available on the ward and in Reception, this will be explained to visitors when they arrive.

If minors are present, a room will need to be booked off the ward in advance.

Patient Phone

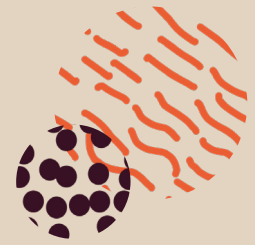
The patient phone number is: 07760 194627. You can use this phone on request. Please consider this phone is for the whole ward and so needs to be shared equally amongst all patients.

Ward Rounds

This is a weekly review of your progress with the Multi-Disciplinary Team. During this meeting we will discuss your treatment including medication, therapy groups and ward activities you have participated in. It is also an opportunity for you to raise any issues or concerns.

Ward rounds are on Tuesdays and Thursdays when your Responsible Clinician (RC) is here, whilst the ward doctor works 5 days a week. Outside of these times there are on-call doctors available 24/7.

You can invite your care coordinator, relatives, friends or an advocate to join. Please speak to nursing staff to help arrange this with you. Nursing staff and support workers can also help you plan for your ward round.



Mealtimes

Breakfast foods (cereal & toast) are available from the servery. Scrambled eggs are available on request.

Hot breakfast is served on the weekends at 9:00am.

Lunch from	12:30pm to 1:00pm
Dinner from	5:30pm to 6:00pm

Each morning and evening there is an opportunity to make meal or dietary requests. The kitchen will try to facilitate individual requests when possible. Religious and cultural needs are always respected in food preparation and choice.



Toiletries/Clothing

Toiletries and basic clothing can be provided on the ward for patients who do not have these, speak to nursing staff for these items if required.

Hospital Bank Account

You can make use of the service user bank account. Relatives and carers can transfer money to this account or you can make a deposit. This account is run by the finance department (Mon-Fri 8-4pm). For more information please speak to nurses for the account details.





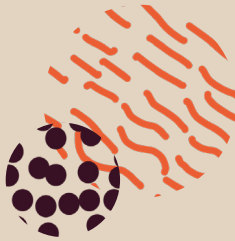
Therapy Sessions

There are a variety of therapy groups and individual sessions available. These include Occupational Therapy, Psychology, Art Therapy and Music Therapy. For details of these, take a look at the therapy timetable. A member of the Therapy department will go through the timetable with you soon after you are admitted.

Ward Activities

Nursing staff also provide some out of hours activities such as access to the gym or other hospital facilities.





Leave Outside of the Hospital Grounds

Patient leave is agreed individually in Ward rounds. There are a few small shops, a public library, ATMs and cafés are within walking distance.

Hospital Facilities

The hospital has these facilities available to you:

- Occupational Therapy Kitchen
- Therapy garden
- Patient Gym
- Multi-faith room
- Large garden
- Art therapy room
- Activities room



Money and Valuables

We encourage you to leave valuables at home. If necessary, the hospital has a safe to store items for a short period. You will have a ward locker to store essential belongings.

Any cash you have can also be kept in the lockbox in the nursing office. The staff can lock your room on request.







Mental Health Act

Some patients may be detained under the Mental Health Act. If this applies to you, your rights will be explained to you by the team every Saturday. You can also request to speak to the mental health act administrator or be referred to an Independent Mental Health Advocate (IMHA).

If you are not detained, the team will agree a treatment contract with you.

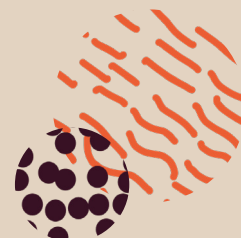
Smoking

Cigarette smoking is not permitted on the hospital grounds. Nicotine Replacement Therapy (NRT) is available. You can smoke cigarettes on leave outside of the hospital grounds.

Approved vapes can be used on the hospital premises.

CCTV

Please be aware that CCTV is in constant use on all ward and therapy areas. This is for everyone's safety. If you have any worries about this, please discuss it with the team.



Complaints and Compliments

If you would like to make a compliment or complaint about your care please speak to a member of nursing staff, ward manager, hospital manager or the visiting advocate.

Alternatively, you can access the compliments and complaints forms via our website and email them to: yourvoice.holybourne@activecaregroup.co.uk or ask a member of staff to provide you with a paper copy.

[Click to visit our website to access the compliments and complaints forms](#)



Advocacy Service

The ward team will always try to facilitate all your needs and requests. If you feel you need additional support, advocacy services are available.

Advocates provide a free independent and confidential service that offers support for:

- Understanding your rights e.g. appeals/tribunals
- Support with care and treatment e.g. medication, leave
- Preparing for meetings e.g. ward rounds, tribunals, CPA's
- Making complaints to the hospital
- Accessing medical records
- Express your views with your care and treatment
- Food issues, religious requests, money issues

The advocacy service that you use is dependant on the borough you live in. One of the advocacy providers is called Rethink Advocacy. They provide Independent Mental Health Advocacy (IMHA) services and visit the hospital weekly. Their contact number is 0203 513 6055.



The Care Quality Commission (CQC)

The Care Quality Commission ensures that mental health law is used properly and that patients are cared for properly while they are in hospital.

You can contact them here:

Tel: 03000 616 161

Website: www.cqc.org.uk

Email: feedback@cqc.org.uk

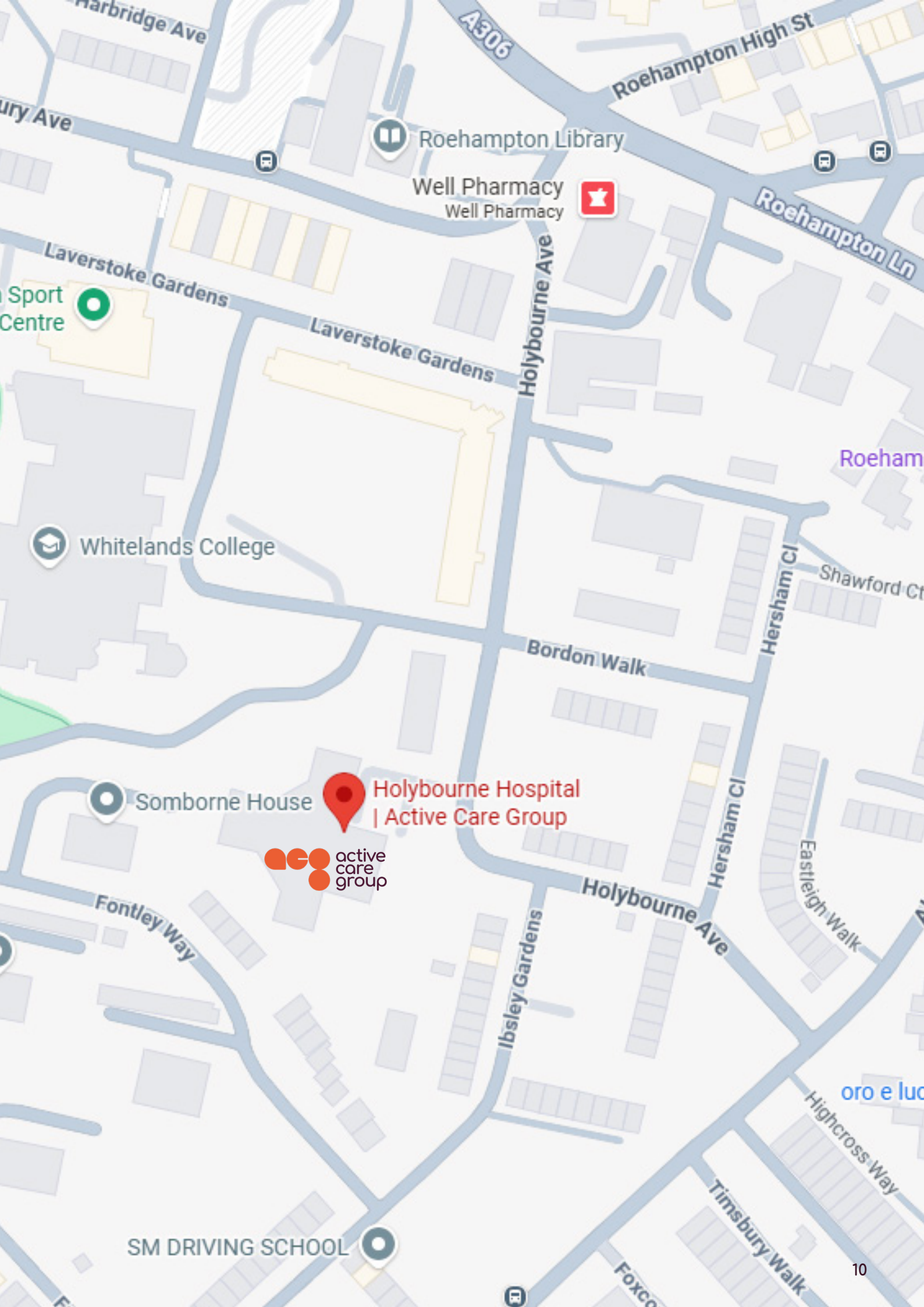
CQC National Customer Service Centre
Citygate Gallowgate
Newcastle upon Tyne NE1 4PA

Discharge Survey and Patient Feedback

We invite feedback before discharge. Please scan the QR code below. This is an anonymous survey for you to complete about your admission here at Holybourne.

For each question, please select which option is most relevant to you. Please do not write your name or address anywhere on the questionnaire.





Roehampton Library

Well Pharmacy
Well Pharmacy

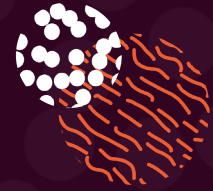
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www.activecaregroup.co.uk



we will be
kind & honest



we will
listen, learn & act



we will be
fair & inclusive

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