



Sheffield Health
and Social Care
NHS Foundation Trust



G1 ward

Information for friends, family
and carers



Welcome to G1 ward

This booklet has been produced for anyone who considers themselves to be a relative, friend, carer, family member or loved one of a service user on G1 ward.

We know that being admitted to a mental health hospital is a difficult time for the person you care about, but it can be an anxious and worrying time for you too. The aim of this booklet is to give you information about the ward and how we will support your loved one.

About the ward

G1 ward is a dementia assessment and treatment ward within Sheffield Health and Social Care NHS Foundation Trust.



It is located in the grounds of Grenoside Grange Hospital in Sheffield.

The ward primarily provides assessment and treatment for people with dementia and cognitive impairment. The length of a person's stay will depend on their assessment/need. The ward's aim is to discharge people as soon as possible.



Facilities

On G1, we offer a wide range of interventions and treatments to promote recovery. Our multidisciplinary team (MDT) includes professionals from a range of specialities. The team consists of:

- Ward manager / matron
- Consultant psychiatrist and doctors
- Psychologist
- Qualified nurses
- Discharge coordinator
- Physiotherapists
- Occupational therapists
- Occupational therapy assistants
- Input from a dietitian and a speech and language therapist.
- Support workers
- Housekeeping
- Admin teams

Our interventions and treatments include medication, physiotherapy, psychological support, occupational therapy, therapeutic groups and input from dietitian and speech and language therapy teams.

Confidentiality

We have a duty of confidentiality to our service users. This means they have a right to expect that their information will be held in confidence. Carers also have the same

right to expect that the information they provide will be held in confidence by the professional care team and that this is equally crucial to maintain the trust between all parties.

Confidential information about a service user can only be shared with their explicit permission. If the service user doesn't give permission, confidential information can only be disclosed in exceptional situations. These can include where the service user's, or others' health and wellbeing is under serious risk, or where there is a public interest or legal reason for disclosure without consent.



Arrival

On arrival at G1 ward, people will be made to feel comfortable and shown around the ward.

They will be allocated a single bedroom including an en suite bathroom with either a shower, sink and toilet or a sink and toilet.

A nurse or support worker will offer support and help to orientate them to the ward environment and help them unpack their things.

They will make a list of everything your family member has brought with them.

Your family member will then be seen by the ward doctor and nurse, who will spend time with them and start their assessment.



What will my family member need?

Your family member will need enough clothes to last two weeks. Their clothes can be taken home to be washed by relatives or they can be washed on the ward. Please note that items of clothing that are washed in the hospital laundry are done so according to infection control guidelines, which are at higher temperatures. Please be aware that delicate clothing may shrink.

Clothes should be clearly labelled with your relative's name. This is important as it helps us return items to their rightful owner.

Your family member will need:

- Toothpaste and toothbrush
- Things to wash or shower with and towels
- Any other toiletries they like to use
- Footwear (well fitting with enclosed foot rather than 'slip on')
- Glasses, hearing aids and dentures should be named where possible
- Any photographs should have the patient's name written on the back

Do not bring anything that is valuable.

Things can get broken or lost. Staff cannot accept liability for loss or damage for any items of value not handed in for safe keeping. Electrical items must be checked and then recorded by a member of staff.

Will my family member need money?

They should not bring cash or valuables where possible. However there is access to a lockable safe in the nurses office for safekeeping for cash or valuables. A small amount of money (we will store a maximum of £30) can be brought in if desired for things such as newspapers.

If you would like your family member to have a specific newspaper during their stay, please let us know.

What should they not bring?

- Anything that is of high value
- Cigarettes, matches, lighters
- Glass
- Alcohol
- Illegal drugs
- Sharps (scissors, knives)
- Plastic bags
- Pornographic material
- There is a full list of restricted items at both entrances to the ward

Visiting

We have an area on G1 where you can visit your relatives.

If you would like to arrange a visit please ring the ward.

There is free parking at Grenoside Grange Hospital and disabled parking is also available.

On G1 we operate protected mealtimes to support your relative and promote a calm and pleasant atmosphere. We understand, however, that there may be instances where it may be therapeutic for your family member to have you involved with this.



Lunch is 12pm to 1pm

Evening meal is from 5pm until 6pm.



Visits that involve children will need to be agreed on an individual basis after discussion with the care team. The decision is made in the child's best interests.

Please talk to the nurse in charge if you would like to bring a child to visit. Visits with children will be facilitated off the main ward and children remain the responsibility of the adult who is accompanying them.

Falls

We work hard to minimise the risk of falls for people staying on G1 ward.

On admission, a Falls Risk Assessment is completed for each person and this is reviewed regularly.

People identified as being at high risk of falls will receive further assessment by the ward physiotherapist or occupational therapist.

If appropriate, a walking aid will be provided, and a care plan will be updated regarding the management of risk. If someone has been using a walking aid prior to their admission to G1 ward, it would be helpful if this could be brought in at the earliest opportunity wherever possible.

If your family member has a fall whilst on the ward you will be made aware by the nursing team at the earliest opportunity.

Observation

Sometimes we may need to keep someone under close observation for their safety and the safety of others. We call this enhanced engagement. The different types of enhanced engagement we use are:

- Routine
- 15 minute
- Close constant and
- Constant

Close observation may mean having members of staff always present with someone. In these situations we will always be mindful of the importance of privacy and dignity. If an incident does occur whilst someone is on a one to one then family members will be made aware and kept up to date.

The level of observation a person requires is reviewed on a regular basis and we will be happy to discuss it with you.

Multidisciplinary team meeting (MDT)

Many of the most important decisions about a person's care and treatment are made by a team of people with different skills and through collaboration with you. We call this a multidisciplinary team (MDT).

It can include a consultant psychiatrist, doctor, occupational therapist, physiotherapist, social worker, ward manager, nurses and healthcare assistants.

Our MDT meets weekly to discuss the needs of each individual on the ward. In this meeting we discuss how service users are feeling on the ward, leave arrangements, discharge planning, medication, physiotherapy, engagement in activities, psychological input and physical health.

Family and carer involvement

Your views are important; you will be invited to be involved in discussions about the care provided and discharge planning if appropriate.

You will also have the opportunity for a meeting with the consultant psychiatrist and another member of the MDT to discuss the treatment plan.

Our staff are always willing to speak with you about any questions or concerns that you have. Please ring the number provided on this leaflet.

You will be invited to complete a 'this is me' document as it will help us get to know your family member and their unique needs and preferences.

More information for carers, including helpful leaflets covering a range of subjects, can be found on the below link.

If you don't have access to the internet, please let us know and we can print this information out for you.

www.shsc.nhs.uk/carers

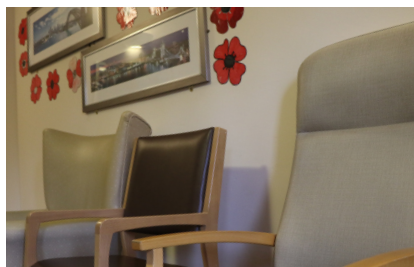
Support for family and carers

We understand that having someone you care about admitted to hospital is a challenging and often stressful time. It is important to us that you can access help and support to manage practically and emotionally.

Staff are happy to discuss your needs as carers with you individually. We have

a clinical psychology provision team on the ward who you can be referred to if you feel that you may benefit from one to one support.

If you would like more information about support that is available for families and carers, please ask a member of the team.

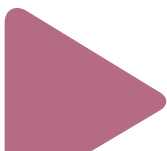


Infection control

There may be instances where there is an outbreak on the ward which may affect visits. Our visitors policy says that it is essential that prompt and effective infection prevention and control (IPC) measures are implemented to prevent and control the spread of infection.

There are times when it is necessary for the ward management, in conjunction with other teams e.g. IPC team, to carry out a risk assessment on visiting a ward. For example, during an infection outbreak on a ward, steps may need to be taken which affects all visitors, including restricted access and ward closure, to manage and control the outbreak effectively.

Throughout the outbreak, advice can be sought from the IPC team on individual circumstances regarding any visitors to a ward. This includes planned maintenance, healthcare professionals, and requests to visit service users e.g. for the service user's mental health and wellbeing, end of life care, if the service user has special needs.



Complaints

If you think that you may need to make a formal complaint you can contact the Trust's complaints team:

0114 271 8956

Alternatively, you can email:

complaints@shsc.nhs.uk

Feedback

Staff are very happy to receive feedback on your experience with G1.

We use this feedback to improve our service.

If you would like to leave us some feedback please complete a Care Opinion Leaflet. You can find these in the visitor's room and entrance to the ward or you can ask a staff member for a leaflet.

Should you have the need to discuss concerns regarding the care of your family member or person you care for, please speak to the nurse in charge in the first instance.

If the issue remains unresolved, please ask to speak to the ward manager and consultant.

Ward contact details

Address

G1 Ward, Grenoside Grange Hospital
Saltbox Lane
Grenoside, Sheffield
S35 8QS
United Kingdom



0114 271 8445 and 0114 271 8557

Website

To find out more about our Trust, the services we provide and the support on offer visit:

www.shsc.nhs.uk