

Welcome to Aztec Ward

This pack belongs to:

Your Consultant Psychiatrist is:

Your Key Nurse is:

Key HCA is:

Published year: 2021





CONTENTS

Introduction

About Aztec Ward	4
Privacy & Dignity	4
Aztec Ward Number	4
Confidentially	5
Accessing your records	5
Information Sharing	5

The Staff

The Multidisciplinary Team (MDT)	6
----------------------------------	---

The Ward

Why am I here and do I have a choice?	8
The Mental Health Act (1983)	8
Informal?	8
What will happen to me on Aztec ward?	9
What are MDTs?	9
When are MDTs?	9
Can I attend MDT?	9
Height & Weight	9
Morning Meeting	10
Ward Activities	10
Reflection	10
Community Meeting	10
Physical Activity	11
Leave	11
Visits	11

Care & Treatment

What treatments are available?	12
Nursing Approaches	12
Meal Support	12
Meal Times	12
Dietetics	13
Family therapy	13
Psychotherapy	13
Occupational Therapy	13
Care Programme Approach	14

Safety on the Ward

Fire Safety	16
Smoking	16
Alarm System	16
Infection Control	16
Items Brought into Hospital	17
Personal Searches	17
Room Searches	17
Banned Items	18
Restraint	18
Violence & Aggression	18
Harassment, Abuse and Discrimination	18
Nursing Observations	19

Service Users Feedback

Ward Rules from Other Service Users	20
Other Tips from Service Users	21

Things to Know

1. How can my spiritual and cultural needs be met?	22
2. How can I access interpreting services?	22
3. What are my rights regarding consent to care and treatment?	22
4. How can I access advocacy services?	22
5. How can I access a second opinion?	23
6. How can I raise concerns, complaints, or compliments?	23



INTRODUCTION

About Aztec Ward

Aztec Ward is a specialist eating disorder ward based at Moorgate, Rotherham, for adults between the ages of 18 and 25. Patients will be offered a comprehensive assessment by our multidisciplinary team in order to develop suitable treatment plans and work towards discharge.

Our aims are:

1. We provide treatment approaches for adults with a diagnosis of an eating disorder with or without comorbidities which focuses on physical and mental stabilisation
2. We work as a multi-disciplinary team with service users in identifying suitable person-centred care packages.
3. We provide treatment which is supported by an intensive therapeutic programme including working with families.

Privacy & Dignity

All of our bedrooms are single bedrooms with ensembles, except bedrooms 1 and 2. They have a shared bathroom. This means you will have your own space.

We have shared communal spaces, including a shared lounge, dining room, activity room and computer room. We do accept both male and female patients, which means that you might be sharing a space with someone of the opposite gender from you.

Your privacy and dignity is important to us and we will always maintain your privacy and dignity. If you have any additional needs or are not comfortable sharing spaces please discuss alternative arrangements with the nursing team.

If you have any more questions, please ask any member of staff.

AZTEC WARD NUMBER
020 3981 7253

Confidentiality

Your confidentiality is always maintained. All of our staff are trained in maintaining confidentiality and have to abide by the Ellern Mede policies.

Your printed information is stored securely in a locked cupboard in a locked office where only authorised staff can access. Your electronic patient records, are only accessible to authorised staff.

Staff are not allowed to discuss your care outside of work as this would be a breach of confidentiality.

Talk to the nurses or your doctor if you want any information on the medication you are prescribed.

Accessing Your Records

You can have access to some of your health records at any time, such as meal plans or MDT plans, speak to the nursing team about accessing these. For other health records you will need to make a formal request to the hospital manager. After this it will be assessed as to what information you can or cannot have access to and a decision will be communicated to you in writing.

Information Sharing

Staff might share your information with members of your care team. This is to support your recovery and make sure that you have everything that you need to be discharged. The staff will tell you when and why they are sharing your information.

The staff might ask for your consent to share your information with people that ask about you. For example, your parents or carers. It is your choice if we share that information or not.



THE STAFF

The Multidisciplinary Team (MDT)

There are a lot of people on the ward who are here to help you. Your care will involve a multidisciplinary team. You might have met some of them already. All of our staff will wear an ID badge so that you know who they are.

Service Lead

They are the most senior nurses on the ward and responsible for the day to day running of the ward. You can discuss any concerns that you might have with them.

Autism Lead

They are a senior nurse working with patients who have a diagnosis or suspected diagnosis of autism to improve their outcomes. They look at things from both an autism and eating disorder perspective.

Your Key Nurse

You have been allocated a key nurse. They will be responsible for coordinating your nursing care and agreeing care plans with you. They will meet with you as little or as often as you need.

Your Key HCA

Your key HCA supports your key nurse in caring for you while you are on the ward. Listening to you to explore your preferences and finding out what helps you most when you might need help.

Consultant Psychiatrist

The consultant psychiatrist is the most senior doctor, responsible for all of your care and treatment. They make important decisions about your leave and what you might need to be ready for discharge.

Speciality Doctor

The speciality doctor will meet with you regularly or as required to review your care and complete physical examinations.

Psychologist

Psychologists are trained to manage emotional and behavioural difficulties. They deliver psychological therapies.

Social Worker

Social workers act as the main contact between relatives, agencies and other official organisations to co-ordinate care and manage risks. In the event that a young person is placed under a care order they will liaise with the local authority to identify who should be consulted about your treatment.

Family Therapist

Family therapist provides family interventions and carer psycho-educational support.

Dietician

Dieticians are experts in nutrition. They will provide dietary advice and support you to develop healthy eating habits.

Physiotherapist

Physiotherapists work with you to help you restore movement. They will help you with any needed assessments or treatment.

Occupational Therapist

The occupational therapist might work with you on various therapeutic activities. They will help you to develop skills needed for recovery such as cooking, shopping and looking for work.

Activities Coordinator

The activities coordinator works alongside the nursing team to support you in finding meaningful activities to do while you are in hospital.

Teachers

The teachers provide a broad and balanced curriculum that is suitable and flexible for your needs. They complete a full assessment of educational needs and liaise with your own school to ensure continuity of education provision.

Ward Clerk

The ward clerk provides administration support.



THE WARD

Why Am I Here And Do I Have A Choice?

You have been admitted to Aztec ward so that you can have treatment for an eating disorder.

There are times where you are not able to choose what you want to do. During these times, staff will continue to listen to your wishes and your preferences will always be taken into consideration when delivering treatment.

The Mental Health Act (1983)

Some people in hospital are detained under the MHA(1983), this is sometimes called being sectioned. If you are detained, that means that you cannot leave hospital right now. Your key nurse will talk to you more about this and explain your rights to you.

Informal?

If you are informal you may ask to leave hospital at any time. The team might ask you a few questions to check that you have everything that you need to go home and that it is safe for you to leave.

Section 132 Rights

Your rights under the Mental Health Act (1983) will be explained within the first 24 hours of you arriving and monthly for the time that you are detained. If you do not appear to understand your rights, they will be explained daily unless it is assessed that you will not ever understand them.

What Will Happen To Me On Aztec Ward?

Your needs will be assessed by the MDT and a care plan will be developed with you. This will be reviewed every week in MDT and you will be offered a copy.

What Are MDT's?

Multi-disciplinary Team meetings (MDT's) are what we call the weekly reviews of your care. At each MDT your progress will be reviewed and a new care plan will be agreed. This is your opportunity to ask questions and discuss your care with the whole MDT. After this no changes will be made to your care plan until the following week.

When Are MDT's?

Dr Rachels MDT's are on Wednesdays and Dr Hinds MDT's are on Thursdays.

Can I Attend The MDT?

You can attend MDT on the weeks that you have a long one.

Short MDT

Short MDT's a quick summary review of your care, treatment and progress. You will not be asked to attend, however you will be asked to complete a feedback sheet so that your views can still be considered.

Long MDT

Long MDT's are a more in depth review of your care and treatment whereby you also have the opportunity to attend.

Height & Weight

You will be weighed once per week on the morning before your MDT. Weighing takes place before any food or fluids and after using the toilet, wearing underwear and a small top. Your height will be taken once per month on the morning of the first MDT. You can choose whether you are given this information.



THE WARD



Morning Meeting

In the morning all of the patients meet in the lounge with staff. This is an opportunity to discuss anything that you might want to do during the day, highlight any issues you might have or make any requests for later in the week that might take a bit more organising. We encourage everyone to attend at 9:00am.

Reflection

In the evening everybody meets in the lounge together to reflect on their day. This is an opportunity to reflect on what has happened; what has gone well and what could have been improved? We encourage everyone to attend at 7:00pm.

Ward Activities

We have various things for you to do on the ward outside of other therapies and treatment. Some of these are board games, quizzes, Netflix, knitting/crocheting and arts and crafts. The activities coordinator will support you in exploring things which you might like to do.

Community Meeting

Community meeting is every Tuesday at 3:30pm, usually held by the hospital manager or the ward managers. This is your opportunity to talk about any concerns you have and request any changes you might want us to make to the service or the resources available. We often mix with the children and adolescents to do this. Please be mindful of younger people if you attend.

Physical Activity

Physical activity is on a prescribed basis only. It is expected that you will be seated at all times while in communal spaces of the ward.

If you are of a significantly low weight or of poor physical health you might also be on bed rest and /or require a wheelchair.

You will need to talk to your consultant about accessing any form of physical activity.

Where physical activity is prescribed, you may use the courtyard, activities room, your bedroom or leave to complete your preferred types of physical activity.

Leave

Before and after leave we are required to complete a risk assessment to ensure you are safe to go. We must also complete a search on your return.

However, leave off the grounds of the service is dependent on your legal status. For further information, please speak to the nursing team or your consultant.

Visits

Visitors are not allowed on the ward. This is to ensure that everyone's privacy and dignity is maintained. You can still see your family and friends in the family or welcome rooms. To organise this, you must ask your visitor to call the reception to check the room availability and book in. Your pets might be able to come and see you too, please talk to the nursing team and arrange for this.



CARE & TREATMENT

What Treatments Are Available?

Ellern Mede has a full MDT who offers individual and group therapies. Therapeutic approaches are tailored to meet the needs of the patients and the individual stages of their recovery.

Nursing Approaches

The nursing team will work with you daily to help you develop ways of coping, deliver modes of treatment and work with you on care plans which are suitable for your needs.

They are available for you to talk to as required and have an important role in keeping you safe whilst in hospital.

Meal Support

We know that eating can be extremely difficult so we work with people to identify approaches that work for them. Some of the things that patients have found helpful have been music and staff eating with them. After a meal you cannot go to your room for one hour and after a snack 30 minutes. This is so that staff know you are not engaging in unhelpful behaviours.

Meal Times

Breakfast	Weekdays: 8:30am Sat/Sun: 9:00am
Snack	Weekdays: 10:30am Sat/Sun: 11:00am
Lunch	12:45pm
Snack	3.15pm
Dinner	6.00pm
Supper	9.00pm

Talk to the nurses or your doctor if you want any information on the medication you are prescribed.



Dietetics

The dietitian ensures that all patients are offered an appropriate nutritional balance and offers one to one support sessions for meal planning. He delivers a dietetic group on Wednesdays at 12pm to all patients in order to support the development of knowledge in key areas.

Family Therapy

Family Therapy enables families to explore difficult thoughts and emotions safely, to understand each others needs and to help support the young person to manage once they return home. We offer family therapy in both inpatient and outpatient settings, and it can be accessed by the family as a group or individually.

Psychotherapy

All patients are offered individualised psychological therapies based on psychometric assessments completed at the start of admission. All patients are offered psychological therapies as an outpatient on discharge to ensure that therapy continues when you go home.

Occupational Therapy

The aim of occupational therapy is to encourage you to take part in activities which hold value to you and which will strengthen your skills in preparation for discharge. For example, daily living skills, stress management, work experience, leisure activities, coping skills, social activities.



CARE & TREATMENT

Overview

CPA is a framework used to assess your needs. And make sure that you have support for your needs. Under CPA you will get a care coordinator who monitors your care and support. Your care coordinator will review your plan regularly to see if your needs have changed.

What Is The Care Programme Approach?

CPA is a package of care that is used by secondary mental health services. You will have a care plan and someone to coordinate your care if you are under CPA. All care plans must include a crisis plan.

The Aims Of CPA

CPA aims to support your mental health recovery by helping you to understand your strengths, goals, support needs and difficulties.

CPA should be available if you have a wide range of needs from different services or you are thought to be a high risk.

Who Gets Help Under CPA?

- People with severe mental illness, including personality disorder which isn't managed well and risks such as self-harm or harming other people.
- A history or recent need of urgent help, not wanting support or treatment, and vulnerability such as financial difficulties or abuse.
- Learning disability or drug or alcohol misuse as well as a mental illness.
- Services from a number of agencies, such as housing, physical care, criminal justice or voluntary agencies.
- Recently been detained under the Mental Health Act 1983 or you are detained at the moment.
- Gender issues because of your ethnicity.

What Do I Get Under The CPA?

Care Coordinator: A care coordinator is the person who will coordinate and monitor your care. The care that you need should be written into your care plan. Your care coordinator won't necessarily be the person who gives you the support that you need. This may be another professional such as a therapist.

Care Plan: The following things are likely to be considered for your care plan:

- Medication and side effects
- Therapy
- Physical health needs
- Help with housing and money problems
- Advice and support
- Occupational therapist to help with everyday living tasks
- Help with employment, training or education
- Help from a support worker
- Social care services such as support at home and help with getting out of your home
- Personal circumstances including family and carers
- Risk to yourself or others
- Problems with drugs or alcohol

What If I Am Not Under CPA?

Support is still available if your CPA stops. This could be things like:

- Treatment from a psychiatrist or GP.
- Talking therapy.
- Support from charities.
- Emotional support.
- Support in a crisis.
- Help from social services.
- Hospital treatment.
- Help from advocates.

How Often Are CPA Reviews?

Your CPA Reviews will take place every 6-8 weeks. You will be invited to attend your CPA alongside all of the people involved in your care.



SAFETY ON THE WARD

Fire Safety

The fire alarms are tested every week on a Friday at 2pm. They sound for a few seconds before being turned off.

Each shift we have an allocated fire marshal. You can find out who this is by checking the whiteboard near the entrance of the ward. In the event of a fire, this person will guide you out of the building via the safest route to the assembly point.

The assembly point is the car park, near the gates where you came in on your admission.

Please do not tamper with the emergency equipment placed on the ward, This will be needed in case of a fire.

Smoking

It is not permitted to smoke on the unit or the courtyard. If you would like to smoke, you should speak to your consultant psychiatrist about accessing leave off the unit. They will be able to advise you further.

Alarm System

Each room has an alarm system with an emergency and assistance button. You may press these at any time if you require staff to help you. Staff will show you how to use these on admission.

Infection Control

The ward is cleaned daily to ensure adequate infection control. If you have any concerns, please speak to a member of the ward team or the infection control nurse. There is separate guidance for COVID-19 which must be followed.

Items Brought Into Hospital

We have a list of items which can not be brought into hospital. This is to keep you, the other service users and the staff safe. If you or your family do bring these items in by mistake, the staff will remove them. They will either store them safely until they can be taken home or send them home immediately with your family. They will tell you what they are doing and staff will always keep your property safe.

Personal Searches

To check that you don't have any of the items that you shouldn't have, staff might ask to do a personal search sometimes called a pat down. Staff will ask for your consent and to sign a form. All of the staff that we ask to do this are trained and it will be someone of the same gender as you. It would be done in a private room with another staff witnessing. They are there to help you feel safer. This will happen monthly and post periods of leave.

Room Searches

To check that there is no items in your room that you shouldn't have staff might ask to search your room. Staff will ask if you would like to be present and to sign a form. All of the staff have been trained and will be respectful of your property. Staff will put all of your belongings where they found them after. If anything is removed for your safety they will tell you where it is and why they have taken it. This will happen every month.



SAFETY ON THE WARD

Contraband Items

- Weapons & Replica Weapons
- Corrosives e.g. bleach
- Substances containing solvents e.g. glue
- Over the Counter Medicines
- Alcoholic Drinks
- Glass
- Pornographic Materials
- Matches / Lighters
- Psychoactive Substances e.g. legal highs
- Razors/blades
- Flammable liquids
- Electronic recording equipment
- Items which could be used for harm.

Restraint

Restraint is used as a planned intervention or as a last resort in some cases to prevent harm. Physical restraint is only ever used by staff that are trained to use the skills safely.

Violence & Aggression

Violence and aggression will not be tolerated on the ward for any reason, and if required the police may be contacted. Please tell the staff if you experience or witness violence or aggression. All concerns raised will be taken seriously to ensure that you feel safe on the ward.

Harassment, Abuse Or Discrimination

Harassment, abuse and discrimination will not be tolerated in any form. Please tell a member of staff if you experience or witness any harassment, abuse or discrimination. All concerns raised will be taken seriously and addressed to ensure that everyone's safety is maintained.

Nursing Observations

We have different levels of nursing observations. The staff should have told you what level you are on. The nursing observations are to ensure that you and everyone else are safe.

Level 1

This is the lowest level of observation. Every 30 minutes a member of staff will come and see how you are. They will need to see you and make sure that you are safe, but if they see that you are busy they might not talk to you.

Level 2

Staff will check you a little more often to check that you are safe they will need to see what you are doing.

Level 3

In level 3 are constant observations where someone can see you at all times. This means that a member of staff will be with you all of the time, but not at a close distance.

Level 4

Level 4 observations means that staff need to be with you at rms length all of the time to keep you or other people safe. It might be one staff member or more.

Bathroom Privacy

You might not have privacy in the bathroom. This is because the team has assessed that it might not be safe for you to be alone.



SERVICE USERS FEEDBACK

Ward Rules From Other Service Users

Please don't discuss your care and treatment with other service users.

Please don't discuss unhelpful thoughts with each other.

Please use staff support if your struggling

We all have our mobile phones and ipads etc with us - if your device has a camera please keep it in your bedroom

Please don't take any photos or post things on social media that risk any other young people or staff being put on these platforms.



Other Tips From Service Users

We will all struggle from time to time. The hospital has lots of spaces you can use to get off the ward. Sometimes it can be better to move yourself away from someone who is struggling to limit the impact on you.

Get involved! The team here are quite good at taking suggestions from our community meeting forward so speak up about what your ideas





THINGS TO KNOW



1. How Can You Meet My Spiritual And Cultural Needs?

Your spiritual and cultural needs will always be respected whilst in hospital. Please inform any of the staff if you have any specific needs so that we can make any adjustments or arrangements are made for you. We will discuss with you on admission suitable ways to meet your needs.

2. How Can I Access Interpreting Services?

Staff will arrange for you to get an interpreter if you need one. Please inform any of the multidisciplinary team and they will arrange one at the earliest opportunity.

3. What Are My Rights Regarding Consent To Care And Treatment?

Your rights will be explained to you by your key nurse and your consultant will discuss your consent to care and treatment with you. If you do not agree with your treatment plan you can get a second opinion. See question 5 for how to access a second opinion.

4. How Can I Access Advocacy Services?

Your IMHA is **Maddie**. You can contact her on **07497 451 985** or **01325 776 554**. Alternatively you can email her on **maddie@adventadvocacy.co.uk**

If you wish to speak to an IMCA you can call **0203 872 4724** or email **info@adventadvocacy.co.uk**



5. How Can I Access A Second Opinion?

If you do not consent to your treatment a second opinion will automatically be requested by your consultant. This is so that you, the people that care about you and the team know that our treatment plan is in your best interest.

6. How Can I Raise Concerns, Complaints And Compliments?

If you would like to raise a concern or complaint you can speak with any of the staff in the first instance and they will try and sort the problem out. If you are not happy with the way that the problem was dealt with you can write down your complaint and give it to the ward manager. If you are still not happy with the outcome you can raise it with the hospital director or the senior management team (Nancy). If you are still not happy with the outcome of your complaint you can raise it with the Care Quality Commission (CQC).



**If you have any more questions,
please ask any member of staff.**

Aztec Ward
Ellern Mede Moorgate
136 Moorgate Road
Rotherham
South Yorkshire
S60 3AZ

Reception: 020 3981 7252

Aztec Ward: 020 3981 7253

Compiled by Sophie Hodgkinson and
the young people of Aztec Ward who
edited and contributed ideas.