

Shaw healthcare

wellness • happiness • kindness



Surehaven GLASGOW

Patient Booklet

Reviewed in 2023

This booklet has been developed by our patients on both wards - facilitated by "The Advocacy Project Glasgow" over a 4 month period during 2018 (reviewed in 2023). Thank you to all patients who contributed to producing it.

Introduction



Surehaven Glasgow is a Low Secure Independent Mental Health Hospital offering you holistic assessment, treatment and rehabilitation.

The experienced staff offer high quality care and treatment to enable you to follow your own pathway to recovery.

We promote and embrace the **Health & Social Care Standards – My support, my life** - an easy read version of this is given to all patients.

The principles are:

1. Dignity & Respect.
2. Compassion.
3. Being included.
4. Responsive care & support.
5. Wellbeing.

Access



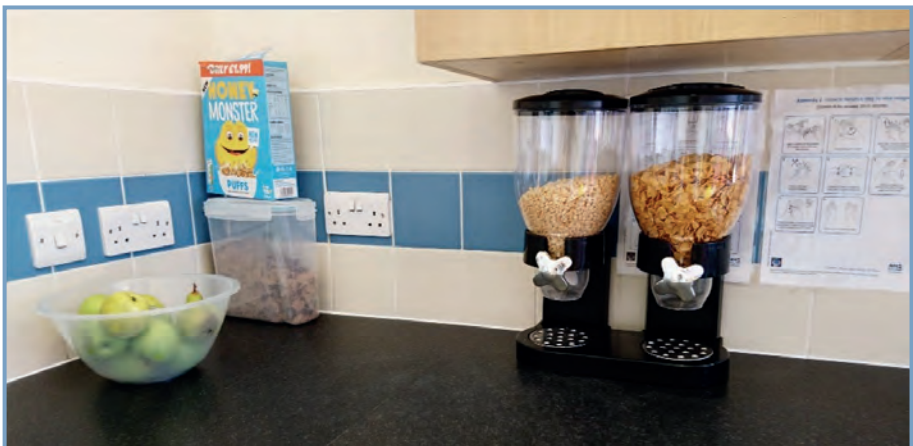
Staff at Surehaven will support you to access:

- External Medical Appointments.
- Our grounds and our local community.
- Leave periods.
- Occupational Therapies.
- Independent Advocacy.
- Welfare rights. Surehaven has a Staff Welfare and Advocacy Champion.
- Religion – Ministers, Priests etc. and to attend services.
- Dietician – to support healthy eating and weight management.
- Finances – access to your money. A maximum of £100 per person can be stored in the ward safe and there is a no lending of money policy in Surehaven.
- Assessment and treatment plans.
- Consultants/GP.
- To computers and use of the internet.
- Named Nurse.

- **Activities which have a rehab focus and will support daily living skills like:**
 - Leisure, interests and hobbies
 - Educational or learning courses
 - Life skills – laundry, meal planning and preparation etc.

DAY	10:00AM-11:00AM	11:00AM-12:00PM
MONDAY	Walking Group	Lunch Group
TUESDAY	Badminton/Tennis	Community Meeting
WEDNESDAY	MOY DAY	MOY DAY
THURSDAY	Football Group	Movie Group
FRIDAY	Golf Group	Art and Crafts / Current Affairs
SATURDAY	Fun filled Healthy Breakfast Group	Cycling/Sports activities
SUNDAY	Free Morning (See board for activity ideas)	Take-Away Night
	Monday Brunch	Free Afternoon (See board for activity ideas)

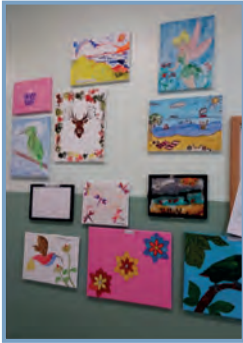
DAY	10:00AM-11:00AM	11:00AM-12:00PM
MONDAY	Breakfast Group 9.15am - 10.15am	Outings to places of interest
TUESDAY	Yoga or walking group	
WEDNESDAY	Baking for Afternoon Tea / healthy eating	Afternoon Tea / Passion for Baking
THURSDAY	Arts and Crafts	Community Meeting 1.30 - 3.30pm
FRIDAY	Arts and Crafts	NET Film Club 5.30 onwards
SATURDAY	Beauty	CLUB FILM CLUB
SUNDAY	Fun Friday!	Music Therapy
	Community Outings	Wings 1.30pm - 2.00pm
	Free Morning (See board for activity ideas)	Maracas Group 2.00pm - 3.00pm
	Monday Brunch	Take-Away Night
		Free Afternoon (See board for activity ideas)



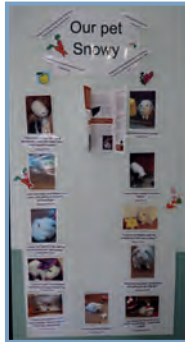
Encouraging independence in the kitchen

Got a favourite meal that you would like to prepare and cook in the therapy kitchen? – speak to the ward O.T. or activities coordinator.

Some examples of activities at Surehaven



Arts and Crafts



Pet Therapy

We have regular individual and group physical activity sessions going on throughout the week.

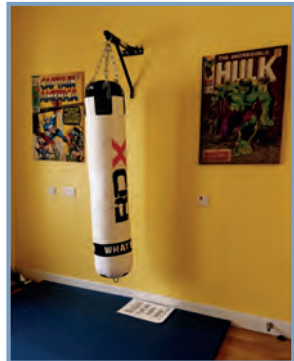
There are opportunities to visit social events and have theatre / cinema outings.



Games table



Board games



Gym

We also have a stock of bicycles for your use. These have been the result of a small project one of our Charge Nurses has been running with patients to encourage new interests, cycle maintenance skills and physical activity – graded to your current fitness level.



Outdoor Activities
Building a green house

Communication and Involvement

Here is some information about the ward

- Meal times are Breakfast from 8.am, lunch at 12pm, evening meal at 5pm and supper until 10pm. *(Patients can make their own snacks and drinks as appropriate)*
- No specific lights out policy although public areas are secured at 12 midnight to encourage a regular sleep pattern.
- Frequent access periods to the secure garden are listed on the ward notice board.
- Community meetings are held once a week.



Ward notice board



Please help us to keep the ward areas in a clean and tidy condition for the comfort and safety of all patients

- Carers events are held 4 times a year at Surehaven and your family members are welcome to attend. It's your choice - just inform the ward O.T. We send out invitations to their home address nearer the date.
- Carers are kept informed of the "Forensic Carers Support Groups" held throughout Scotland, and other events of interest out with Surehaven.
- Culture & Activities times are listed on your ward planners.
- You can ask for information in different formats that may help you to understand complicated information, e.g. easy read, BSL or word or mouth.



Garden shelter

Here are some things you may want to get involved in:

- Community meetings which includes a food group who look at menu choices.
- Involvement in selection process of prospective employees.
- Participation in charity events fundraisers.
- Family events like a summer BBQ.
- Participation in Mindfulness Training.
- Walking group.
- Gardening group.
- Theatre group.
- Football group.
- Art therapy.
- Music therapy.
- Breakfast group.

Confidentiality

Surehaven has strict confidentiality policies which adhere to GDPR legislation, this is for all staff and patients.

- Patients said they have no issues, they are happy with confidentiality.
- Important to remind staff not to speak about patients when other patients are in ear shot, i.e. if a patient enters the nurses' station whilst they are discussing someone's care and treatment.



Respect

- Everyone should treat everyone on the ward with respect.
- Treat everyone as you wish to be treated which includes other patients, staff and any other visitors to the ward.

Safety



It is important that you feel safe and secure whilst here at Surehaven

- Staff can lock your bedroom door at your request. This will ensure your possessions are safe.
- There is CCTV for your safety throughout the hospital.
- You should know your rights relating to the mental health Act. Staff have a leaflet that has all the important details in.
- Anti-bullying: no one should feel they are being discriminated against and bullying will not be accepted. Please tell someone if you are being bullied so that we can support you and protect you from harm. If you witness any bullying – inform any member of staff in complete confidence.
- Secure Environment – each bedroom has an alarm.
- Staff will encourage you to have a Named Person and to make an advance statement – which is in your interest as it ensures we carry out your wishes if you become unwell and can't make decisions during your illness.
- The staff are trained in aspects of Health and Safety. If you become aware of any issues – spilled liquids on the floor, damaged furniture or electrical fittings, lights needing replaced – let a staff member know and we'll get it fixed or replaced.

Comments, Suggestions & Complaints

It is important that you speak to staff if you have any problems. There are many ways for you to give feedback or make a complaint:

- Speak to staff-fill in a complaint form if applicable.

Speak to the Hospital Manager – we operate an open door access to the manager – please ask a member of staff if you would like to discuss any matter which causes you concern.

- Use the suggestions box.
- During the MDT.
- Filling in the patient survey.
- One to one Independent Advocacy Support –
The Advocacy Project based in Glasgow: 0141 420 0961.

They will visit you at Surehaven and support you on any issue you have. This includes representing your views on matters important to you or issues not resolved to your satisfaction. Advocacy staff are independent of the hospital and will focus on your needs and wishes.

- Our Regulator: **Healthcare Improvement Scotland** 0131 623 4300 Phone them or visit their website; they regulate care in Scotland to ensure high levels of quality are maintained in independent hospitals and clinics.
- They ensure that the “**Health and Social Care Standards**” (2017) are the basis of all care delivered by the NHS and the independent sector throughout Scotland. Information leaflets are available to all patients, staff and visitors.
- **Patient Advice and Support Service:** 0800 917 2127.
- **Mental Welfare Commission:** 0800 389 6809.

My Notes

A series of 20 horizontal dotted lines for writing notes.