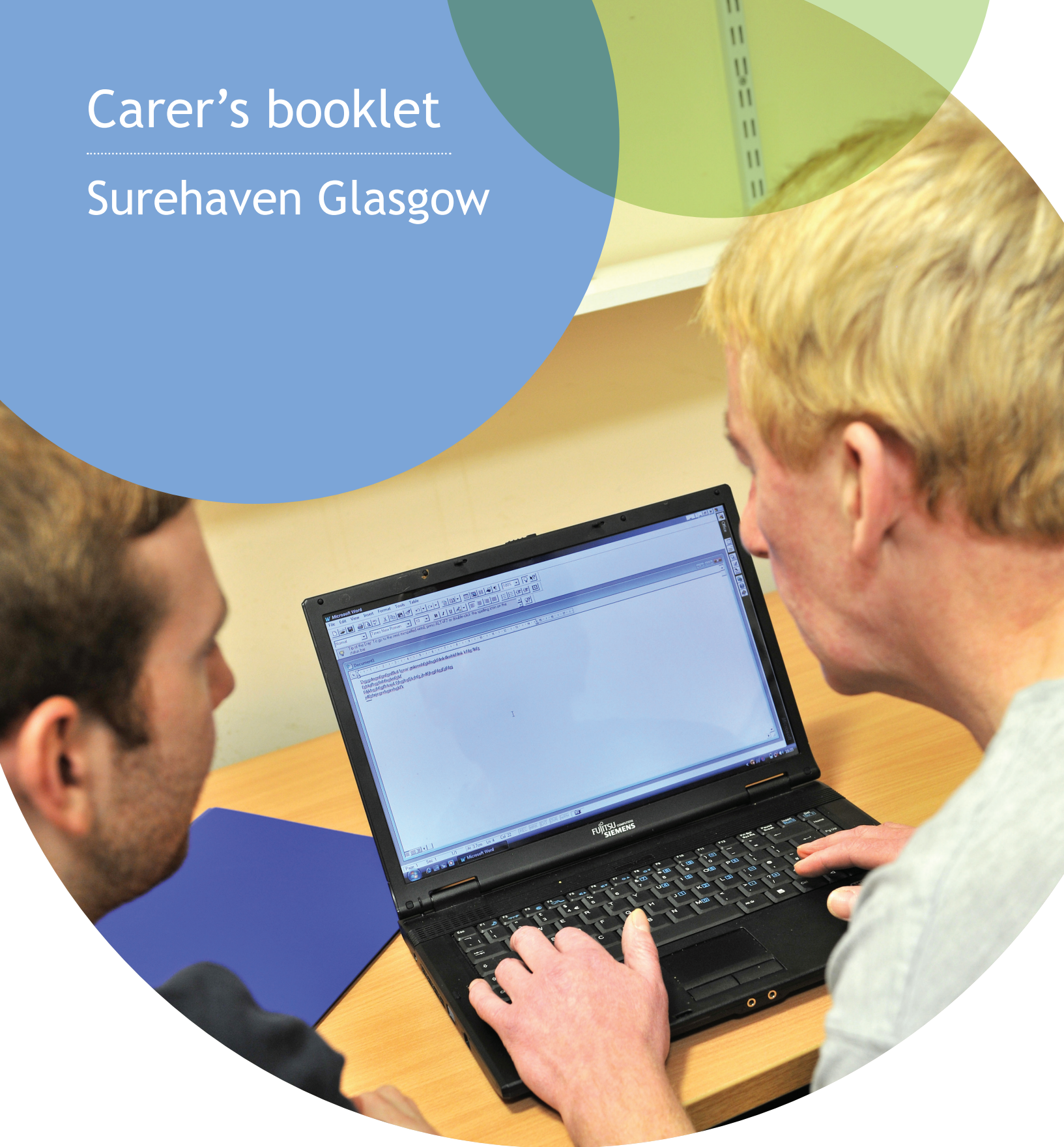


# Carer's booklet

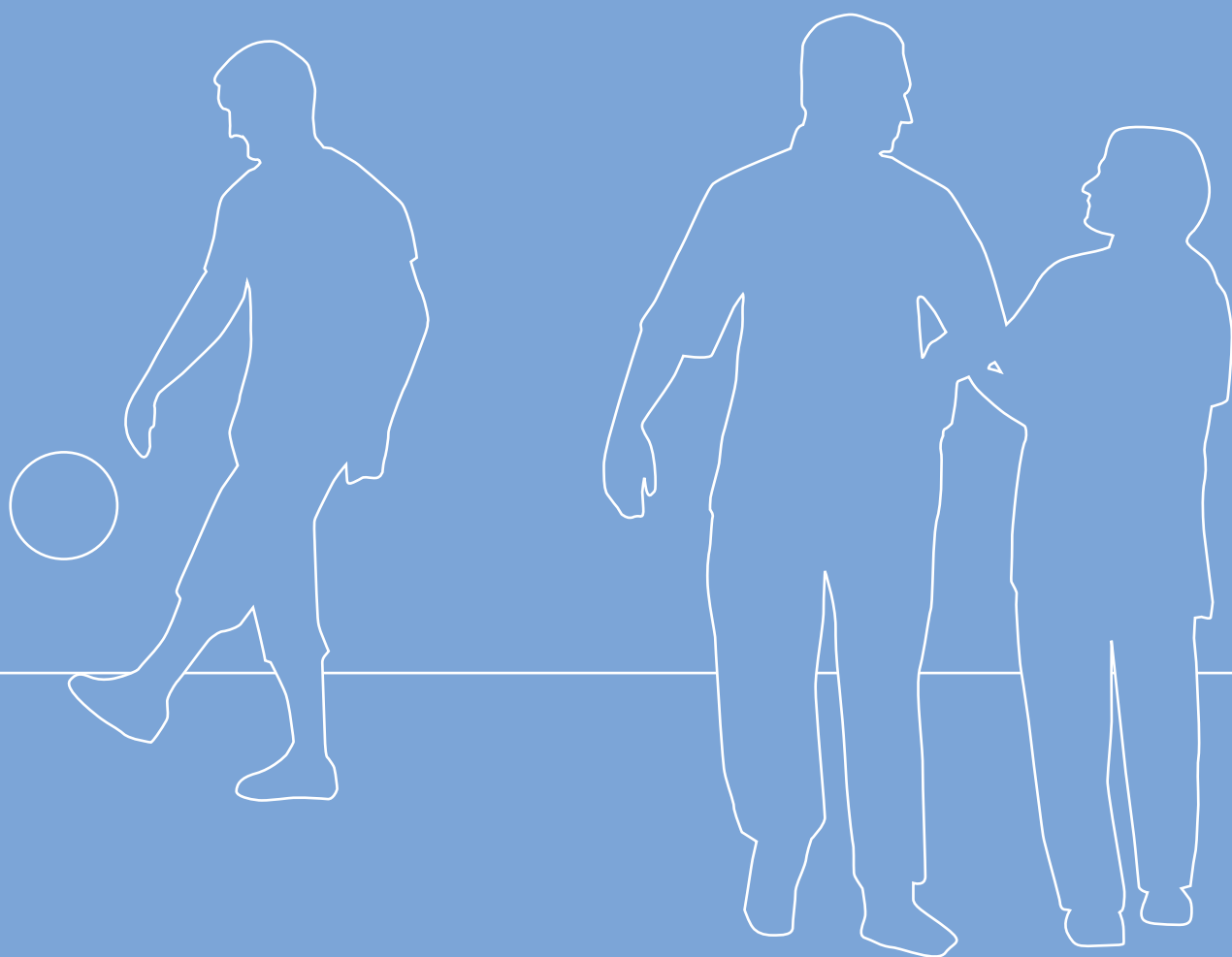
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## Surehaven Glasgow



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## About Surehaven:

- Purpose built 21 bed low secure facility.
- Two gender specific wards.
- All single en-suite rooms.
- Calm, peaceful and homely environment, including a bright enclosed garden for recreational activities.
- Located in the central belt of Scotland, close to local amenities.
- A wide range of therapies and recreational activities available, within in the hospital and out in the community.
- Access to other disciplines such as GP and dental services.

Each ward has its own community lounge, dining room and quiet room as well as access to its own secure garden, one of which has a hard surface recreational area for patients sporting activities. Designated external smoking areas are provided. The hospital is on the bus route making it easy to accommodate visitors and authorised leave for patients within the local community.

For visitors there is a visitor's room, a separate visitor's garden and a specific area set aside for children's visits. Safety and security is paramount within this environment and the building specification has been designed to meet the requirements of the National Minimum Standards for Low Secure Hospitals while retaining a more homely style of environment.

Our objective is to offer excellent care and support to our patients in learning how to function independently and prepare them for life in the community. We look at the strengths and needs of the individual. Patients benefit from an individual recovery based treatment plan and person centred therapy.



# Carer's booklet

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## Who is a Carer?

A carer may be a family member, partner or friend who supports and cares for a person with mental health difficulties. Carers may or may not live with the person they support, and they may or may not carry out physical tasks.

The Mental Health (Care and Treatment) (Scotland) Act 2003 defines a carer as:

“An individual (other than a paid or voluntary worker) who provides, on a regular basis, a substantial amount of care for, and support to, the person; and includes, in the case where the person is in hospital, an individual who, before the person was admitted to hospital, provided on a regular basis, a substantial amount of care for, and support to, the person,” regardless of diagnosis, living situation, etc.

As a carer for one of our patients, we feel that your involvement and support is central to the progress of the treatment that our patients receive. We hope this booklet will provide you with more information and enable you to be as involved as possible.

Although we talk about ‘your relative’ throughout this booklet, the information equally applies to a friend or partner who is the person’s main carer.

## Privacy and Dignity

We believe that every patient has the right to live their life with privacy, dignity, independence and choice. We offer each patient a furnished single private bedroom and where appropriate they can bring their own items to add personal touches to their room.

All patients should:-

- Be treated with dignity in the way which staff deal with care, treatment or support needs.
- Be addressed in the manner they choose (Mrs. /Miss/Mr. or by their first name).
- Be respected for their views, individuality and the way in which they are accustomed to deal with their lives.
- Be consulted on any matter or activity, which may impinge upon their life within the Service in any way, and to have their wishes respected.
- Be entitled to have their individual culture, religious practices and beliefs observed and respected at all times.

## Who will be involved in supporting my relative?

Responsible Medical Officers (RMO's) are doctors (normally Consultant Psychiatrists) responsible for the treatment of a person being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Psychiatrists are doctors who specialise in mental health. They will assess and make a diagnosis, and decide on treatment including medication.

Psychologists have knowledge and training in human behaviour, thought and emotions, and can deliver a range of therapies.

Mental Health Nurses are nurses with specialist mental health training, who will administer and support the management of medication and provide care for people with mental health difficulties. Your relative will be assigned a named nurse when they arrive at Surehaven.

Support Workers are mental health workers who assist mental health nurses to provide care and support to people with mental health difficulties.

Mental Health Officers (MHOs) are social workers with specialist training in mental health. MHOs tell people affected by mental health law about their rights and make sure people get the care they need.



# Carer's booklet

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Occupational Therapists help people to overcome physical and psychological barriers by learning new skills to support independent living and health. This might involve preparing meals, visiting shops or to learn new skills.

On a day to day basis your relative will be looked after and supported by nurses and support workers, it's their responsibility to get to know your relative and build a therapeutic relationship with them. This should ensure they feel safe and supported and that they can approach staff any time they need to.

Every patient has a care plan, based on assessment of:-

- Their needs and their own input that covers a medication.
- Regime, a range of talking therapies, physical healthcare.
- Recommendations and suggestions for other activities which would help them in their recovery. This plan is then adapted as they make progress in their recovery.

## What is the Care Programme Approach?

The Care Programme Approach (CPA) is a process that allows the ongoing care and treatment of your relative to be planned and reviewed. There will be regular CPA meetings involving their clinical team, themselves, their named person, their relatives or carers, advocacy workers and professionals from other agencies who may be involved with your relative.

Invitations will be sent out regarding the CPA well in advance with the date, time and place.

A nursing report will be put together to provide information on how your relative has been in the months previous. This includes everything from their mental well-being to their personal care and finances.

At the end of the CPA meeting, your relative's needs, the action required to address these needs, and whose responsibility it is to complete these actions are identified and documented. This information is reviewed and updated at each meeting.

Once the CPA documentation is complete, it should be sent to each person involved in the meeting, which would include you as a 'named person' or carer.



## What is a Named Nurse?

A named nurse is a trained mental health nurse who works within the Hospital. The named nurse is allocated prior to, or at the point of admission, and wherever possible should be available on the day of admission itself. The named nurse is responsible for:

- Having regular contact with your relative, assessing their needs and making sure their needs are met as best as possible
- Maintaining an overview of their care and treatment. This ensure that each care package is tailored to the individuals needs and gives your relative continuity in their treatment
- Contributing to clinical team and care programme approach meetings
- Developing and reviewing nursing care plans for your relative with their involvement if possible
- Keep in contact with yourself and other relatives and carers

In the absence of the named nurse, all patients have an associate nurse that will undertake the responsibilities of the named nurse but who will follow the patients care plan and only make changes in exceptional circumstances. This means there is always someone who is working closely with your relative and ensuring they we maximise the care opportunities available to them.

With your relative's agreement, the named nurse will be responsible for keeping you updated on their progress and any incidents/changes in treatment.

## Confidentiality and Mental Health

You and your relative have a right to expect healthcare workers to keep your personal information confidential. In most cases, information will only be passed on to third parties such as voluntary organisations with your permission. Any personal information held by us is kept very secure.

The Data Protection Act is a law that puts into place measures that restrict who can access information held on your relative and state that information must be as accurate as possible and kept secure.

In some extreme circumstances the rules about confidentiality may have to be broken, for example when there are concerns about a child's safety.

As a carer you may feel that you should be able access your relative's notes or information about their care so that you can help. Your relative is entitled to the same levels of confidentiality that you are when you visit your GP, being their carer/relative does not automatically entitle you to have access to personal information about them. We can share information with you, with your relatives consent.



## Can I visit my relative?

Yes you can visit your relative and in most circumstances we would encourage visits.

### Requesting a visit

You are able to visit your relative by appointment by calling Surehaven to arrange a day to visit. Once your visit request has been made, you will receive a letter detailing what you need to know and a list of items that are banned from the secure ward. Although Surehaven has no set visiting times, there will be therapeutic groups on at set times of the day and so we ask if visits can be arranged around these times.

### How to get here

Drumchapel is the name of the local train station and this is a 5-10 minute walk away from the hospital.

The First Bus Company operates the number 9 bus that runs through the city centre, stopping at a bus stop 2 minutes walk from the hospital.

Should you wish to travel by car we have an on site car parking facilities which are free of charge, should this be full there is on street parking available.

### Once you arrive

When you visit your relative you will sign in at the reception, where you will have locker access to store personal belongings. Reception will call through to the appropriate ward and a member of staff will greet you and lead you to the visitor's room before bringing your relative to meet you. A list of contraband items is detailed in our Contraband Policy which is available upon request. If you plan to visit with items that you believe may be contraband, please call our reception for advice.

### Drugs/Alcohol

Under no circumstances is alcohol or drugs allowed within the Hospital. Any person suspected of being under the influence will be refused entry. Anyone found in possession of, or attempting to pass drugs, alcohol, or any other prohibited items to a patient will be asked to leave the premises and may have their visitor's rights withdrawn.

Please note, if the nursing staff deem you unsuitable to meet with your relative, i.e. due to intoxication, you will be asked to arrange another visiting time.

### Bringing children to visit

Children under the age of 16 will only be allowed to visit if it is approved by the RMO and/or the Hospital Manager, prior to your visit.



## Contacting your relative

You are able to contact your relative at the hospital by telephone and by mail. At busy times such as cigarette breaks and meal times we may not be able to facilitate your call and ask that you call at a more convenient time.

Most patients will be allowed to bring their mobile phones into the hospital should they wish to do so but this will be assessed on arrival and whether any restrictions need to be put in place.

You are welcome to send letters or parcels to the hospital.

Meal times are usually around 12:00 for lunch and 17:00 for the evening meal. These take about 30 minutes.

The contact information for Surehaven can be found at the end of this booklet under Useful Information.

## Comments & suggestions

Complaints, compliments, comments or suggestions, whether written or oral will be taken seriously and handled appropriately and sensitively.

Should you wish to make a complaint, comment or suggestion in the first instance please contact:

**Garry Walker**  
Hospital Manager  
Surehaven Glasgow  
3 Drumchapel Place  
Glasgow  
G15 6BN  
Tel: 0141 944 3990

**Healthcare Improvement Scotland**  
1 S Gyle Crescent  
Edinburgh  
Midlothian  
EH12 9EB  
Tel: 0131 623 4300

# Carer's booklet

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## Useful Information

Surehaven Glasgow  
3 Drumchapel Place  
Glasgow  
G15 6BN  
Telephone: 0141 944 3990

**Carers Information and Support Line**  
c/o Crossroads Caring Scotland  
2nd Floor, 24 George Square  
Glasgow,  
G2 1EG  
Telephone: 0141 353 6504  
Email: [carerssupportline@crossroads-scotland.co.uk](mailto:carerssupportline@crossroads-scotland.co.uk)  
Web: [www.crossroads-scotland.co.uk/cislmain.htm](http://www.crossroads-scotland.co.uk/cislmain.htm)

**Princess Royal Trust West Glasgow Carers Centre**  
1561 Great Western Road  
Anniesland  
Glasgow  
G13 1HN  
Telephone: 0141 959 9871  
Email: [westcarers@volunteerglasgow.org](mailto:westcarers@volunteerglasgow.org)

**Mental Welfare Commission**  
Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE  
Telephone: 0131 313 8777  
Service user and carer freephone: 0800 389 6809

**Jobcentre Plus** - 0141 332 9507

**Advocacy Project** - 0141 420 0961

**See me** - 'See me' is Scotland's national campaign to end the stigma and discrimination of mental ill-health. Launched in 2002, 'see me' is an alliance of five mental health organisations and fully funded by the Scottish Government. We are proud to be involved in the 'see me' campaign.

**If you require this document in an alternative format, such as large print or a coloured background, please contact Kirstie Gordon, Senior Administrator on 0141 944 3990.**

*Pictured below: Management Team and members of our Board signing the 'see me' pledge...*



Shaw healthcare  
1 Links Court  
Links Business Park  
St Mellons  
Cardiff  
CF3 0LT  
T: 029 2036 4411  
E: [info@shaw.co.uk](mailto:info@shaw.co.uk)

Care enquiry line  
0800 902 0092  
[www.shaw.co.uk](http://www.shaw.co.uk)

