

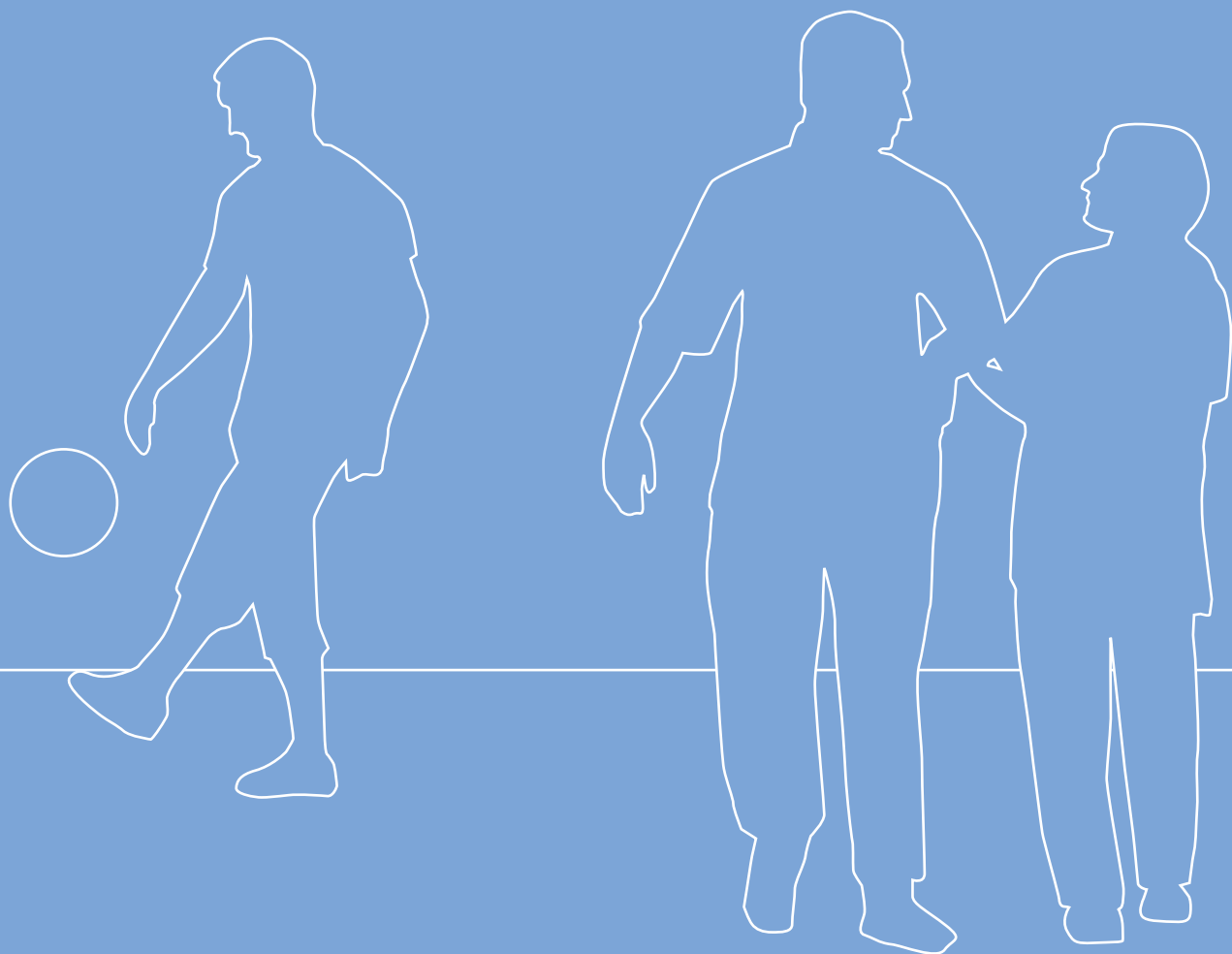
Patient Booklet

Surehaven Glasgow



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About us

Surehaven is a subsidiary of Shaw healthcare Group Ltd which provides care throughout the United Kingdom. Within Shaw healthcare there are Care Homes, Psychiatric Hospitals and Learning Disability services.

Independent mental health hospitals support services offered by the NHS and offer specialist treatments in environments that may not be otherwise available.

Surehaven Glasgow is a Low Secure Independent Mental Health Hospital situated in the west of Glasgow which specialises in offering holistic assessment, treatment and rehabilitation for males and females aged 16 - 65 who experience mental ill health, personality disorder, mild learning disability and brain injury using the care programme approach to plan and implement person centred recovery focused care. The Multi Disciplinary Team offer experienced high quality care and are highly skilled in empowering patients to follow their recovery path to independent living where possible.



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Purpose-built environment

Surehaven Glasgow is a new building which has been purpose built to maximise recovery and is consistent with a therapeutic environment. It has two gender specific wards offering a high standard of accommodation for 11 males and 10 female patients in a respectful, private and calming environment. All accommodation is provided in generously sized single, en-suite rooms. Each ward has a quiet room, large bright lounge, main bathroom, activities room with many therapeutic interventions offered, spacious dining room and therapy kitchen where patients can, if they desire, prepare their own meals in accordance with the care and treatment plan. The wards are further complimented by a large garden area and separate visitor's garden. There is another separate garden area which can house greenhouses and gardening projects. We also have a pet rabbit called Snowy who enjoys patient's company.

Surehaven Glasgow is regulated by the Healthcare Improvement Scotland (HIS) and is registered to accept formal patients detained under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Any potential referrals are discussed with our Psychiatrist in the first instance and then assessed at current placement by a member of the Multi Disciplinary Team. The referral is then discussed with the team and assessed for suitability for admission prior to reports being commissioned. Surehaven Glasgow provides care and support for males and females with severe and enduring mental health issues aged between 16 and 65 years. Our aim includes: -

- Being open and honest in all our interactions.
- Providing holistic care.
- Providing the highest quality of care.
- Providing a safe environment in which people are free from intimidation of any form.
- Improving Quality of Life allowing an enhanced sense of purpose.
- Facilitating a community atmosphere within which people work together towards their common goals of increased independence, responsibility for self and others.
- To use evidence based care and treatment within the Care Programme Approach framework.
- Empowering positive risk taking.
- Breaking down social barriers.



Therapies & Activities

A wide range of leisure, activity and therapy based services are provided within Surehaven Glasgow and a structured timetable is an integral part of the day supporting individuals to access and participate in activities that can facilitate and enable the recovery process in line with the care plans, individualised assessment and treatment plans.

Activities may include:

- Psycho-social intervention.
- Independence skills.
- Life skills.
- Personal development.
- Leisure, interests, hobbies.
- Community access & activities.
- Recovery groups.
- Educational/ learning and course orientated work.
- Various psychological therapies.
- Individual, 1 to 1 & group sessions where appropriate.
- Psychological input.
- Equine assisted psycho-therapy

This list is not exhaustive; any recommendations or suggestions are welcomed and all therapies are tailored to the individual in accordance with the care and treatment plans formulated by the patient and the clinical team.

Educational opportunities are available through local placements to develop skills for those who have been disadvantaged by the educational system through illness and voluntary work placements are encouraged as part of individual's recovery pathway.



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Patient comments about Surehaven

“Surehaven Glasgow is the best hospital I have been a patient in. The staff have good attitudes in general and good ideas towards de-escalating any kind of incidents (the staff try and avoid such things as IM medication).”

“The staff have a very fair attitude towards building up leave out of the hospital whether this is escorted or unescorted.”

“Patients are very well looked after and there is no unnecessary restrictions as you are allowed TV’s, laptops and radios in your room. The surroundings are well kept and clean and tidy.”

Patient comments about this booklet

We asked some of our patient’s to tell us what they think would be useful information to be in this booklet. Their comments are below:-

- All staff are friendly.
- Staff are approachable.
- Surehaven is a non-judgmental environment.
- There are laundry facilities, so patients can independently tend to their laundry, or if they need assistance, staff are always available to help.
- There are alarms situated in each bedroom, so if, for example, a patient is having problems with their mental or physical health, they can press the alarm and staff will respond.
- The patients and staff at Surehaven often do fundraising activities for charity, i.e. sponsored walks and coffee mornings.
- Surehaven has had family BBQ’s where the hospital Chef’s do the BBQ and patients invite family and friends to come along. We have games and quizzes with prizes.



Experienced practitioners

The staff team are experienced practitioners and have further skills in various areas' including addiction, anger management, complimentary therapy and trauma.

Surehaven Glasgow has a full time General Forensic Consultant Psychiatrist who acts as the Responsible Medical Officer for all patients in-house. In addition there are two further Consultant Psychiatrists who work with the full time Psychiatrist in providing 24 hour a day on call cover. Furthermore there is a GP service available should any physical health concerns arise.

There is also a full time Occupational Therapy team and Psychological service team within the hospital.

The remainder of the team consists of Registered Mental Health Nurses and Healthcare Support Workers who are all actively involved in the daily delivery of care.

Recovery focused

Surehaven Glasgow firmly believes in the concept of recovery as a journey and that all patients can lead a fulfilling and meaningful life despite serious illness. Recovery is not about “curing” the illness but guiding and supporting people towards managing the illness and developing positive coping mechanisms to achieve goals and aspirations personal to the patient. Autonomy, empowerment and choice are encouraged in developing flexible recovery plans and pathways suitable to the individual's needs enabling a person to reach their full potential.

To this end Surehaven Glasgow adopts the star wards initiative, recovery star approach and the Scottish Recovery Indicator to maximise recovery in evidenced based practice.

Surehaven Glasgow work closely with referring Health Boards and local mental health services to ensure transition through stages of recovery. The Care Programme Approach is adopted to ensure that care is consistent and concise and all individuals involved in care are aware of stages of development and recovery. It also ensures a holistic multi dimensional approach to care.



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Surehaven Glasgow offers independent advocacy with the key objective being to empower patients in communicating their needs. Individual advocacy sessions can be arranged on request or you can dial direct using the phone number displayed on the ward..

Anti-bullying

Discrimination on the grounds of gender, race, disability, sexual orientation, religion or belief or any other form of discrimination not only is unlawful it is not tolerated by Surehaven. Bullying and intimidation of any form will not be accepted and if you feel bullied or discriminated on any grounds then please speak to a member of staff or report via the complaints policy.

If you feel you experience any of the above then please ask to speak to the Manager or Deputy Manager at the earliest opportunity.

Secure environment

In order to ensure that all patients and staff are safe within Surehaven, we must know about any visitors in advance of their appointment. Please ensure that you ask your friend or family member to book appointments with the nurse in charge/reception.

The hospital operates CCTV recording equipment 24 hours per day, 7 days per week. This is sign posted throughout the hospital.

Patient possessions

Patient's are responsible for the safety and security of their possessions on the ward. Money can be stored in our ward safe (maximum £60 per patient) and we encourage patients to ensure the safety of their cash by having as little as possible on their person. Staff will lock your bedroom door if requested.

Personal funds

All patients are strongly advised not to lend or borrow money. Benefit money (Personal Allocated Allowance from Jobcentre Plus) is very important to our patients and we assist in anyway we can to ensure that our patients are receiving the benefits they are entitled to. It is important that you budget and adhere to an agreed individual financial care plan to ensure that you do not overspend or run out of money.

Our Senior Administrator will meet with you on arrival to establish your financial care plan. We will make links with Jobcentre Plus if we feel we could maximise your benefits.

Complaints & comments

All patients residing at Surehaven Glasgow have the right to express a complaint or any concern they may have regarding this service. In the first instance, we would refer you to the ward staff who will help you resolve any problems. You could also speak to your relative or independent advocate (phone number is displayed on the ward) however, if you remain unsatisfied then we would refer you to our manager:

Garry Walker
Hospital Manager
Surehaven Glasgow
3 Drumchapel Place
GLASGOW
G15 6BN

Please note that you also have the right to make complaints and comments at any time to:

Healthcare Improvement Scotland
1 South Gyle Crescent
Edinburgh, Midlothian
Tel:- 0131 623 4300

Mental Welfare Commission
Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE

Tel:- 0131 313 8777

How can I give my feedback?

You can give your feedback by:

- Talking to a member of staff involved in your care
- Filling in a patient survey or questionnaire
- Phoning the NHS inform Helpline on 0800 22 44 88
- Telling the Patient Advice & Support Service (PASS) - Citizen Advice Bureau
- Putting your comments in a suggestion box, or
- Contacting your NHS board.

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