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NHS

**Cheshire and Wirral
Partnership**
NHS Foundation Trust

Oaktrees Ward

Information for you and your family,
friends and carers

Springview
Clatterbridge Hospital
Clatterbridge Road
Bebington
Wirral
CH63 4JY

0151 343 5518

Helping people to be
the best they can be

Contents

This leaflet includes information about Oaktrees that we feel may be useful to you as a patient, or family member/friend/carer. However if there is any further information you require, please speak to a member of staff.

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Sexual safety

Safety & What You Can Expect On Our Wards

What can I do if I am not OK with something during my stay on the ward?

- Talk to a member of staff and let them know you do not feel safe
- Or
- Ask to speak to the Ward Manager or Matron
- Or
- Call the Patient Advice & Liaison Service (PALS) for free on 0800 195 4462 you can also write to them at PALS FREEPOST RRBA UEGB AZJA Redesmere COCH Health Park, Liverpool Road, Chester CH2 1BQ or email cwp.pals@nhs.net PALS deal with problems quickly and confidentially and can help you to make a complaint if this is what you want to happen. Ward staff can also help you to speak with PALS
- Or
- Contact independent Advocacy their number is available on the ward.

Helping people to be
the best they can be



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What can I expect when I am staying on this ward?

- To meet staff who are friendly and approachable
- To have staff I can speak to if I do not feel safe & know they will do something about it
- To feel physically, sexually and emotionally safe
- To be respected and to respect other people
- To get help when I need it
- To have a chance to discuss any needs I have as part of my care plan



What things should NOT happen when I am staying on this ward?

- Feel unsafe, physically, sexually or emotionally
- Feel that I cannot speak with someone if I feel unsafe
- Feeling disrespected or disrespect other people
- Feel I have not received the right help when I asked for it
- Feel my wishes about my care have not been respected
- Be treated differently if or when I say I am not OK with something



Introduction

Welcome to Oaktrees Ward. Oaktrees is a 14 bedded acute care assessment and treatment ward for people with Eating Disorders. The ward is part of Cheshire and Wirral Partnership NHS Foundation Trust (“CWP”). Oaktrees is situated at Clatterbridge Hospital on the Wirral.

The Ward Manager is Cath Moore. The Consultant Psychiatrists are Dr Jessica Morgan and Dr Matthew Cahill. You and your carers are welcome to talk with Cath and the team to discuss any aspects of the care provided.



Cath Moore



Dr Matthew Cahill



Dr Jessica Morgan

Further support for people with mental health issues and their carers continued

MIND

Website: www.wirralmind.org.uk/

Telephone: 0151 512 2200

Wirral Education for Wellbeing

This is for you accessing CWP secondary mental health teams and their family/friends/carers. They are based at St Catherine’s Hospital, Birkenhead. They are an educational service, facilitating various courses and workshops focused on supporting people in their mental health recovery. There are prospectus’ available each term detailing the courses that are being facilitated. Please speak to a member of staff if you would like a copy of this.

Website: www.cwp.nhs.uk/services-and-locations/services/wirral-education-for-wellbeing/

E-mail: cwp.educationforwellbeing@nhs.net

Telephone: 0151 488 7250

Further support for people with mental health issues and their carers

There are local organisations providing support for people living with mental health issues and their family/friends/carers. Information and contact details for some of these are included below:

Wired

Website: www.wired.me.uk

E-mail: contact@wired.me.uk

Telephone: 0151 522 7990

Beat

Website: <https://www.beateatingdisorders.org.uk>

E-mail: help@beateatingdisorders@org.uk

Telephone: 08088010711

Family Tree

Website: www.familytreewirral.co.uk/

Telephone: 0151 488 8159

Welcome to Oaktrees Ward

Oaktrees ward is a regional specialist inpatient unit for people with eating disorders.

We recognise that the change needed for recovery can be difficult and that people with eating disorders often have mixed feelings about this change. Our aim is to provide a safe and supportive environment in which patients can develop confidence and skills, on a journey towards their own recovery.

There are multiple different aspects to treatment on the ward. An essential part of this is re-feeding, which we understand may be distressing. You will be supported throughout this process to ensure both physical and psychological wellbeing with medical care, nursing care, psychology and other therapies.

We know that there is a lot of information to take in when you first arrive. This can be hard to remember. However, this booklet will provide you with some information about how the ward works. If you have any other questions at any time, please ask a member of staff and they will do their best to help.

Contact numbers

Please contact the ward office at any time if you wish to speak to staff. Staff may be unavailable if they are supporting patients, particularly at busier times of the day, for example meal times. If carers are calling, please call again if you are unable to get through.

Oaktrees Ward Office – 0151 343 5518

Julie Ward Clerk – 0151 343 5513

Please visit our website at www.creatinghopetogether.com or follow us on Twitter [@CWP_EDS](https://twitter.com/CWP_EDS)

Questionnaires and feedback

You will be invited to complete a 'Patient Experience Questionnaire' and a 'Friends and Family Test' towards the end of your admission. The feedback from all of these questionnaires is amalgamated and used to review how we can continue to develop and improve the service provided on Oaktrees. We welcome any suggestions and feedback you have.

Should you or your family/friends/carers have any compliments or identify areas you feel we could improve on during a patient's stay, we would encourage you to discuss these with ward staff during the your admission.

We hold community meetings with you on the ward weekly, in order to obtain your views.

For further information, please speak to a member of staff.

Additional information

There are a large number of information leaflets produced by CWP. A selection of these can be found in the entrance to Oaktrees. If there are further leaflets that you would like that are not available, please speak to a member of staff.

We hope that you find this information leaflet useful. Please do not hesitate to speak to any of the ward staff for help, advice or for more information.

Discharge planning

Discharge from Oaktrees is planned as part of the assessment and treatment process, via multi-disciplinary team review. We encourage the patients and your family/friend/carer involvement in this.

Assessment and treatment plans will be discussed with you and your family/friends/carers, and discharge plans and aftercare options will also be discussed and agreed. You and family/friends/carers will be given the opportunity to ask questions, receive support and discuss any concerns you may have.

My Safety Plans

When you are admitted to Oaktrees ward, we will ask you to complete a safety plan. This tool enables us to identify your difficult times and the best ways to support you. Before completing this, please think about what techniques and support you have found helpful at times of distress.

Aims of the ward / philosophy of care

Oaktrees is a specialist eating disorder unit providing assessment and treatment for severe anorexia nervosa . Care is provided by dedicated, skilled and experienced staff.

The care we provide reflects CWP's commitment to the '6 C's', which are –

- **Care**
- **Compassion**
- **Commitment**
- **Competence**
- **Communication**
- **Courage**

An individual person-centred care planning process will begin on admission in collaboration with you and your family/friends/carers, supporting your journey through the assessment process. Each patient will have a named nurse, supported by an associate nurse, who will co-ordinate aspects of your care. This ensures that you and your family/friends/carers have an identified, trained nurse acting as a focus for the care and support they receive. Oaktrees staff actively encourage family, friends and carers to participate in all relevant aspects of care.

Ward philosophy

As facing up to the problem of eating disorders can be extremely difficult for many sufferers, we at Oaktrees believe that every person is unique and entitled to sensitive and specialised care with understanding and compassion within a safe environment.

Our aim is to have an integrated team which shares a common philosophy, professionalism and understanding of the disorder.

What happens on admission

On admission you will be met by a member of staff and will be shown around the ward and introduced to the staff on duty. A doctor will complete an assessment. Nursing staff will commence a care plan which will be developed during your admission by staff, with you and your family/friends/carers.

We will ensure that you have information on:

- Visiting times
- Reviews
- Activities
- Medication
- Care planning
- Discharge planning
- Spiritual care
- Health and well-being

Much of this information is included in this booklet. We would like you to have all of the information you need, so please feel free to ask us any questions or to discuss any concerns you may have.

How to access interpreting services

The Trust aims to ensure that a range of translator/interpreter services are provided for those patients and family/friends/carers for whom English is not their first language or who may require communication support. Ward staff can request these services for you and your family/friends/carers as appropriate.

Patient Advice and Liaison Service ('PALS')

CWP is committed to providing the opportunity for you and your family/friends/carers to give a compliment, seek advice, raise concerns or make a complaint about the services provided. CWP offers a PALS service, which is a confidential service for you and your carers. Comments, concerns, complaints and compliments may be sent to PALS. PALS will listen to any concerns you and/or family/friends/carers may have about the care provided and liaise with services to try and resolve these.

PALS are available Monday-Friday (except bank holidays), 9:00am-5:00pm and can be contacted as follows –

Telephone: 0800 195 4462

E-mail: cwp.pals@nhs.net

Write to:

PALS FREEPOST RRBA UEGB AZJA
Patient and Carer Experience Team Cheshire and Wirral Partnership
NHS Foundation Trust
Redesmere, Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ

There is a leaflet available on the ward about PALS. Please speak to a member of staff if you would like a copy of this for further information.

Carer support continued

Carer's assessment

Carers are entitled to a carer's assessment if they provide support to a family member or friend who would be unable to manage otherwise without this help. The carer's assessment is not a test of how well the carer is providing support to the person they are caring for, but to look at how their caring responsibilities impact on their own health and well-being, and their abilities to do the things they want to do in their day to day life. A carer's assessment can be accessed through the Central Advice and Duty Team ('CADT') -

Online: www.wirral.gov.uk/health-and-social-care/adult-social-care/support-if-you-care-adult/carers-assessment

E-mail: wcnt.centraladviceanddutyteam@nhs.net

Telephone: 0151 514 2222 (option 3)

Under section 10 of the Care Act the right to assessment for a carer is triggered if it appears to the Local Authority that the carer might need support now or is likely to in the future. For more information please speak to ward staff.

GP

Some GP surgeries record the names of carers. This information helps them to make sure that carers receive information about the help and support that is available. Carers can contact their GP surgery if they would like to discuss this or for further information.

Time off the ward

When you first arrive on the ward, there may need to be a period for stabilising your physical health. This involves helping you to adhere to the meal plan, so that you can begin to improve your physical health and nutrition. At all times, we keep a close eye on your blood tests, blood pressure, heart rate, ECG and BMI as the re-feeding process can be dangerous.

You may be asked to remain on the ward for the first few days, so that the staff can closely monitor your health. This is very important in ensuring we are providing you with good, safe care.

Once things are more stable, short periods off the ward can commence. These usually start as two 15 minute fresh air breaks a day with staff, eventually building up to unescorted time off the ward, which will depend on your progress and physical health.

Once your physical health is stable and you have progressed in your meal plan, the OT Team will work with you, to begin preparing for leave. This involves going for snacks and lunches off the ward. Once you are happy with eating out, you may start to do this with family and friends. As things improve and you feel more confident eating away from the ward, your time off the ward and at home is increased.

It is vital to prepare patients adequately for eventually going home. We find they have the best chance of doing this, if a gradual process is followed. However, we understand that it can be very frustrating for patients to be on the ward for long periods of time without any leave.

If you have any questions about leave, please discuss this with your named nurse or another member of staff. Leave is then usually discussed further with your consultant in ward round.

What to bring and what not to bring to Oaktrees

You require the following items on the ward –

- **Changes of clothing** (day wear – we encourage you to wear daytime attire to maintain dignity and a normal routine)
- **Night wear** (including dressing gown for you to wear in communal areas)
- **Underwear**
- **Toiletries** including shower gel, bubble bath, shampoo, deodorant, toothbrush, toothpaste, and shaving foam and razors if appropriate
- **Slippers or indoor footwear** (please ensure appropriate footwear which is comfortable, well-fitting and supportive)
- **Outdoor footwear**
- **A jacket or coat** (should you go out for walks or to attend appointments)
- **Personal belongings** such as a book, puzzle books, magazines
- **Small amount of money** (if you would like to purchase magazines/newspapers from local shops)
- **Mobility aid(s)** the patient usually uses (e.g. zimmer frame)
- **Sensory aids** the patient requires (e.g. glasses, hearing aids)

We are just ordinary people with first hand experience of eating disorders in one way or another. We want to offer our support to those whose lives are hit hard by this devastating illness.

Address:

Cheshire Carers Centre

146 London Road

Northwich

Cheshire

CW9 5HH

Tel: Helen 0776 306 1307

http://www.cwest.me.uk/contact_CWEST.asp

Carer support cont...



Welcome to CWEST

Cheshire West Eating Support Group

We are a support group for men and women aged 18+ who are affected with eating disorders of any kind. You do not have to be in treatment to come. This group is part of the b-eat Self Help Network.

The group is run by two group facilitators, Helen Davies and Linda Davies.

The group has been running since September 2011. We have been vetted and follow strict guidelines re groups and their code of conduct, ethics and responsibilities. However the main rule we follow is CONFIDENTIALITY. What you share with us stays with us. We ask you to respect this as you may bump into another group member in the local high street! We receive regular training and supervision for our work. We run two separate groups one for family, friends and other loved ones this group runs on the second Thursday of the month from 7.00pm to 8.30pm. The other for recovery on the fourth Thursday of the month again 7.00pm till 8.30pm.

We have a book collection you can browse through as well as other pieces of literature available to take away. There is no admission charge. We ask kindly that: during group you switch your mobile phone off to avoid disturbance.

Please do not bring in –

- **Cigarettes or e-cigarettes**
- **Plastic bags, knives, weapons**
- **Any ignition sources** such as lighters or matches
- **Alcohol and/or illicit substances**
- **Medication**
- **Sharp items** including glass (e.g. in photo frames), scissors, nail clippers and mirrors. Please give any razors in to staff
- **Large amounts of cash**
- **Valuable items** (including jewellery, expensive clothing, and items of great sentimental value)

Due to the nature of the ward, items may be misplaced and lost. CWP accepts no responsibility for loss or damage to any personal or other property on its premises, except for any personal property deposited with CWP for safekeeping in accordance with Trust policy. Any such property remains the owner's responsibility and at the owner's risk. As we cannot be held responsible for cash and/or valuables retained by you on the ward, we would not recommend these items being brought to the ward. Cash and valuables can be deposited in the patients' bank at Springview.

If you bring in any personal electronic equipment such as radios or televisions, these will need to be safety checked by CWP staff before they can be used. Ward staff will arrange this.

If you are unsure about what items are suitable to bring onto Oaktrees, please discuss this with a member of staff.

What can I bring to the ward?

People can bring most of their home comforts to the ward such as clothing, photos, electronic equipment including phones, computers and hairdryers. Some items e.g. duvets are not permitted due to fire regulations. Your belongings will be reviewed with you, when you are admitted to the ward.

Routine room searches are conducted as part of ward policy, to ensure that no inappropriate items are being brought on to the ward.

Please note that the ward is not responsible for your personal belongings, or any items that go missing.

Please only bring the charges you need to the ward and these will be kept in the universal charger.

We appreciate that social media and technology is a big part of today's society, whilst on the ward we ask that you do not take photos on the ward or discuss other patients on social media, this is to protect everyone's confidentiality.

Code of conduct on Oaktrees

We encourage everyone on Oaktrees to be respectful of each other. Patients all have different needs and require different levels of support, and we ask you to please be tolerant of this.

If you or your family/friends/carers feel unhappy or unsafe on Oaktrees, or have any queries, please discuss these with staff.

Carer support

Oaktrees families and carers support group

On Oaktrees, we recognise the important role families and carers have in supporting the recovery of someone with an eating disorder. We also recognise that families and carers have support needs of their own. Therefore, we would like to invite you to our monthly support groups which aim to be a source of information and support as well as providing the opportunity to share your experiences with others who are also learning how to manage when someone they know has an eating disorder. We deliver groups on various topics and also more informal groups, we also hold groups led by Occupational Therapy, Dietician and Psychology to give you a chance to meet other members of the team and the role they have on the ward.

The group is held on the first Thursday of each month between 18:15 and 19:15 (so you can be back on the ward for visiting). It is held in the Springview conference room, but if you attend the ward first, staff will show you where to go.

We will write to you each month inviting you to come along but if you have any questions please feel free to email on:

cwp.oaktrees.carersupport@nhs.net

A Letter to Our Carers

You have recently had a loved one admitted to Oaktrees ward. As a team we are committed to making sure you feel supported and involved as much as possible in your loved ones care.

Support - we offer a monthly support group for carers called 'branching out' this is held on the first Thursday of every month from 18:15 till 19:15. We can also offer individual support via phone or in person if required. If you feel you need more support please speak to a member of the team and we can arrange a meeting with our carer link to see what support we can offer.

Involvement - we always appreciate the involvement of the carers in our patients treatment, this ensures a smooth transition from hospital back home. To achieve this you are welcome to attend the ward round every week, please speak to staff about dates and times. Also we appreciate any feedback regarding how you feel your loved one is doing on the ward or at home on leave. You can also have a copy of your loved ones care plan with their consent.

What if my loved one doesn't want me involved? - if your loved one doesn't want us to share information with you or doesn't want you to attend the ward round we still want you to feel involved and supported. You are still able to provide your feedback about how you feel they are doing, via phone, in person or email. This can be fed into the ward round so staff will be aware of any difficulties your loved ones may be experiencing. Unfortunately we are bound by laws of confidentiality so may be unable to give any information out regarding their care however we will aim to provide as much reassurance as we can and will revisit your loved ones consent to share information with you regularly.

Kind regards
Vicky Dettlaff

Dress code

We ask that you dress in a manner which is considered appropriate by the ward team. This may seem a little strict, but if you expose too much of your body, it may exacerbate other patients' worries about their own body image, so:

- Skirts and dresses must be of an appropriate length.
- Shorts and hot pants are not acceptable
- Low-cut or sleeveless tops are not acceptable
- The upper arms and collar bones must be covered. This also applies to any nightwear worn outside of your room
- Nightwear or dressing gowns are not acceptable at the dinner table. However, they are acceptable at supper time.
- Hats are not acceptable at the dining table, and hoods must not be up

Ward facilities and layout

Video tour available on youtube: <https://www.youtube.com/watch?v=h6s6vglQQUw>

Oaktrees Ward is a 14-bedded unit for both female and male patients. When you arrive you will be shown around and we hope you will soon settle into the structure and daily routine of the ward.

Bedrooms and Bathrooms

You will have your own individual bedroom on the ward. Ten of the rooms also have en-suite bathrooms. For an initial period of assessment after admission and, depending on what difficulties you are having with your eating disorder, it may be necessary to lock your bathroom.

Dining Room

All patients eat together in the dining room with ward staff.

Lounge and Quiet Rooms

There is a communal lounge and also quiet rooms where you can spend time with staff and fellow patients. There are games, activities and TV available. The ward also has free **WiFi** for you to use. Please ask a staff member for the password.

Laundry

There is laundry, with a washing machine and tumble dryer on the ward, that all patients can use.

Garden

There is a garden on site for fresh air breaks which you visit. Depending on the stage of your treatment, you can also visit here with family and friends. Unfortunately, pets are not allowed on the ward, but you can see them in the garden.

Carer support

Carer Link Nurses

All ward staff are available to discuss any questions or concerns with carers, and to provide informal support. However, we also have Carer Link Nurses on the ward, whose role it is to be there to support carers, so as carers have someone they can talk with and to help them make sense of what may be a difficult situation.

Vicky Detlaff is our Carer Link Nurse on Oaktrees. Vicky will try to contact carers following your admission. This may be in person or on the telephone depending on shift patterns or when carers visit. Vicky will help to identify and provide personal support to carers as needed. Due to the nature of shifts, Vicky may not always be available when you contact the ward. However, you can leave a message with the ward staff and she will get back to you. Alternatively, you can email the Oaktrees carers email. **EMAIL ADDRESS?**



Vicky

Advocacy

Advocacy is available to support people who have difficulty expressing their views or wishes effectively. An advocate can represent the views of a person at meetings to ensure each patient's rights and views are respected and listened to. An advocacy referral can be made following admission to Oaktrees.

The Wirral Advocacy Hub offers a single point of contact for all advocacy enquiries in the area. The Hub will perform advocacy triage by offering an information, signposting and referral service for all health and social care related advocacy enquiries. The types of advocacy support available via the Wirral Advocacy Hub are –

- Independent Mental Capacity Advocacy
- Care Act Advocacy
- Independent Mental Health Advocacy
- General Advocacy

Advocacy is independent, free and confidential. It supports you' voices and safeguards you' rights.

To access advocacy, please contact as follows -

Telephone: 0300 2000 083

E-mail: referral@wirraladvocacyhub.net

Website: www.ncompassnorthwest.co.uk

There is a leaflet available on the ward with further information about the Wirral Advocacy Hub. Please speak to a member of staff if you would like a copy of this.

Visiting times

We understand that it is very important to patients that friends and family are able to visit them on the ward. We kindly ask that visitors respect the visiting times. This is so that patients can obtain the maximum benefit from meal times, OT and psychology sessions. Visiting times are:

19.15 - 20.45 on weekdays

16.15 - 17.15 and 19.15-20.45 on weekends

There is a great deal more flexibility on weekends due to a lack of ward activities. However, we ask that mealtimes are respected unless a meal out has been arranged.

However, we recognise how important it is for you to spend time with your family/friends/carers. Therefore visiting times can be flexible to meet the needs of you and your family/friends/carers. Please phone to check before you visit, and please also be mindful that your visit does not clash with your treatment programme, ward rounds, occupational therapy activities and doctors meetings. Please speak to a member of staff if you wish to discuss this further.

We ask that visits take place in communal areas in order to respect the privacy and dignity of other patients and to maintain the safety of all people on the ward. Visits in your bedrooms may take place in exceptional circumstances. There are potential risks within the ward environment at times therefore staff need to be aware of visitors' whereabouts.

Where it is appropriate, visits may take place in communal areas of Springview, such as the 'healing environment' area inside, the garden, or in other areas on the Clatterbridge Hospital grounds, such as hospital cafés. This would only be agreed if the clinical team feel it is safe to do so. If you would like more information please discuss this with a member of staff.

Meal times

In order to best facilitate recovery, there is a structured meal timetable on the ward, and we stick very closely to these times.

Meals take place in the dining room and you will share a table with people who are at a similar stage of the meal plan. A member of staff will join you for the meal, and eat with you in order to provide help and encouragement.

Meal times are as follows:

Breakfast - 08.10-08.40

Morning Snack - 10.15-10.30

Lunch - 12.30-13.00/13.15 (depending on stage of program)

Afternoon Snack - 15.30-15.45

Evening Meal - 17.30-18.00/18.15 (depending on stage of program)

Supper - 21.00 – 21.15

Legal status

Sometimes due to the nature of a person's illness, you may be admitted under a section of the Mental Health Act. If a patient is detained under a section of the Mental Health Act, a member of staff will inform the patient and their nearest relative what this means and what their rights are under the Act. A nearest relative is a legally defined term within the Mental Health Act, which is different to next of kin.

Capacity

When you have capacity to make certain decisions, you will be provided with the appropriate information to make these decisions, e.g. regarding treatment and discharge planning. However if a patient is assessed as lacking capacity to make these decisions, these will be made under the best interests principles of the Mental Capacity Act. An assessment of a person's capacity is based on a particular decision at a certain time, therefore some people may have capacity to make certain decisions but not others, and this may also change over time.

If you know that a patient has made an Advanced Statement or an Advanced Decision, please inform a member of staff.

You may not have the capacity to make some decisions and may not have capacity to sign important paperwork, e.g. regarding finances and accommodation. Please speak to staff or a member of the advocacy team before completing important documents.

Confidentiality and information sharing

You have a right to maintain confidentiality about your treatment whilst you are on the ward and staff can only share information about you if you have given permission for this. Staff do encourage and promote the involvement of family/friends/carers and if permission is not given, they will revisit this decision on a regular basis with you and promote the benefits of family/friends/carers being involved. Staff will be able to share information without consent if they believe this will act in your best interest, although this decision will be carefully considered, with the full team's agreement.

Sometimes, in order to provide effective assessment and treatment, it may be necessary to share information with other agencies. Sometimes due to your illness you maybe unable to give informed consent. If this is the case, staff will liaise with people who know you well and work within best interest principles. All information shared will be treated in accordance with the Data Protection Act. Information may be passed on to other professionals within the care team. All information provided will remain confidential.

For further information regarding confidentiality, and protecting and sharing information held by CWP, there is an information leaflet available on the ward entitled '*Information We Hold*'. Please speak to staff if you would like a copy of this.

Meal times (cont)

Dining Room Guidance

- Sometimes, people with eating disorders develop mealtime habits which are not helpful during recovery. We will help you to follow this guidance which we feel can help towards recovery:
- No tissues allowed at the dining table
- Reading is permitted at snack times but not during meals
- One drink is permitted per person per meal
- Teaspoons may only be used for small pots
- Straws may be used with cold drinks but not hot drinks
- No knives and forks for sandwiches
- Staff and patients are to remain seated for the duration of the mealtime. They may then proceed to observations
- Patients are asked to complete their meal in the allocated time
- Please avoid dunking biscuits in drinks
- Nightwear may be worn at the supper table, but not at other times
- Please avoid using electrical items (phones, laptops) in the dining room
- Please avoid talking about food at the dining table
- Please be aware of excessive breaking up of food

This may seem like a lot to pay attention to, but hopefully you can see how these behaviours could impact on recovery.

Post Meal Observation

There is a period of observation after meals (one hour) and snacks (30 minutes). During this time, staff and patients sit together in the lounge, because we understand that this is a very difficult time and extra support is often needed. People with eating disorders may also engage in behaviours after meals, which are not conducive to weight restoration.

It is hoped that you can use this time to relax, perhaps watch TV, socialise, play board games, or take part in any interests or hobbies.

Diet Stages

There are four stages that patients work through. The initial diet plan on the ward normally includes regular milk (to help prevent re-feeding syndrome) and half portion meals.

This will be increased dependent on weight restoration, how you are managing emotionally, and how well your body is coping with the re-feeding process. Any special dietary requirements can be discussed with the team dietician, who will also be able to discuss the stages of diet with you in more detail.

We try to be as flexible and accommodating as we can, with regard to your dietary requirements and preferences, and there is a lot of choice available on the ward. However, there will be times when we will encourage you to progress in the diet plan, to improve your overall physical and mental health, as well as helping you to recover the relationship you have with food.

Nasogastric Feeding

Rarely, some patients may require feeding via a nasogastric (“NG”) tube, if there are serious concerns about their health and progress with the programme. This decision would not be taken lightly and would be discussed with patients first.

Physical Health

Your physical health will be closely monitored during your stay. This is because people with eating disorders have high rates of medical complications which can affect the whole body. Physical monitoring may include:

Blood tests – initially, these will be daily for the first ten days (to monitor for re-feeding syndrome). If your physical health improves, this will move to 2-3 times a week and then once a week. The results will be discussed with you in ward round.

Blood pressure, heart rate, temperature and blood oxygen levels –Initially, these will be twice a day. This may increase if you are not feeling very well, then will reduce to once a day, when things are stable.

Safeguarding

As healthcare providers we have a duty of care to safeguard the welfare of children and vulnerable adults. We take any allegations of abuse seriously and will refer these to the appropriate authorities.

CWP have a designated safeguarding adults and safeguarding childrens team, if you have any concerns you would like to highlight to these teams please speak to a member of staff.

Gender

CWP is committed to providing you with same-sex accommodation to safeguard your privacy and dignity when in hospital. This means providing same-sex sleeping areas, bathrooms and toilet facilities. All bedrooms are single occupancy to protect your privacy and dignity. We also have separate lounge areas for males and females should you wish to use them.

Personal safety and security

The door on Oaktrees is locked for your safety. Staff are able to open the door to let people on and off the ward. You may be able to leave the ward depending on your presentation, needs and legal status. You may require support from family/friends/carers or staff when leaving the ward environment.

You have your own bedroom on the ward. In your room you have a lockable draw with a key for the safe storage of valuables. You are able to lock your bedroom door from the inside, should you wish to have your bedroom door locked when you are not in there you can ask a member of staff to do so.

You may bring mobile phones to Oaktrees, however staff are not responsible for the safety of these. Mobile phones may not be used for the purpose of taking photographs, or making video and/or audio recordings of other patients visitors or staff. We do have CCTV cameras in communal areas of Springview for everyone's safety.

We understand that social media is widely used today and that platforms can be very helpful or unhelpful to our patients. Whilst on the ward we will aim to work with you around your social media use and how this can impact your mental health and identify more positive outlets.

If you or family/friends/carers feel unhappy or physically, sexually or emotionally unsafe on Oaktrees, please discuss this with staff. You can also contact the Patient Advice and Liaison Service ("PALS"); further information about PALS can be found on page 31 of this leaflet.

Oaktrees is a mixed sex ward and we have procedures in place to preserve the dignity of all genders on the ward.

ECG – electronic tracing of the heart, typically checked weekly.

Weight/BMI (body mass index) – this is checked weekly on the morning of ward round. It is always done at the same time of the day, and you will be asked to wear a gown. This is to ensure that it is as fair and accurate as possible.

What to expect when re-feeding

When most people arrive on the ward, their body is deprived of a lot of nutrients. We commence a meal plan which is essential to recovery. However, the body may take some time to get used to eating again. Here are some commonly experienced symptoms:

Water Retention – sometimes called 'oedema'. It is common to have some mild water retention when you start to increase your intake. It is often noticed in the feet and ankles towards the end of the day, or around the face first thing in the morning. It is usually very mild and passes naturally within a couple of weeks with no required intervention. It is also important to remember that this is not fat. It is water and will pass away.

Gastrointestinal Symptoms – your digestive tract may take time to adjust to larger quantities of food. Common symptoms include:

- Nausea
- A bloated sensation in the abdomen
- Feeling full very quickly
- Constipation

These symptoms are expected side-effects of re-feeding, which is imperative to recovery. It is worth bearing in mind that they are transient effects on the road to enhanced wellbeing and normally pass after a couple of weeks. However, we understand that they can be very troubling for patients.

Please talk to one of the nursing staff if you are particularly concerned about any of these symptoms, or feel unwell in any way. They will contact the ward doctor, or an on call doctor, if they feel you need a medical review.

Physical Health (cont)

Medication

People with a low BMI have a higher requirement for vitamins and minerals, so you will be prescribed some supplements to take every day. Any regular medication you already take can also be reviewed and prescribed, if appropriate.

Depending on any other problems you may be having, other medications, for example antidepressants, may also be discussed and prescribed. The consultant, ward doctor or pharmacist can discuss various medications with you in more detail.

Medications are administered by nursing staff during daily, regular medication rounds.

Wheelchairs

We encourage some patients, as part of their care plan, to remain in a wheelchair, when travelling between rooms on the ward, or when off the ward. This is partly to do with safety, and partly in order to minimise the amount of energy expended and maximise chances of recovery.

Each person on the ward is unique, and not everyone has the wheelchair as part of their care plan. If you have concerns or questions about this, please discuss them with one of the nursing staff, or the ward doctor. This can be discussed further in the ward round.

If you are in a wheelchair we will also prescribe an injection called Tinzaparin. This is because when people are less mobile, they have a higher chance of developing a Deep Vein Thrombosis (DVT or blood clot). The injection will help to counteract this.

Falls

The majority of patients on Oaktrees are identified as being at an increased risk of falls, due to various factors such as low BMI, medication, and physical health problems. Whilst staff will do their utmost to take measures to reduce the risk of you falling, we cannot always prevent this. However, there are things that can be done to help reduce the risk of falls such as:

- Please advise staff if you or your relative has a history of falls
- Ensure that you have appropriate slippers and/or footwear available on the ward which fit you well and are comfortable

Smoking, alcohol and enhancing health

CWP operates a strict no smoking policy. Smoking is not permitted on any hospital site. It is against the law to smoke inside any CWP building and against CWP policy to smoke within the perimeter of trust property. Nicotine replacement therapy is available for all you. Please speak to staff if you require any further information about this.

Alcohol and illicit substances are not permitted on the hospital site and will be confiscated if found. We can provide support and advice for alcohol withdrawal as appropriate.

As a health facility, the ward aims to promote and encourage healthy lifestyles through good diet and exercise.

vapes

Religious and spiritual care

We would like to ensure that your religious and spiritual care needs are respected and supported whilst on Oaktrees. You are invited to share any information about your beliefs that you feel is relevant with staff. Family/friends/carers are also encouraged to provide further information. This information will be incorporated within your care plan as appropriate.

We have a multi-faith room upstairs at Springview which you may access. There is also a chapel in the main corridor of the Clatterbridge Hospital building (central to the hospital site) which can be accessed. However, these are for personal prayer/reflection only; there are no services which take place in the multi-faith room or hospital chapel. Please speak with staff if you would like support to access the multi-faith room and/or chapel.

Bibles and other religious texts can be made available on request. You are also welcome to bring their own religious texts or items to the ward for personal use.

Please note that we do not have access to a hospital chaplaincy team. However, if you would like someone from your usual place of worship to visit you on the ward, this can be facilitated. Please speak to staff if you require support to make arrangements for this. We do hold a monthly Christian church service on Meadowbank ward, for you, your visitors and staff across Springview. Please see posters on the ward or speak to staff for further details of when the next service will be held.

Ward Round

Once a week, the ward team get together to review your care. You will be given a timeslot. However, if you would like to see the team at a particular time, please let them know, and we will aim to facilitate this.

The Consultant, OT, Dietician, Psychologist, Ward Doctor and one of the Nursing Staff are usually present in ward round. They will have a brief chat about your care, the progress you have made, and any difficulties you may be having. You will then join us to share your thoughts about your progress, difficulties and treatment plan.

We recognise that the ward round may feel a little strange, or even intimidating at first. We hope that, as time goes on, you will feel more comfortable, as this is the setting in which you can discuss your treatment plan with the whole team. This can include medical, psychology, OT and dietetic needs. We will then work with you, as a team, to tackle any problems which may be impeding your recovery.

We want your family/friends to be involved in your care as much as possible, they will be invited to attend a six weekly review (called a CPA) along with your community team. If you would like your family to support you in ward round please discuss with a member of staff. With your consent family and friends can also be updated via phone call after your ward round. With your agreement, family members can book appointments to see individual members of the team. Please ask the nursing staff about this.

You will receive a copy of your individual care plan following ward round each week .

The Ward Team

Consultant Psychiatrists

There are two consultants who attend the ward, and some patients may already be under their care in the community. One of the consultants will oversee your care during the admission and usually sees you once a week in ward round.

Ward Manager

This is a senior member of the nursing staff, who ensures the smooth running of the ward.

Nursing and Clinical Support Staff

Nursing staff are present on the ward 24 hours a day, seven days a week to provide emotional support, monitor physical health, administer medication, and to assist at mealtimes. Each patient is allocated a named nurse for 1:1 time and to be your main 'go-to' person for any worries or questions.

Ward Doctor

This is a junior doctor who works on the ward most weekdays, 09.00 to 17.00, to help monitor and treat your mental and physical health. There is an on-call doctor available 24/7 for any urgent problems.

Psychologist

All patients are offered a psychological assessment to think about the things that might have played a role in the development of their eating difficulties and the things that might be playing a role in keeping them going. This information is used to plan what psychological intervention could be helpful. This clinical psychologist draws from a variety of therapeutic approaches.

Pharmacist

They help manage medication on the ward and are an excellent source of information regarding medications.

Activities continued

We also facilitate additional events throughout the year such as performances by singing groups, themed social events, and 'Home Safari' animal sessions. Please look for posters and additional leaflets on the ward advertising the details of these events.

If you have any questions about or would like to make any suggestions for groups or 1:1 activities, please speak to OT staff.

Gym

We do have a gym at Springview for you and staff to use. You require a referral form to be completed by a doctor, and the gym instructor will then facilitate sessions in the gym. If a patient would like to access the gym, please speak to a member of staff. You will require some comfortable clothing and appropriate footwear to use the gym.



Occupational Therapy and Group Therapy

The occupational therapist will meet you early on in your admission, when there will be an opportunity to spend some time to discuss your interests, hobbies, employment, studies or anything else in your life which is important to you. Following this, we will help you work towards individual goals during your admission, and will regularly review these with you.

The occupational therapy timetable includes psychoeducational groups, social groups, art based groups, mindfulness and relaxation sessions, food preparation sessions/groups and social eating session. There are other periodic social activities, such as animal safari and the Liverpool Philharmonic who also visit the ward

Psychoeducational groups are run throughout the week, mostly by occupational therapy staff but some also include input or are led by the dietician and Clinical Psychologist. These groups include Body Image, Wellness Recovery Action Plan (WRAP), Anxiety Management, Assertiveness, Recovery Through Activity, Acceptance and Commitment Therapy, Sleep Hygiene and Nutrition Groups. Groups are run based on patient need. Food preparation and social eating sessions are offered when appropriate including sandwich club, meal cookery, snack out and lunch out .

Psychoeducational sessions are also offered on a 1:1 basis which are assessed regularly, these can include interventions such as self-esteem, distress tolerance, perfectionism, acceptance of emotions and unhelpful thinking styles. This isn't an exhaustive list.

Dietetic Team

The ward has one dietician and also dietetic assistants. They will oversee the nutritional aspects of the refeeding, provide you with information on a healthy balanced diet and portioning, and discuss particular dietary requirements.

Occupational Therapy (OT) Team Occupational therapists and technical instructors help people to engage as independently as possible in activities (occupations) to support their mental health and wellbeing by balancing activities between work, leisure and caring for yourself.

Examples include supporting you with meal cookery, distress tolerance, body image work, relaxation, social trips, creative activities and work or study.

Physiotherapist

Our physiotherapist will work with you to improve your overall mobility, muscle function, and to treat any underlying musculoskeletal problems.

Ward Clerk

The ward clerk attends to the ward administration tasks and helps to organise the ward. If you need an absence note for work you can talk to the ward clerk about this.

Students

At times there may be medical, nursing or other healthcare students doing placements on the ward. This is a key part of their training. However, you are not obliged to see them and declining to do so will not affect your care.

Cafés and shops

There are several cafés available on the Clatterbridge Hospital site as follows:

Ground floor of the oncology building

This is to the rear of the hospital site and serves drinks and light snacks

Opening times: Monday-Friday, 8am-5:30pm

Saturday-Sunday, 12:30pm-4:30pm

Firtrees café

This is near the out patient department and main reception towards the centre of the hospital site and serves drinks and hot/cold meals.

Opening times: Monday-Friday, 8am-4pm.

St John's Hospice 'The Hub' café

This is at the front of the hospital site and serves drinks and light snacks

Opening times: Monday-Sunday, 10am-4pm

There is a small shop in the oncology building selling magazines, newspapers, drinks, snacks and other amenities. Firtrees also sells newspapers and some drinks/snacks. There is a gift shop at St John's Hospice. Opening times vary.

Care planning and carer involvement

We would like you, family/friends/carers, and staff to work together with care planning. A care plan will be developed with each patient, outlining their care and treatment. You and family/friends/carers will be provided with a copy of the your care plan and are encouraged to be involved in developing this.

If you would like to discuss your relative's/friend's care there are a number of ways this can be done.

Accessing health records

All patients have the right to receive copies of letters about themselves. However, letters may be withheld if it is thought it may be detrimental for a patient to receive a copy. To request copies of personal information, please contact the subject access request team. The Wirral contact details are:

E-mail: cwp.wirralaccesstohealthrecords@nhs.net

Telephone: 0151 488 7306

Please speak to staff if you would like further information on this area.

Triangle of care

The Triangle of Care is a three way partnership between the patient, their family/friends/carers, and professionals. With all voices being heard to support and influence care and treatment, this will produce the best chance of recovery. CWP is part of the national programme for Triangle of Care and all members of CWP staff are actively encouraged to promote this three way partnership, as part of their everyday working practice.



Child visiting policy

Children are not allowed to visit on the ward, due to the changeable nature of the ward environment. However, children are able to visit in communal areas at Springview or within the Clatterbridge Hospital grounds. There is also a family room available upstairs at Springview, which provides a quieter, comfortable, more private space where children can visit. Please speak with a member of staff in advance to make arrangements to visit with children, so as the family room can be booked to accommodate this, as this room is shared with other wards across Springview.

Depending on your physical and mental health at the time of the visit it may be necessary for staff to accompany you whilst off the ward.

Pet visiting policy

If it is felt that your pet visiting you whilst you are in hospital would be of significant therapeutic value by the multi-disciplinary team, then advice will be sought from the Infection Prevention and Control nurse before the visit may take place. There are strict guidelines for animals who visit wards at Springview.

However, visits may take place outside of Springview on the Clatterbridge Hospital grounds; at the front of the building or at other places within the grounds. Please ensure that you have appropriate resources to clean up and dispose of any waste during a visit.