

## CONNECTION

Maintaining connection with someone you love when they are unwell is important to both their health and yours. Your loved one has been admitted to Ward 4 at Dr Gray's because their mental health is in crisis. To recover from this will require a range of trusted relationships to be built and strengthened. Medical treatment and care works best when patients are equal partners in their care with staff and those that care for them. Being on a ward is something that should be seen as temporary, a safe space to be supported until ready to return to being part of the community, able to contribute once more.

**A Rounded Picture:** There are a range of clinical tools and approaches staff will use to understand the 'whole' person as well as their current mental health challenges. Staff benefit from your input in this process. When the patient first arrives on the ward they are given an initial assessment by the ward team. This is a great time to help give a wider picture of their life, sharing who and what is important to them. At any point, Carers are also welcome to call the ward and give information they think might help in patient care. However, there is no requirement for Carers to be at assessments, it is up to the patients wishes and your own.

**Phones, use of internet for patients:** Patients can use their own phones or computer equipment on the ward, there is free WIFI available, and they can use the ward phone or tablet on request for video calling. Staff discourage use through the night to support good sleep hygiene, they appreciate Carers support in this.

**Visiting protocol:** Visits to the ward are welcomed between 9am and 8pm avoiding mealtimes. The COVID pandemic will stop or restrict visiting. Normally visiting can last for the length of time patients and Carers feel they need together. This is only interrupted if staff need to speak to the patient 1-2-1; you will be asked to go for a coffee and welcomed to return. Ward 4 aims to be a calm space for patient recovery, however there are unexpected noises on occasion just like any ward. Children and pets on a lead are welcomed with family members and will be given separate space to use for visits to support their wellbeing and that of other patients. There is no capacity for family members to stay overnight on the ward. The Ward 4 patient pack has more details.

# Carers Leaflet

## HOPE

Ward 4 staff team take a compassionate approach to patients and Carers. Their professional duties may make them appear busy, but they welcome being approached for questions and for information they can use to support your loved one.

### **Staff Nurse and Healthcare Support Workers:**

These are the people working with your loved one day and night, recognisable by blue uniforms. They deliver care and treatment, build a therapeutic relationship with patients and monitor mental health on a daily basis.

**Junior Doctors:** With a medical focus they provide treatment looking after both mental and physical health. The title junior refers only to the fact they are a not consultant, they have a wider general background. Patients see them daily.

**Psychiatrists:** Consultants, specialist doctors in medical elements of mental ill-health. Patients see them twice a week as part of ward rounds.

**Domestic staff:** Look after the ward environment and are seen as an integral part of the ward team. Patients will often chat with them as they go about their daily duties.

**Community based professionals:** Visitors to the ward, supporting recovery as a link to the community to aid people's return home. Includes Community Mental Health Nurses, Social Workers, Support Workers, Peer-Supporters, Artists and Advocacy Workers.

## NOTES

---

---

## IDENTITY

When we are unwell our rights regarding information, along with detention, are defined legally including in The Mental Health (Care and Treatment) (Scotland) Act 2003.

Even if the person you care for does not want you involved in their care, staff will still take into account your opinion on the situation and listen to your concerns. The law is clear that if the person you care for wants you involved then anyone caring for your relative or friend should seek your views on any proposed treatment plan. Staff will discuss with you what can and can't be shared. Clear guidance on this, and on legal roles such as the Named Person, are available from the Mental Welfare Commission Scotland. Here you can also find information about advance statements.

**Self-care:** Being a carer can affect your own mental health. Looking after your own needs ensures you are a strong resource to support loved ones in their recovery. It also is an opportunity to role-model or try out approaches that support



## What is a Carer?

A relative or friend who provides or intends to provide care for another individual. The role is recognised in the Carers Act (Scotland) 2016. To be a Carer you don't need to provide continuous care but rather intending to do so should the need arise.

You have a right to support as a Carer and Quarriers Carers Support Service can help.