





## **Privacy and Dignity**

**Privacy** refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual.

**Dignity** is every individual's right to be worthy of respect and not to be subjected to inhumane or degrading treatment.

The Trust is committed to ensuring that whilst in our care you receive the highest quality of care in a safe and effective environment and that staff will treat you with respect.

We will do this by:

**Offering a personalised care pathway.**

**Treating you as an individual; inclusive of culture, religious beliefs, sexual orientation and gender identity.**

**Giving you a voice and being listened to in care planning to maintain independence, control and choice.**

**Giving you the confidence to raise a complaint in a safe and worry free environment.**

**Ensuring you feel safe and secure without fear of abuse.**

**Ensuring confidentiality at ALL times.**

**Reassuring you that any physical, emotional or mental distress will be dealt with in a quick and adequate manner.**

**Showing you dignity and respect during any physical or intimate treatment or care.**

**Same sex accommodation wherever possible.**

It is important for you to be aware that your care will be given by staff of all genders, however if you have concerns around this please speak to a member of staff.

## **What's in this booklet**

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Here to help

During your stay on this ward your care team will include:

**Consultant (Dr)**.....

**Their team** .....

**Named Nurse**.....

**Health Care Assistant(s)**.....

**Occupational Therapist**.....

**Physiotherapist** .....

**Activity Co-ordinator**.....

You will be seen weekly by your medical team for your review this will be on

Day \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_

**The Ward Manager is** .....

If the named people are not available then please feel free to discuss any worries, concerns or problems with any member of staff. This will be done in a safe and private environment.

## Cultural Needs & Support

At Nottinghamshire Healthcare we are committed to providing you with any resources that you require in terms of your cultural, religious and spiritual beliefs.

If you need a specific area or equipment for prayers wherever possible we can provide this. We also have use of a multi-faith room which is available for everyone.

This Trust has a Chaplaincy and Spirituality Service which you are able to access - just ask.

We believe that everyone has the right to feel safe and secure to practise their own beliefs.

Interpreters and hearing loops can be accessed as required. Please tell us if you have any of these issues.

## Confidentiality and use of your information

Details about you and your care are recorded but remain confidential at all times.

The 'Data Protection Act 1998' gives you the right to access your personal information kept by Nottinghamshire Healthcare. If you would like to access this at any time you are able to apply to the Trust to do so. Please speak to a member of staff.

## How to make a NHS complaint

If you are unhappy with any of the care or service you are receiving please be assured that Nottinghamshire Healthcare would like to hear about it. We have a dedicated team to deal with complaints. Please find their contact details on the back page of this booklet.

## Property searches

When you arrive the ward staff will ask if you have anything with you that could prove dangerous either to yourself or others. There may be occasions when staff will search both you and your property to ensure this. Items that may be removed from you and kept locked safely away include:

**Sharp objects - scissors, knives, glass and razors**

**Medication**

**Charging cables**

**Tobacco products, lighters and vapes**

These items will be stored until you require them and they will be returned to you.



## Medication

In general, routine medication times are as follows:

**8am, 12pm, 6pm, 10pm**

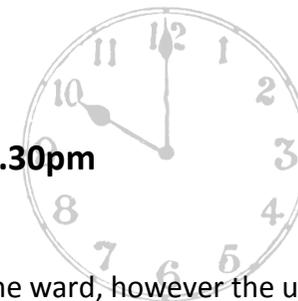
Please discuss with your Doctor if you would like different times especially at night.

## Visiting Times

Monday - Friday **6pm - 8.30pm**

Weekends and Bank Holidays **11am - 8pm**

Visitors under 18 years of age are unable to access the ward, however the unit does have a designated visiting room.



## Items of value and money

The Trust would prefer that you did not come into our care with large amounts of money or valuable items. This is to ensure that they are kept safe. If this is not possible we can make arrangements for these to be stored securely. If this happens you will be given a sheet or receipt that details the items we are storing for you. It is important that you are aware that items not listed are solely your responsibility.



## Ward contact

If your family, friends and special people in your life would like to contact the ward they can do so on the following numbers.

**Ward main telephone number** .....

We encourage you to use your personal mobile phone to maintain contact with your nearest and dearest, however if this is not possible the ward does have a mobile for you to use. Please remember this is available for everyone on the ward. We would ask you to be respectful and understanding about the phone's limited use.

**Ward mobile number** .....

## **Expectations**

Everybody is a human being with equal rights. A calm and safe ward lowers stress and helps people get better faster. Within the booklet there are clear mutual expectations of what is expected from you and what you can expect from our staff – These mutual expectations can help to reduce any conflict and containment and will be discussed with you in more detail by your **named nurse**.

## **Do you Smoke?**

We know that your stress levels and anxiety will be extremely high now that you have been admitted to this ward. You will be aware that this Trust is now Smoke Free and we would like to give you the support you will require whilst you are here. We have many different types of nicotine replacement therapies that you are able to try including an E—cigarette. Any of these will be available to you within the first 10 minutes of your arrival.

There are many benefits that you will already be aware of for example more energy, more money, return of smell and taste allowing you to enjoy your food more, but did you know that certain medication levels can be lowered through a result of stopping smoking. If you would like to discuss further support to help you stop please speak to a member of ward staff or contact the Smoke Free Team details on the enclosed leaflet.

## **Ward based Activities**

Having things to do is really important when you are admitted into hospital. We offer a range of activities to suit all tastes and have activity co-ordinators based on each ward who can work with you for one off sessions or help you plan a range of things to do. Wards also have an activity notice board that shows what is going on. If you need any more information please speak to a member of staff.

## **Violence and aggression ;**

Against you, staff, visitors, fellow service users and volunteers. Action and possible prosecution will be taken against anyone who is verbally or physically abusive.

## **Alcohol ;**

Any alcoholic items brought on to the unit or ward will be removed from you and discarded.

## **Illicit drugs ;**

Any found will be removed from the person and their property. The Police may be contacted which may lead to prosecution.

If you would like further support with any of the above please speak to a member of staff who will be able to offer advice.

## **So what is safeguarding ?**

Safeguarding is the contribution we all make to protect people's health, wellbeing and human rights, enabling them to live free from harm, abuse and neglect.

It means actively seeking to involve the whole community of relevant people or agencies to protect people from harm and promoting their welfare. It is a process of protecting children and adults identified as suffering or at risk of suffering significant harm result for abuse or neglect. It also involves empowering people to have choice and control over their lives which will make them less likely to be victims of abuse. Abuse can have long lasting or lifetime effects, therefore everything must be done to protect an individual from being harmed.

'In-patient wards should be an environment in which you feel safe, physically, sexually and emotionally. If you do not feel safe please talk to a member of staff. Any concerns you share will be taken seriously'