

Emergency Procedure

On hearing the alarm clients must respond and assemble in the quiet room unless otherwise directed by the fire incident officer and a roll call will be taken. In the event that the building is evacuated do not enter the building until you are told to do so by the fire incident officer. Fire safety checks will be conducted regularly and every effort will be made to inform you before these take place.

Leaving Hospital

The staff team will work with you to arrange any care needed following your hospital stay. This might include advice and support, practical help at home or considering alternatives such as residential or nursing care. Please tell the nurse in charge of your care if you have any concerns about how you will manage when you leave hospital.

Transport

We are only able to provide transport home if you have a medical need which stops you from using private or public transport. Please try and arrange for a friend or relative to collect you when you are discharged.

Smoking policy

Smoking is not permitted in our buildings or grounds, with the exception of mental health residential units, where smoking is permitted by service users in a designated area. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff.

Compliments, comments & complaints

We welcome your views about our service. If you have any please tell our staff or, if you prefer, you can speak to the Patient Experience Manager on 01752 434736.

If you wish to make a formal complaint please contact our Customer Services Department:

Customer Services Department

Livewell Southwest
Room AF3, Local Care Centre
200 Mount Gould Road
Plymouth
PL4 7PY

Tel: 01752 435201

Email: customerservicespch@nhs.net

Contact details

Syrena House
284 Dean Cross Road
Plymstock
Plymouth
PL9 7AZ

Tel: 01752 314491

Fax: 01752 482821

www.livewellsouthwest.co.uk

 Livewell Southwest

 @livewellsw

Syrena House



Information Leaflet

Who are we?

Syrena House is part of the adult mental health recovery service for Livewell Southwest. The unit is a nine-bedded, all male unit which supports men with mental health problems through their recovery pathway.

Who would need to use our services?

People are referred to this service from various agencies including psychiatric acute inpatient settings, community psychiatric teams and low secure units. Referrals are made when it is considered that a person requires specialised interventions relating to their individual mental health needs to aid their recovery and support them moving back into the community.

Privacy and dignity

Our aim is to provide a high quality standard of care in comfortable and safe surroundings, whilst offering each person choice, privacy and respect. We are committed to treating you with respect and dignity at all times.

Will everything I say be kept private?

All our staff are trained to respect confidentiality. We may need to share information with other people helping you. If you are concerned about this please talk to our staff.

Medicines

If you are being admitted from home please bring all medications you are taking into hospital and pass on to a member of staff. If, for any reason, you are unable to bring your usual medicines into hospital with you, we will make sure that you receive the medicines you need.

Property / valuables

Please do not bring any valuables, jewellery or large sums of money into hospital. If this is unavoidable and you have no-one who can take them home for you, inform a member of staff and they will store them for you. They will be listed, locked in a safe, and you will be given a receipt. We cannot accept liability for the loss or damage of items that are not handed in for safekeeping.

Alcohol

No alcohol is allowed on the premises. Alcohol may interfere with your medical treatment. Please discuss this with a member of staff if you have any concerns.

Religious needs

Your spiritual health is important to your overall wellbeing. Being unwell with its fears and uncertainties may make you want to explore your faith. Livewell Southwest has a spiritual care advisor available, whatever your faith. Please let a member of staff know if you would like a visit, or of any requirements you have for your faith.

Disabled Access

There is limited disabled access at the unit but staff will be available to assist on request.

Toilet / washroom facilities

There are individual wash hand basins in each bedroom. There is a washroom / shower and an additional toilet on each floor.

Meal times

Your meal times are considered protected time, free of interruptions and distractions. Where possible, we will try not to make appointments for investigations and case conferences at these times. **If you have any dietary requirements please inform a member of staff.**

Breakfast: 7:30 - 9:30am, Monday to Friday
7:30 - 10am, Saturday and Sunday

Lunch: 12:30pm (approximately)

Dinner: 5:30pm (approximately)

Fresh fruit and drinks are available at all times.

If you are admitted out of hours, a snack is available.

Laundry services

Laundry facilities are available on the unit and all clients are encouraged to use these facilities as part of their weekly programme.

Post facilities

Post is delivered to the unit daily and post boxes for outgoing mail are situated locally in Plymstock Broadway.

Hand Hygiene

Hand washing is one of the most important measures hospital staff can take to prevent the spread of infection in hospital. We would like you to help us with this. Please feel free to ask any member of staff who is about to care for you 'Have you cleaned your hands?'

Please encourage visitors to wash their hands at the start and end of each visit.