



# Edgcumbe Assessment Unit

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Information Booklet for  
Relatives and Carers

## **Edgcumbe Assessment Unit**

Edgcumbe is a specialist mental health unit providing short term assessment and care for people suffering from organic mental health problems. Typically these are dementia type problems, e.g. Alzheimer's Disease, that causes progressive decline in cognition, memory and in social skills. This type of illness is generally associated with older people but can be experienced by younger people. Edgcumbe provides an 'ageless service' and will offer support to people regardless of age.

Edgcumbe is part of the Memory Service Pathway. There is no facility for continuing or long term care.

## **Philosophy**

Everybody's journey through illness is individual. The ward recognizes this and care is planned accordingly on an individual basis.

We provide skilled care and treatment for people whilst assessing their current skills and abilities, and identifying possible future care needs.

We also provide advice and support to relatives, carers and liaise with other agencies as required, to meet patients' needs and wishes. Based on a multi-disciplinary approach, we will support people and their families to achieve their individualized care requirements.

We are committed to treating everyone; patients, relatives and other professionals with respect and dignity at all times.

## **Confidentiality**

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

## **Admission**

Your relative has been admitted to the ward for a period of assessment, and possibly alterations in the treatment and the types of medications that they have been receiving. The primary aim of the admission will be to complete an assessment of their mental and physical health, their current needs and to identify what might be needed in the future. It might also include reestablishing them if their behaviors have changed.

Our main focus will be on the needs of your relative, so that we can give them the best care that we can. You will be an important part of this as you are the ones who know them best, know what they like and dislike, and what they would want for themselves, often patients are unable to express this. We also want to support you, to make sure that you feel involved and are consulted about what is happening, and are given time and the information to be able to make decisions when they are needed.

The unit has an assessment period that starts on the day after admission. This looks at how well your relative can accomplish everyday tasks, for example: washing or dressing, together with more specialist tests to assess the level of their memory, cognitive abilities and understanding. How long people stay on the ward will be determined by the assessment and the subsequent decisions that are made.

Most of the patients on the ward have agreed to come into hospital. Some, however, have been compulsorily admitted under Mental Health Act. Most patients are subject to the Deprivation of Liberty (DoLs) legislation. If your relative is subject to DoLs, you may be asked to be their representative; if this is the case you will be sent the relevant paperwork. Please ask a member of staff for further information, as each person's circumstances is dealt with individually.

This is often a difficult time, with concerns and doubts about knowing what is best for your relative, especially when it might not be how they, or you, have imagined their future.

Should you have any concerns or require any further information or support, please do ask and we will do our best to help you. If it worries you, then we consider it important.

## **Carer's Interviews**

You will be offered a date, within the first few days of admission, for an initial 'Carer's interview'. Ideally, this will be the named nurse who will be responsible for planning, coordinating and reviewing the care they receive. However, due to our shift patterns, it may not be possible to meet your named nurse at this time. If this is not possible another qualified member of staff will conduct this interview.

This interview is to give you the opportunity to meet some of the team that will care for your relative. It will also help us to gain more information about what has been happening recently, what you are thinking about the future, and to discuss what support we can offer you. This is another opportunity to find out about the ward, hopefully when your relative has had time to get settled onto the ward. We arrange it with you specifically to ensure that the nurse is available and enough time is set aside to give you a chance to discuss everything you feel you need to talk about or ask us.

These meetings will be offered regularly throughout your relatives stay to give you the opportunity to ask questions, discuss progress and raise any concerns you have.

## **'About Me'**

The ward hands out a leaflet to all carers, which collects information about your relative's life, family, likes and dislikes, this helps staff get to know the person. Staff will ask your relative, and you, for information to complete this. Where possible a photograph of the person is put on the front of this. We will seek their, or your, permission to do this.

## **Multi-Disciplinary Team (MDT)**

The ward team is made up of various health professionals; medical, nursing, occupational and physiotherapy; each bringing specialist skills and training to the ward team. They are supported by clerical and hotel services staff.

The ward also has access to further specialties, for example; psychologists, speech and language therapists and dieticians when needed.

## **Multi-Disciplinary Team Meetings (MDT)**

There are weekly meetings, with the consultant who is in charge of your relative's care, and members of all the other disciplines, which reviews progress and discuss future plans. It is at this meeting that decisions about the next steps will be made. This will be a consultative process between you, your relative, and all of the professionals involved, both on the ward and from the community teams. You are welcome to attend any of these meetings, but we do appreciate getting to them every week might be problematic. We will ensure that you are specifically invited to any meetings where the expectation is that decisions can be made.

## **Visiting**

Visiting hours are between 2:30pm and 4:30pm, and again between 5:30pm and 7:30pm each day. We will attempt to provide a degree of privacy when you do visit. This will depend on how many visitors are on the ward. It is better not to overwhelm your relative with too many people at the same time. Visiting times can be more flexible at weekends.

If you experience difficulties with these times, please discuss it with a member of staff and we will attempt to accommodate your requests.

To respect the privacy of all our patients, we ask that visitors do not go down to bedrooms unaccompanied by staff.

If you have younger family members that you would like to bring with you, please contact the ward before doing so, as we must be able to provide a designated room for your visit.

## **Hand Washing**

Hand washing is one of the most important measures hospital staff and visitors can take to prevent the spread of infection in hospital.

We would like you to help us with this. There is a wash basin that should be used, between the doors of the main entrance, for visitors to wash their hands before and after visiting.

## **Medicines**

If your relative is being admitted from home, please bring all the medications that they are taking with them and give them to the nurse who is admitting them. Please make staff aware of any allergies that you know your relative has, or any medication that they have had in the past that has 'not agreed with them' or resulted in unpleasant side effects.

If for any reason you are unable bring the usual medications into hospital with you, then bring a list of them if possible.

We will make sure that your relative receives the medicines that they need during their stay. These might change during the admission and we will send a supply of the new medications with them on discharge.

## **Mealtimes**

There are three main meal times, breakfast, lunch at 12:00, and tea at 5pm, which offer a well-balanced diet and promote a sense of social occasion, which helps the assessment process. In addition there are drinks and snacks available throughout the day.

Special dietary requirements will be met wherever possible. If you are aware of any dietary requirements, or specific likes or dislikes, please inform a member of staff.

Meal times are considered protected times, free of interruptions and distractions. Where possible, we try not to make appointments for investigations and case conferences at these times. If someone is admitted in the evening, there will be a light snack available.

## **Alcohol**

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

## **Smoking**

Plymouth Community Healthcare has a **No Smoking** policy.

Smoking is not permitted in our buildings or grounds, with the exception of mental health units, where smoking is permitted by service users in grounds only. If your relative wishes to smoke, lighters and matches must be given to staff for safe keeping, staff will then assist your relative when required.

## **Toilets & Washing Facilities**

There are several toilets situated around the ward for the use of patients. There are also assisted bathrooms that are used for bathing patients. Showers are available for those that prefer them. There is a toilet available for visitors.

## **Post**

Mail for your relative can be sent to the ward, and will then be passed onto them. Outgoing mail can be posted, but the ward does not have access to postage stamps, so you would need to provide these.

## **Telephone**

If you have any questions or want to enquire how your relative is, then you are welcome to phone the ward to speak to one of the nurses.

## **Spirituality**

Spiritual health is important to everyone's overall wellbeing. Being unwell with its fears and uncertainties may make people want to explore their faith. Plymouth Community Healthcare has a spiritual care advisor team available to talk to, whichever faith they follow. Please let a member of staff know if you think your relative would like a visit, if you would like to see one of them yourself, or if you know of any requirements that you or your relative need to practice their faith.

## **Patient Property**

Patients wear their own clothes during the day, so will require adequate supplies of clothing and toiletries during their admission to hospital. All items should be marked with your relatives initials.

The following items are recommended:-

<u>Toiletries</u>	<u>Clothing &amp; Aids</u>
Shampoo	3 sets of day clothes
Deodorant	3 sets of night clothes
Showergel	Underwear
Soap	Socks



Hairbrush / Comb	Please note, if your relative is likely to soil clothes, you should consider an increased supply of clothing.
Toothbrush	
Toothpaste	
Sterident (if Patient has false teeth)	
Fixident (if Patient has false teeth)	
Electric Razor & Charger	
Razor & spare blades	
Shaving Gel	Glasses
	Hearing Aid
	Walking Aids

Unfortunately, even when named, some clothing does go missing. As with valuables, Plymouth Community Healthcare cannot accept liability for loss or damage to clothing.

For the safety of patients, visitors and staff, we would like to remind you that the following items **MUST NOT** be brought onto the ward at any time. This includes during admission, returning from home visits or leave, and also when visiting the ward:-

- Any form of prescribed & over the counter medication, or illicit substances.
- Any form of legal high
- Weapons or sharp implements including needles, tweezers, nail scissors, etc
- Alcohol
- Radio transmitters and receivers (e.g. CB Radios or walkie-talkies), or recording devices

## Laundry

Clothing will need to be washed. Some of our patients have continence problems which will cause their clothes to require more washing than regular use.

Some relatives prefer to wash the laundry themselves. If you are taking the washing home you must be aware that some of it may become contaminated with blood, urine or faeces.

Alternatively the hospital has a basic laundry service on site. This only operates part of the week and so laundry does take a while to return to the ward. Clothes going to the laundry is another reason clothing should be marked.

## **Valuables**

We would ask that your relative does not bring valuables, jewelry, large sums of money or items of great sentimental worth onto the ward. If this is unavoidable, please inform a member of staff.

Many people benefit from having photographs of family and friends in their room. We would suggest that any pictures are copied so that if anything does happen to them, the originals are not lost.

Plymouth Community Healthcare cannot accept liability for the loss or damage to items that are not handed in for safekeeping.

## **Gifts**

Individual members of staff are not allowed to accept gifts which have any monetary value. Gifts, such as chocolates or biscuits, can be donated to the ward team, and are much appreciated.

If you do wish to make a monetary donation to the ward, then it should be to the ward trust fund. Donations should be made to Edgumbe Ward Trust Fund, this money is used to benefit the ward and everyone who is a part of it. Please ask a member of the nursing staff if you wish to do this.

## **Discharge**

The staff team will work with you to arrange any care needed following the hospital stay. This might include advice and support, practical help at home or considering alternatives such as residential or nursing care. Nobody is discharged until we are sure that everything is in place and ready.

## **Transport**

We will make sure that transport is arranged when people are discharged. This is usually an ambulance, and times cannot be guaranteed. Some relatives prefer to collect people themselves. Please discuss this with the named nurse if you would prefer to do so.

## **Your Views**

We are interested in your views on our ward and how we can improve what we do, either for your relatives or for you. Please discuss any suggestions or raise any concerns with the named nurse or with the ward manager.

If you wish to compliment, comment or complain about the service, there is a leaflet that can be found in the leaflet rack in the main entrance.

## **Alzheimer's Society**

We are now running a drop-in clinic for carers, relatives and friends, on the 3<sup>rd</sup> Thursday of every month. This is facilitated by a Dementia Support Worker from the Alzheimer's Society. This is designed to offer information, support and signposting to carers.

## **Compliments and Complaints**

If you wish to make a formal complaint, you can contact our complaints department on Telephone 01752 435201.

Customer services Department

Livewell Southwest

Local Care Centre

200 Mount Gould Road

Plymouth

PL4 7PY

Email: [customerservicepch:nhs.net](mailto:customerservicepch:nhs.net)

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)

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