

## Emergency Procedures:

On hearing the fire alarm, all residents and staff must assemble in the car park at the front of the building. There will be a designated Syrena staff member on duty who will assume the role as the fire incident officer. They will lead the evacuation. If the building is evacuated, do not re-enter 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.

## Discharge from Hospital:

The Syrena team will work with you to arrange any health and social care requirements following your hospital stay. These requirements will be reviewed as part of ongoing care, through Ward Rounds and through liaison with our colleagues in Adult Social Care.

## Smoking policy:

Syrena is committed to the Livewell Southwest Smokefree Policy. Smoking and smoking products are not permitted in our buildings or grounds. However, vaping is allowed outside and in service user rooms. Please speak to a member of staff if you require support to go Smokefree.

## 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.

You can provide feedback via [www.iwantgreatcare.org](http://www.iwantgreatcare.org)

If you wish to make a formal complaint, or raise a concern, 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](mailto:customerservicespch@nhs.net)

## Contact details:

**Syrena House**  
284 Dean Cross Road  
Plymstock  
Plymouth  
PL9 7AZ

**Tel:** 01752 435710

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



# Syrena House



## Information Leaflet

## Who we are:

Syrena House is part of the adult mental health recovery service for Livewell Southwest. We are a nine-bedded, male unit which supports men with complex psychosis in their rehabilitation needs.

## Who would need to use our services?

People are referred to this service from various agencies including acute inpatient settings, community mental health services, and low secure units. Referrals are made when it is considered that a person requires rehabilitation for their mental health before transitioning to a community setting.

## Privacy and dignity:

Our aim is to provide high-quality standard of care in comfortable and safe surroundings, whilst offering personal choice, privacy, and respect. We are committed to always treating you with respect and dignity.

## Will everything I say be kept private?

All our staff are legally bound to maintain your confidentiality. However, we may need to share information with other people helping you. If you are concerned about this, please talk to our staff.

## Medication:

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 medication you need.

On admission it is typical for the Nurses to administer your medication from the clinic. However, during admission we aim for each service user to maximise independence in self-administering medication.

Each service user has a safe in their room for the purpose of storing their prescribed medications.

## Property / valuables:

Please do not bring any expensive valuables, or large sums of money into hospital. If this is unavoidable, inform a member of staff and they will store them for you. They will be listed, then locked in a safe. We cannot accept liability for the loss or damage of items that are not handed in for safekeeping.

## Alcohol & Psychoactive Substances:

Alcohol or psychoactive substances are both prohibited items. Any alcohol found will be thrown away. Any illicit substances found will be placed in our safe box, until collected by the Police. Furthermore, we will log a crime with the Police.

## Religious needs:

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 for any requirements you have regarding your faith.

## Toilet / washroom facilities:

There are individual wash hand basins in each bedroom. There are two shower rooms with a toilet and one which additionally has a bath.

## Hand Hygiene:

Hand washing is one of the most important measures we can take to prevent the spread of infection in hospital. We encourage all service users, staff and visitors to wash their hands regularly, particularly when entering and leaving the building.

## Mealtimes:

**Breakfast:** 7:30 - 9:30am, Monday to Friday  
7:30 - 10am, Saturday and Sunday  
**Lunch:** 12:30pm (approximately)  
**Dinner:** 5:00pm (approximately)

Fresh fruit and drinks are always available.

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

If you have any dietary requirements, please inform a member of staff.

## Laundry services:

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

## Section 17:

If you are sectioned under the Mental Health Act, Section 17 allows you to be granted specified periods of leave, for a defined purpose and duration, and either escorted or unescorted by a member of staff. Whilst Section 17 Leave can only be authorised by your Responsible Clinician, granting leave is subject to the assessment of a Nurse on duty.

## Leave:

The focus of leave will be on re-establishing connections with the community and promoting independence. Your leave will be reviewed regularly with the MDT and your Consultant Psychiatrist with the aim of increasing freedom, under the principles of least restrictive practice until the section is rescinded. If you are informal your freedom will not be restricted. However, there are expectations around hospital procedures which we kindly ask you to respect, including informing the staff of when you plan to take leave, and not taking leave during the late evening. Whilst we are not a locked unit, we lock the door at 23:00 for security reasons. This is opened again at 06:00.