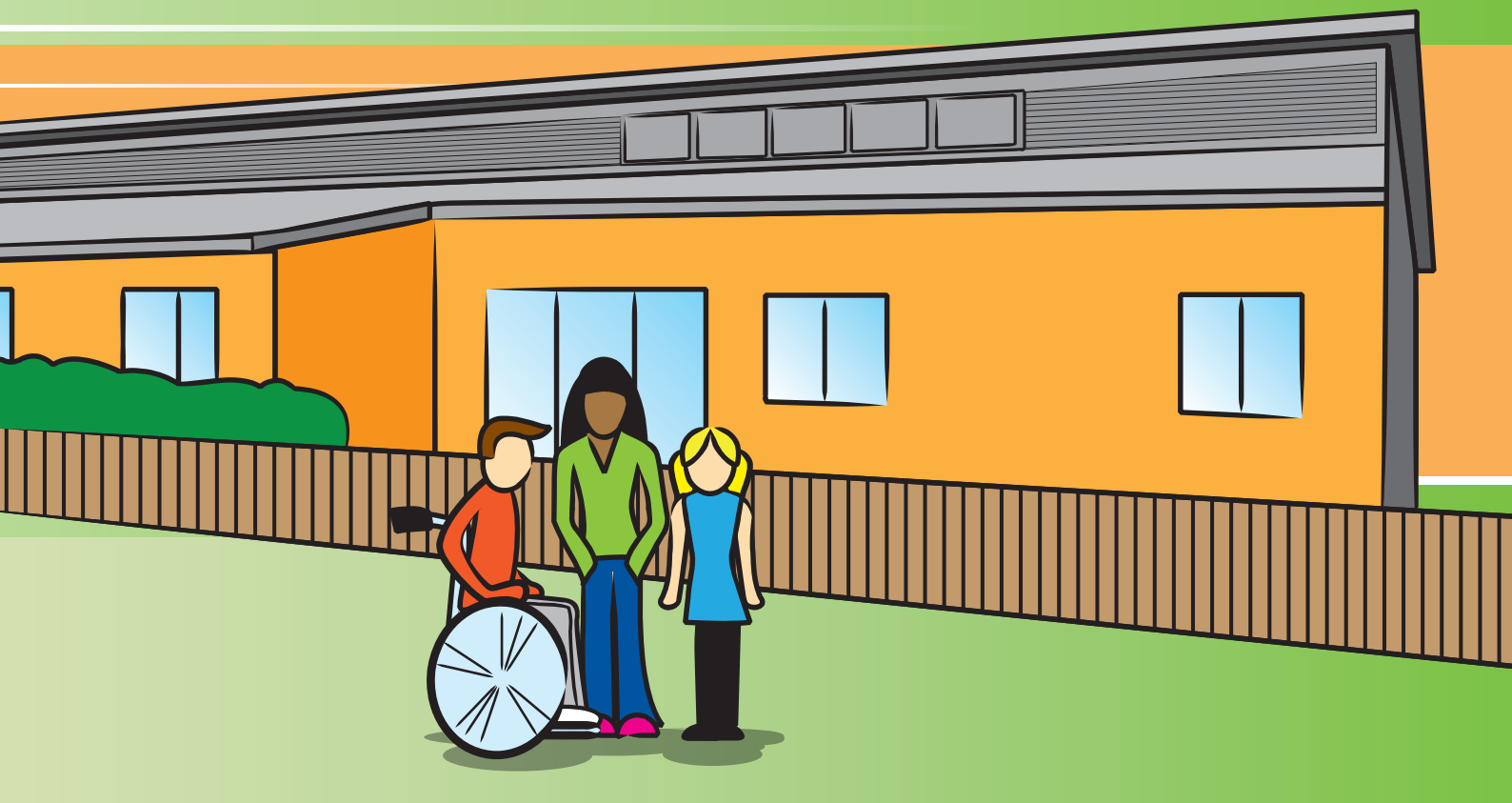


Inpatient Unit

Melville Inpatient Unit, Child and Adolescent Mental Health Service (CAMHS), Royal Hospital for Children and Young People



A guide for young people, families and carers

Contents

Welcome to the Lothian CAMHS Inpatient Unit (Melville Unit).	1	What else might you use my information for?	8
What is the Inpatient Unit?	1	What is Advocacy?	9
What happens when I arrive?.....	1	What support is available for my family?	10
What should I bring with me?	2	Spiritual care.....	10
Can I bring my mobile phone?.....	3	What happens when I leave?	11
Who will I meet?	3	Making a suggestion, compliment or complaint.....	11
How are decisions made about my care?.....	5	What other young people have to say about the Inpatient Unit.....	12
What happens at mealtimes?.....	5	Notes.....	13
Can I have visitors?.....	6		
Can I go out?	6		
What about school?	6		
What will I be doing?	7		
How long will I be here for?.....	7		
My rights:What can I expect from CAMHS?.....	7		
What are my responsibilities?	8		
Will information about me be kept private?	8		

Melville Unit

Child and Adolescent Mental Health Service

50 Little France Crescent

Edinburgh Bioquarter

Edinburgh

EH16 4TJ

Useful Numbers

CAMHS Reception

Inpatient Unit Duty Room

RHCYP Switchboard

0131 312 0050

0131 312 0031/32

0131 312 1541



Welcome to the Lothian CAMHS Inpatient Unit (Melville Unit).

This booklet should answer a lot of your questions but if there’s anything else you want to know you can always ask a member of staff.

What is the Melville Unit?

The Melville Unit is a place where young people who are experiencing problems come to get support and treatment. It is on the ground floor of the Royal Hospital for Children and Young People at Little France. The unit has places for up to 12 young people at a time.

What happens when I arrive?

When you get here you will meet a doctor and a nurse. They will talk to you about the difficulties you are having and why you have come to the Melville Unit.

Here are some of the things they may ask you about:

- Any problems you might have had in the past
- How things are going at home and at school or college
- Your family
- Things you like or dislike
- What you do in your spare time
- Your mood, thoughts and feelings
- How you feel about coming to the Melville Unit.

They ask you these questions so that they can get to know you better and find out the best way to help you.

They will also ask you about your physical health and any medicines you are taking. They will do some physical checks like taking your pulse, listening to your chest and measuring your height and weight. They will need to take a sample of blood or urine.

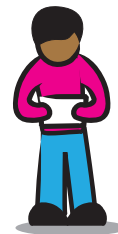
Your parents or carers may be with you for this meeting but sometimes the doctor and nurse may want to speak to you on your own.

You and your parents or carers will be asked to sign some forms at this meeting. They are to say that you understand why you have come to the unit and that you agree to have care and treatment here.

A member of staff will show you around the unit and introduce you to the other staff and young people. You will have a bedroom and bathroom and they will show you where these are and where to put your clothes and belongings. So that we can make sure that you are safe at all times, socialising between young people must only take place in communal areas.

What should I bring with me?

- Bring the sort of clothes you feel most comfortable in. It's best to bring enough for at least a week. We have a washing machine and tumble dryer so you can wash your own clothes
- You need all the usual bath-time stuff, but we can supply towels
- You might want to bring posters or photographs to personalise your bedroom
- You can bring appropriate books, magazines and personal devices such as laptops, tablets or reading devices. There is WiFi at the hospital but your access to this may be limited.



The hospital cannot accept responsibility for anything that gets lost or damaged. If you do bring something valuable with you then give it to a member of staff for safekeeping; they will give you a receipt and return your property when you leave.

If you get pocket money you can keep a small amount in the hospital but it's usually safer for staff to look after it for you.

At times, we may need to take personal items away from you to keep the unit safe for everyone. You will get them back at a later date (if appropriate or someone can take them home for you).

Can I bring my mobile phone?

You are allowed to bring mobile devices, however for the privacy of all the young people on the unit, photographs or videos must not be taken. When you come to the unit the staff will explain the mobile phone policy and you will be asked to sign an agreement that explains the rules about using phones. There is an expectation that mobile devices will be handed in to staff overnight for charging.

Who will I meet?

The staff in the Inpatient Unit are a multi-disciplinary team (MDT). This means that we are a group of professionals who all have different roles but we share responsibility for your care. The MDT has regular meetings to make sure that we're all up to date with your progress:

The people in your care team are:

Nurses

The nurses and nursing assistants are the people who will spend the most time with you during your stay. You will have a nursing team made up of nurses and nursing assistants who will meet with you regularly and co-ordinate your care.



Psychiatrist

A psychiatrist is a doctor who specialises in mental health. A consultant psychiatrist will have overall responsibility for your care.

Doctor

A doctor will be involved in doing physical and mental health checks.

You may also meet:

Occupational Therapist (OT)

An occupational therapist will use everyday activities to help you identify and achieve your goals.

Social Worker

If the social worker is involved in your care they can find out what your welfare needs are and tell you how they can help.

Clinical Psychologist

A psychologist might meet with you to see if any therapies could be useful for you and they may ask you to do some tests or questionnaires to find out more about you.

Dietitian

The dietitian works with young people who need information or advice about food and healthy eating.

Students and trainees

Students and trainees in all of these roles may be part of your care team and involved in providing your treatment. Sometimes a student may just want to observe your care in order to learn. In this case you will be asked if it's alright for the student to be present and you have the right to say no.

Lots of other people work in the unit but are not directly involved in your care. You may meet them during your stay. They include secretaries, receptionists, domestic and catering staff. Everyone who works in the unit wears a badge with their name and photo on it. If you don't know somebody you can ask to see their badge.

How are the decisions made about my care?

The staff review your care everyday. Within seven days of you arriving you will have an Early Care Planning Meeting and there will be weekly review meetings to discuss your care. You usually go to these meetings with your parents or carers, with all staff involved in your care, and sometimes with people who work with you outside of hospital such as teachers, social workers or outpatient workers. In preparation for that meeting you can write down your feedback, suggestions and requests on a form that we will give you.

What happens at mealtimes?

Young people and staff eat together in the dining room. Mealtimes are:

Breakfast	8.30am
Lunch	12.30pm
Dinner	5pm
Snack times	10:30am, 3pm and 7:15pm



If you are vegetarian or need any special diet please let us know.

Can I have visitors?

Visiting times are usually 4pm – 5pm and 6pm – 9pm during the week. Visits at other times may be arranged with the agreement of your care team. Times are more flexible at the weekend. You will be attending groups, activities and therapies, and maybe school in term times, so we ask visitors to respect the ward timetable. If there are times when you don't want to have visitors you should let your keyworkers know.

Can I go out?

You may be able to go out for walks in the hospital grounds or beyond; we will talk about this together. There may be some limits, for instance you may not be allowed to go out on your own. This is to keep you safe.

You may get a 'pass' to go out or to go home. This can be for a couple of hours or longer. A pass is not a break from treatment; it lets us see whether the treatment set up in the unit can continue at home.

What about school?

There is a school on the 4th floor of the RHCYP which is attended by children and young people throughout the hospital. It is split into primary and secondary classrooms which some young people from the Melville unit may attend. You will be given an opportunity to visit the school room before you start to attend. Your timetable will be worked out especially to suit your needs. With permission, the teachers talk to staff from your school or college to make sure you are doing the same things as the rest of your class so that you don't get behind.

The teachers, along with other members of the team, can help to arrange for you to go back to your own school or college when this is appropriate.



What will I be doing?

You will be working with members of your team either individually or in a group. You may be attending school.

In the unit there is a communal area with comfy sofas, a TV and facilities to watch films and play games. There is a pool table, football table and table tennis table in the dining room that can be used by young people outwith meal times. Please ask a member of staff if you wish to use these.

There is an art room, a training kitchen and a group room which can be used for groups, art and relaxation. We have a courtyard for outdoor activities.

How long will I be here for?

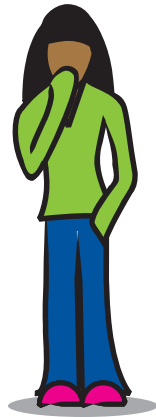
This is different for everyone. Some people stay for just a few days and others may stay for longer.

My rights: What can I expect from CAMHS?

- To have your needs and values respected regardless of your age, disability, ethnicity/race, faith/belief, gender, or sexual orientation
- To be involved in your care and treatment programme and to have at least a weekly meeting with a member of staff and regular reviews
- To voice your opinions about your care and to complain when you feel unhappy with it.
- To have your complaint acknowledged and then answered fully within a reasonable time
- To expect all staff to act in your best interests, to stand up for your rights and to care for you, by helping you make the right decisions.

What are my responsibilities?

- To do your best to take part in the unit programme and work with staff on your treatment
- To treat the staff and other young people with respect. Bullying behaviour is unacceptable
- The use of non-prescribed drugs, solvents and alcohol is not allowed in the Melville Unit or anywhere in the hospital or grounds
- Young people are not allowed to smoke inside hospital buildings or within the grounds. If you are a smoker you can get help to stop. Ask a member of staff if you would like to know more about this
- Keep things that you hear on the unit private, unless you are worried about something that another young person has told you, in which case you should discuss it with a member of staff.



Will information about me be kept private?

The law says that anyone who has information about you has to keep it confidential (private) unless they are worried about your safety or the safety of another person. There is more information about confidentiality in the 'NHS Lothian CAMHS Guide'. That booklet also tells you more about how we share information with parents and carers.

What else might you use my information for?

We may ask if we can use your information for training or research. If we do, we will always explain to you how we would like to use it and will ask for your permission first. Where possible, information is made anonymous before it is used for training or research.

Services also collect figures and statistics. This is called audit and evaluation and helps us find out whether a service is working well. This information is made anonymous when it is collected. This means that you cannot be identified from the information we use. Therefore we don't generally seek permission if we use any of your information in this way.

If there is anything about the sharing of information that you don't understand or that you would like to discuss, please ask a member of staff.

What is Advocacy?

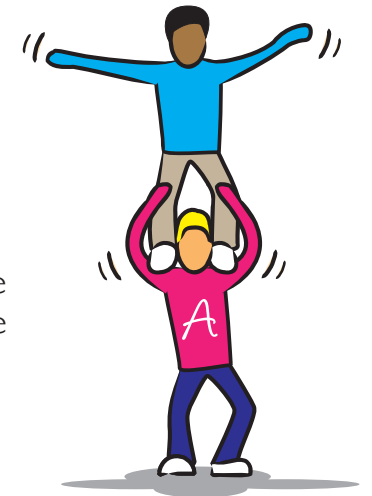
Advocacy helps you to make your voice stronger and to have as much control as possible over your life. An advocate is someone who will support you to say what you think, to understand what is being said and to make decisions. They will speak up for you if you don't feel able to speak up for yourself.

Advocates do not work for the NHS or mental health services; they are independent. Anyone with a mental illness or a learning disability has the right to speak to an advocate.

You can contact an individual advocate if your issue is a personal one. If you would like to speak to an individual advocate you can ask a member of staff to contact Advocard or you can call 0131 537 6004.

If your issue affects more than one person you may want to use collective advocacy. There are regular collective advocacy meetings on the unit which you can join in. To find out more, ask a member of staff to contact the Royal Edinburgh Hospital Patients' Council or call 0131 537 6462.

Your parents or carers can also access separate advocacy services for themselves in their role as a carer and/ or named person. They should contact Edinburgh Carers' Council on 0131 322 8480.



What support is available for my family?

There will be regular opportunities for family members to meet with your care team to discuss how you are doing and to ask any questions they may have. They can also phone the unit at any time if there is anything they want to discuss.

There are a range of family and carer support groups and services throughout Scotland. Ask a member of staff for information about what is available in your area and how to get in touch with them.

You and/or your family or carers may be entitled to claim benefits. Please speak to a member of staff who can advise you where to seek welfare assistance advice.

Spiritual care

Chaplains are available to provide spiritual care to you and your parents or carers. It doesn't matter which faith or religion you are, or even if you don't belong to any faith group. It may help to talk to a chaplain if you are trying to cope with feelings of worry, loneliness, sadness, anger or guilt. A chaplain can help you to make contact with a faith community or church or with other sources of support. Ask a member of staff if you would like to speak to a chaplain or call 0131 242 1990

Please also let any member staff know if you have particular religious needs, for example if you need somewhere to pray. There is a quiet room available in the main hospital or space will be made available for you within the unit.

What happens when I leave?

While you are in hospital your team will stay in contact with people who already work with you or who will work with you when you leave. We hold a discharge planning meeting to prepare for leaving hospital. You and your parents or carers will be involved in this meeting and will work with the staff to come up with a plan for when you leave. Once you are discharged you will be cared for by an outpatient or specialist team.

Making a suggestion, compliment or complaint

We work hard to make sure you get the best quality of care and we are always pleased to hear about what we are doing well. We also want to know if there are things that you think we could do better. If you tell us what you think about the care you receive, we can make changes so that the inpatient unit is better for you and for other young people. You can tell us about anything that is important to you.

You can speak to any member of your care team. If you want help to do this just ask a member of staff or an advocate who can direct you to the Patient Experience Team if you wish to make a suggestion, complain or compliment. You can also contact them directly on 0131 536 3370 or feedback@nhslothian.scot.nhs.uk and can have a look at their website at www.nhslothian.scot.nhs.uk/YourRights/PatientExperienceAndFeedback.



What other young people have to say about the Inpatient Unit

'CAMHS is here to help when you're struggling'

'Nobody likes being in hospital but it's the best place to get help'

'You're living with other people so you have to share. Don't just change the TV channel without asking'

'It's difficult because you miss home but everyone is very kind and understanding'

'There are set times for snacks but if you're hungry tell the staff'

'There are groups such as art groups and Rec Group which all have different things going on, you can take part in lots of different activities while you are here'

'If you have any ideas about how you can be helped then tell the staff'

Notes

[illegible]

Melville Unit
Child and Adolescent Mental Health Service 50 Little France
Crescent
Edinburgh Bioquarter
Edinburgh
EH16 4TJ

Useful Numbers

CAMHS Reception 0131 312 0050
Inpatient Unit Duty Room 0131 312 0031/32 RHCYP
Switchboard 0131 312 1541

Melville Inpatient Unit V2.0
Approved by NHS Lothian Patient Information Team: Jan 2021
Review date: Jan 2024

