



**Welcome to the  
Divert Suite  
Royal Edinburgh Hospital  
Patient Information Booklet**

**Located within the Child and Adolescent Mental Health  
Service (CAMHS) Building**

**Tel: Switchboard 0131 537 6000**

## Why you are being cared for in the Divert Suite?

There is currently a high demand for Mental Health care in hospitals across the NHS. Although we are working to improve community and mental health services available for patients, there is still often a high demand for hospital beds. This can result in beds not being available for some patients at the time they need them.

The 'Divert Suite' on the Royal Edinburgh Hospital (REH) site for people waiting for an in-patient bed. The Divert Suite is not an admission ward, rather a waiting area for when there is a bed available within the acute admission wards.

## What happens on arrival?

Coming to hospital can be a stressful time and it is important to everyone involved in your care that we build and maintain a high standard of communication with you, your family, carers and friends.

On arrival to the Divert Suite, a member of the team will show you to your waiting room and give you a tour of the suite.



You will be advised of your 'named nurse' daily. If you are not sure who this is at any point during your wait, please ask a member of staff.

Please feel free to speak with any member of the team if you have any questions, concerns, or need more information about your care and treatment.

## Your waiting room

Your room has a bed and storage space for your belongings.

Although there are no en-suite facilities in your waiting room, there are several shared shower rooms and separate toilets that are for use by no more than 3 patients per shower room and toilet.

Throughout the day and overnight, staff may come to your room to check that you are safe. During these safety checks the staff may open your door or turn on the lights but will knock prior to entering.

**Please let staff know if you have any concerns about these checks and they will discuss with you how best to address your concerns, whilst maintaining your safety and dignity.**

There is no personal monitoring or surveillance equipment in your room. Your room contains a fire alarm sensor on the ceiling.

The sensor is an essential part of the fabric of the building and designed to keep everyone safe.

**Please let the staff know if anything is broken or not working.**

## Laundry

If possible, any clothing that you may need to have washed should be given to a relative or friend to take home. If this is not possible, please discuss with a member of staff who can arrange a hospital wash. Please let us know if you need toiletries or nightwear, and we will try our best to accommodate your needs. You can also request fresh towels when needed. Only hospital bedding can be used during your stay and will be provided.

## Mealtimes

Please advise staff if you have any dietary requirements. You will be asked to complete your choices from a daily menu, which are available from staff.

### Breakfast

From 8am

### Lunch

12.00pm until 12.45pm

### Dinner

5.00pm until 5.45pm

Breakfast will be laid out by staff at 8am each morning for you to help yourself to and will not include cooked items. Hot meals will be provided at lunch and dinner.



To ensure patients have an uninterrupted time to eat their meals, we ask that family, carers and friends avoid visiting at mealtimes.

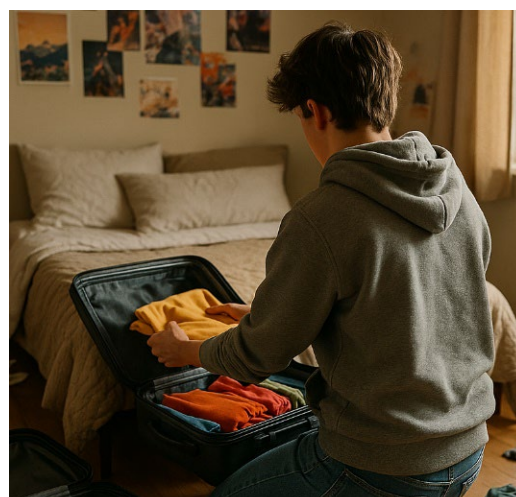
Tea, coffee and cold drinks are available throughout the day. After midnight, only cold drinks are available. Please let the staff know if you would like any snacks (biscuits, fruit).

If you are hungry at any other time during the day, please make staff aware who will source additional snacks for you. There is a fridge where you can store cold food. Staff will label it for you, and you can ask a member of staff when you would like it. Staff are not able to warm food for you.

## Personal Belongings

Money and small valuable items can be sent to the hospital cashiers for safe keeping. We suggest items of value are not brought to the Divert Suite. All valuables brought in to the Divert Suite are done so at your own risk and the Royal Edinburgh Hospital is not responsible for the loss or damage of any items which are not handed in for safe keeping.

NHS Lothian cannot accept responsibility for personal items lost or stolen during admission.



## Phones, chargers, laptops or other similar items

Your mobile phone or laptop chargers will be kept in the Divert Suite staff office. Staff can charge your devices whenever necessary. Please respect others when using your phone and do not take photographs, videos or recordings of others.

## Smoking

You are **not** allowed to smoke or vape in your waiting room or within the Divert Suite. You will be asked to hand in all tobacco and lighters for safe keeping.

Please speak to staff if you are struggling with these restrictions and we can arrange Nicotine Replacement Therapy (NRT) for you.



## Visiting the Divert Suite

We recognise the importance of having family, carers and friends visit whilst you are in hospital. Please speak to a member of the team to arrange a visit. We ask that there is a maximum of three visitors per patient. For reasons of privacy and dignity visitors cannot enter patients' waiting rooms or quiet room areas of the Divert Suite. Visitors are asked to spend time in the dining room or interview room (if available).

## Support for Carers

Carer Champions are nurses who have been trained in supporting the carers of people who have been admitted. When you are admitted to one of the acute admission wards, your family, carers or friends, will be offered an appointment to meet with the ward Carer Champion to discuss any support they feel they may need. If there are immediate carer needs requiring support prior to your admission to the acute ward, please discuss with one of the nurses.

## Contacting family, carers and friends

You can use your mobile phone within the Divert Suite. We ask that calls are made within your own private waiting area. There is a phone for emergency use, including phoning advocacy and lawyers.

## Admission to the Adult acute admission wards (within the Royal Edinburgh Building)

Following your short stay within the Divert Suite you will be admitted to one of five adult acute admission wards. The wards are called **Balcarres** (male ward), **Craiglockhart** (female ward), **Hermitage** (mixed gender ward), **Meadows** (mixed gender ward) and **Merchiston** which admit patients from different areas of Edinburgh, East Lothian or Midlothian. You will usually be admitted to the ward that is linked with your registered GP.

You may be admitted or moved to a ward that does not relate to where you are registered, or you may be asked to move to a different room and/or ward due to a number of factors. Every effort will be made to ensure that you are informed of the reasons for this, and what this will mean for your care or treatment.

If you have been admitted to the Royal Edinburgh Hospital and do not live in Edinburgh, East Lothian or Midlothian, every effort will be made to move you to a suitable facility closer to your home as soon as possible.

As your care progresses you may be moved to other wards across the Royal Edinburgh Hospital site.

## Braids Ward

Braids Ward is a fifteen-bedded mixed gender inpatient ward. You may be transferred here during your admission if we consider the Braids ward team is more able to meet your care and treatment needs. Braids ward predominantly focuses on complex discharges caring for patients with mental and physical health care needs.







## Blackford Ward

Blackford ward is our Intensive Psychiatric Care Unit (IPCU). Sometimes people require a higher level of care and treatment in an environment that is more secure. Blackford ward is a locked ward caring for patients who are usually detained under The Mental Health Act. It offers a safe and supportive environment for those in times of crisis or who are presenting with risks that are not manageable in an open ward setting. The team aim to manage these risks and promote recovery so that patients can be transferred back to a less restrictive environment and continue their recovery pathway to discharge out of hospital care

## Ward contact details

<b>Balcarres</b>	<b>0131 286 9325</b>
<b>Braids</b>	<b>0131 286 8135</b>
<b>Blackford</b>	<b>0131 286 9419</b>
<b>Craiglockhart</b>	<b>0131 286 9842</b>
<b>Hermitage</b>	<b>0131 286 9331</b>
<b>Meadows</b>	<b>0131 286 9379</b>
<b>Merchiston</b>	<b>0131 286 9306</b>

## Staff uniforms and what they mean

	Navy blue tunic top = Senior Charge Nurse
	Sky blue tunic top = Charge Nurse/Staff Nurse
	Light blue tunic top = Nursing Assistants/Housekeeping
	Grey tunic top = Student Nurse
	Turquoise blue tunic top = Occupational Therapist/Physiotherapist
	Green tunic top = Domestic staff/Ward Administrators

## Being discharged from hospital

As your health and wellbeing improves, your consultant, keyworker and the multi-disciplinary team will discuss with you any future or further care needs.

## Alcohol and drugs

There is no alcohol allowed in the Royal Edinburgh Hospital or grounds. You are asked not to use alcohol when off the grounds and your visitors will be asked not to bring any alcohol into the Divert Suite. The use of alcohol may severely affect ongoing treatment, and other patients may find alcohol being present in the Divert Suite distressing.

There is **zero tolerance** for the use of street or illicit substances/legal highs in the Royal Edinburgh Hospital or grounds.

If you are found to be consuming or in possession of the above items, the items will be removed. The use and supply of any street drugs/illicit substances will be reported to the police.

If you are found with any of the above substances, staff may be required to complete a search of you and your waiting room for further items.

If your visitors are found to be supplying you or any other patients with the above, they will be banned from visiting the Divert Suite and will be reported to the police.

The law places an obligation on NHS Lothian to ensure that no illegal drug possession or supply takes place within its premises.

You may be asked to sign a note of understanding that you have read and accept the alcohol and drug procedures.

The laws which apply outside the Royal Edinburgh Hospital, also apply within it. Staff, patients and visitors have a right not to be subject to any type of abuse or discrimination. Anti-social behaviour of this nature is not acceptable towards fellow patients, visitors or any members of staff. Incidents will be reported to the police and legal action may be taken.

## Feedback

NHS Lothian is committed to improving the services it provides for patients and their families. As part of this commitment, we are keen to hear from you about your experience of our services.

NHS Lothian Patient Experience team will respond to everyone who provides contact details. We cannot promise to do everything you suggest, but we will do what we can to improve your experience of our services.

The **NHS Lothian Patient Experience Team** is based at:

102 West Port  
Edinburgh, EH3 9DN

Telephone: 0131 656 3200

Email: [feedback@nhsllothian.scot.nhs.uk](mailto:feedback@nhsllothian.scot.nhs.uk)



<https://www.nhsllothian.scot/YourRights/ComplimentsConcernsComplaints/Pages/default.aspx>



## Compliments

If you and/or your family, carers and friends would like to **congratulate or praise** the team looking after you about the care you have received, we will pass your compliment on to the relevant staff or team. Please use the QR code shown above.

## Concerns

If you and/or your family, carers and friends have any **concerns** about an issue within the Divert Suite or within the hospital, please speak to one of the charge nurses in the Divert Suite in the first instance.

If a charge nurse is not available, please ask the nurse in charge of the shift to make an appointment for you to meet with the charge nurse at a mutually convenient time. Alternatively, please leave contact details with the nurse in charge and the charge nurse will contact you to arrange a meeting.

If you do not wish to speak to a member of staff, please use the QR code shown above.

## Complaints

If you and/or your family, carers and friends wish to **make a complaint** about the service that you have received, please contact the NHS Lothian Patient Experience Team. Please use the QR code, or follow the link, above.

## Advocacy

To ensure you feel your voice is being heard, a number of advocacy services are available to you, your family, friends or carers. You can make an appointment with advocacy who will visit you in hospital.

## The REH Patients Council

The REH Patients Council is a group of patients and former patients of the Royal Edinburgh Hospital. The main aim of the group is to increase the power of patients and have their opinions heard. They are independent from the hospital and the NHS and aim to improve the service for all. The REH Patients Council provides independent collective advocacy which focuses on issues which affect more than one person. You may wish to contact them to provide feedback on issues or services which affect the wider patient populous.

Examples of topics from the patient's council website include:

- Quality of the food
- Quality of the environment
- Wider issues such as smoking in the hospital and the new hospital buildings.

**Telephone:** 0131 537 6462 (Mon-Fri)

**Email:** [info@rehpatientscouncil.org.uk](mailto:info@rehpatientscouncil.org.uk)

## CAPS Independent Advocacy

CAPS provide independent or collective advocacy for people in East Lothian and Midlothian. This means they can address issues affecting your stay in hospital or your individual case. They specialise in supporting individuals who are 18 years old to 65 years old and have trouble due to their mental health. CAPS can help you to feel and be empowered to make decisions about your care or assure that you understand your care and treatment. They can attend appointments with you or have individual appointments to visit you in hospital. They are a free of charge service.



**Telephone:** 0131 273 5118

**Email:** [advocate@capsadvocacy.org](mailto:advocate@capsadvocacy.org)

## AdvoCard

AdvoCard is an independent advocacy organisation that supports people in Edinburgh who have experienced mental ill-health. AdvoCard provide hospital-based support for people admitted in the Royal Edinburgh Building: acute admission wards (including Intensive Psychiatric Care Unit), Rehabilitation Services, Forensic Services, Older People's Services and Young People's Services and associated services.



AdvoCard can also support people in the community (such as after you are discharged). They work closely with individuals to state their preferences regarding care to support individuals in managing their care and being aware of their rights. They are a free of charge service.

**Tel:** 0131 537 6004

**Text messages:** 07920 20 7568

**Email:** [hospital.advocacy@advocard.org.uk](mailto:hospital.advocacy@advocard.org.uk)

## Mental Welfare Commission for Scotland

The Mental Welfare Commission for Scotland is a non-departmental public body, responsible for safeguarding the rights and welfare of people in Scotland with a learning disability, mental illness or other mental disorder.



**Tel:** 0800 389 6809

**Email:** [enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk)

## Care Opinion

Care Opinion is a place where you can share your experience of health or care services and help make them better for everyone.

Care Opinion make it safe and simple to share your story online and see other people's stories too. You can see how stories are leading to change. Care Opinion believe that by sharing honest experiences of care, we learn to see the world differently. Working together, we can all help make care better.



## More information

There are a number of information handouts available if you have any questions about medications, your diagnosis and/or support services available. Please ask a member of the nursing team.