

Information booklet  
for  
**Bluestone  
Inpatients,  
Carers &  
Supporters**



Southern Health  
and Social Care Trust

*Quality Care - for you, with you*

**If you have difficulties understanding the English language as it may not be your first language, please speak to staff who can seek an interpreter to help you.**

Se você tiver dificuldade em entender o idioma inglês, pois pode não ser sua primeira língua, fale com a equipe que pode solicitar a ajuda de um intérprete para ajudá-lo.

Se tiver dificuldades em compreender a língua inglesa por não ser a sua primeira língua, contacte um membro do pessoal, que o colocará em contacto com um intérprete que o poderá ajudar.

Jei jums sunku suprasti anglų kalbą, nes ji nėra jūsų gimtoji kalba, prašome pakalbėti su mūsų darbuotojais, kurie gali pakviesti vertėją žodžiu, kad jums padėtų.

Jeśli masz trudności ze zrozumieniem języka angielskiego, ponieważ nie jest to Twój język ojczysty, porozmawiaj z członkiem personelu, który może postarać się o pomoc tłumacza dla Ciebie.

如果您的母语不是英语，因而理解起来有困难，请告诉工作人员，以便安排译员给您提供帮助。



# Where to find the information you need

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This booklet was created in partnership with inpatients and their families, carers and supporters.

We understand you will have a lot of questions about your stay and that's OK and perfectly normal. We thought this booklet might help.

Information in this booklet is intended equally for carers, supporters and those staying on the ward. To help it flow however, content is mainly worded directly towards the person staying in Bluestone.



Working together



Excellence



Openness & Honesty



Compassion

# Welcome

**We are here to make your time with us as comfortable as possible. Staff are always happy to answer any questions you may have.**

*We usually arrange for your stay in wards according to where you live.*

*If you live in the Craigavon & Banbridge area - Bronte ward*

*If you live in the Armagh & Dungannon area - Silverwood ward*

*If you live in the Newry & Mourne area - Cloughmore ward*

*Willows ward is usually for those over 65yrs*

Sometimes a period of stay is needed in a different ward, or even at a different hospital. This can be for either practical or personal care and treatment reasons.

If this happens for you staff will fully explain why, and will try to get you back into your usual Bluestone ward area as soon as possible.

This is a safe and caring space for you as you focus on your wellness. We take pride in treating every individual with dignity, compassion, and respect. We understand that coming into hospital can be a difficult time for you and your family and friends. We will try to be sensitive and flexible in meeting your individual needs, while always upholding for you the importance of your treatment plan.

**To make your time with us as comfortable and helpful as possible, please let us know about any individual needs you have. We will try to cater for them.**

- Hearing aids?
- Difficulties with reading or writing?
- Need for glasses/aids/assistance?
- Severe mobility issues?
- Any unseen disabilities?
- Any known allergies?
- Special dietary needs?
- Help getting information in languages other than English?

**You don't have to read this all at once – Our index on page 3 can help you find the information you need right now. Staff will also be happy to talk to you about this booklet.**



# Getting ready to come into hospital

When you are admitted to hospital, staff will ask to check your property to ensure there are no potentially dangerous objects or medications brought into the ward. This is for everyone's safety and comfort. Please don't share any of your personal belongings with other patients.

For everyone's safety, plastic bags and sharp implements are not permitted on any ward.

Where staff notice these, they may have to remove them or store them until they can be brought home again.

Due to the nature of the hospital environment, please do not bring perishable or hot food into the hospital without first discussing it with the nurse in charge.

Please do not bring alcohol or illicit substances into Bluestone Unit as these are not allowed.

**Please do not bring large amounts of money or expensive jewellery into hospital.**



If you have a large amount of money, we would ask that you check with staff who can make arrangements to take it to the cashiers office however we encourage that it be taken home as soon as possible.

**Please bring your toiletries, and as space is limited, a *small* amount of both day and night clothes**



Include a simple pair each of practical slippers & day footwear. Please do not bring politically affiliated clothing, badges, or items into hospital.

The unit has limited laundry facilities for your use if you need that help.

Please don't bring your own bedding and pillows as these may not meet the required fire-retardant safety standards for the hospital.

**You can bring your own razors or hair straighteners/dryer**



Please note that they may need checked by hospital electrician and will be stored by staff for safety, when not in use.

**You can bring your electronic device/tablets/kindle /mobile phone and their chargers.**



If possible, bring the shortest of charger cables you own. Please be aware that sometimes chargers are stored by staff for safe keeping, but this will be discussed with you.

Patients are discouraged from charging their phones or devices under their pillows.

**Please don't bring your prescribed medicines unless staff ask.**



Do not bring, or buy and use supplements, herbal remedies or medical preparations during your stay.

Will my friends and family be able to visit me while in hospital?

We recognise the importance of keeping in touch with family and friends and we actively encourage them to visit. We strive to promote an open visiting policy and we will always try to accommodate visitors outside of meal times and assessments by staff team.

While we encourage children to visit, because of the nature of the wards, all visits by children must be planned and this can be arranged with the nursing staff.

If well, we encourage patients to avail of visits in outside spaces except visits from children, but we do have a designated visitors room on each ward to accommodate visits. Patients who have children visiting will always be prioritised for the designated visitors room.

All inpatient wards have an individual ipad to arrange virtual visiting if family and friends cannot attend the wards. \*Please ask a staff member if you would like to arrange a virtual visit\*

**Visiting Information is on the back cover of this booklet**

Will I have to stay just on the ward all the time? Can I go out?

Every individual is different and as part of care and treatment, individuals are often encouraged to avail of time off the ward but this is usually arranged by nursing staff in collaboration with the team caring for you and your family members.

If you are taking time off the ward, nursing staff will encourage you to sign in and out so that for fire and health and safety reasons, we know where you are.

**Check out pages 11 & 16**

What if I have a problem or need help?

There is always a senior nurse in charge of every shift. Every patient will be allocated an identified nurse each day and this is clearly displayed and explained to patients so please approach your named nurse for help at any time.

You can take your questions or worries to any of the staff. We can also connect you with independent carer or service user advocates – **Check out pages 12 & 13**

What if I'm worried about money situation because of coming into hospital?

Each ward has a Social Worker who can help and an appointment can also be arranged with the organisation Community Advice if needed.

How do I arrange a sick line to cover my time at Bluestone?

If you require a sick line, please ask nursing staff and they will arrange a sick line which will cover the time that you have been in hospital.

Hope

Self-care Tools

Wellness

Perspectives

Connection  
Opportunity

Education

Self-Advocacy

Support

Choice

Partnership

Control

Personal  
Responsibility



After  
Experiencing  
Having a laugh  
Not beating  
Myself up  
Realistic  
goals  
Educating my  
self  
Daily maintena  
nce plan  
looking forward to the  
future  
My time my  
pace  
engagement  
Being at  
peace  
with  
my-  
self + others  
Voluntary work  
using my wellness  
Working hard to

A hand-drawn illustration of a lighthouse on a rocky island. The lighthouse is tall and cylindrical with a spiral pattern. A bird is flying in the sky above the lighthouse. The island has some green grass and rocks. The background is a light blue sky with a yellow sun or moon.



# RECOVERY

Hope

h Parking lot  
Park

Recovery  
College  
Kind to myself  
Taking baby  
steps  
Wellness  
Recovery  
Action Plan  
Respecting  
myself  
Taking  
responsibility  
empowerment

Acceptance  
enablement  
Goals  
sustain recovery

“Here at Bluestone, we believe in involving you in all decisions and changes to your care and treatment”.

Staff from different disciplines may be part of your team, and they are all here to help you in your wellness & recovery journey. (see pages 20 & 21). In this way we tailor our support to your individual care needs. Your family/carers will also be encouraged to be involved in your individual care plan. Please talk to staff if you have any questions about your care and recovery.

You may be invited to attend a meeting with some of the different staff involved in your care – this is called a ‘multi-disciplinary meeting.’ It is a useful conversation and support space for you and we encourage you to be fully involved.

Recovery is a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills and/or roles.

It is a way of living a satisfying, hopeful and contributing life even with limitations caused by the illness.

# What to expect when you come to stay with us on a ward at Bluestone



All our rooms are ground-floor individual en-suite rooms, each lockable from the inside, and wheelchair or rollator-friendly.

Most rooms have fixed-height divan beds. A small number of rooms have electrical profiling beds and these are allocated by clinical need.

We also have a small number of larger disability friendly rooms which are allocated by clinical need.

## Admission

Bluestone has procedures in place to ensure your safety and wellbeing. Thankyou for cooperating with us.

If you have any questions at any stage of your admission, staff will do their best to provide answers, explanations or options.

You may not be initially admitted to the ward that looks after patients from your area but we always do our best to accommodate and transfer people when beds become available in other wards.

At admission, we ask you to remain on the ward until your responsible Consultant Psychiatrist has had an opportunity to meet with you. This usually happens within 1-3 working days, and you can use that time to settle in.

You can connect to our free Trust wi-fi and locate the areas where your phone or devices can be charged if you have these.

We ask that you use both the internet access and the charging points in a courteous and respectful way. Please don't use your phone or device at night when others are trying to sleep as they may be affected by its light or noise.

**For privacy please do not use the camera function on your device. It is illegal to records others without their consent.**

# Meals & arrangements for food and drink

If you have any special dietary requirements or known allergies, please let a member of nursing staff know as soon as possible and we will try to cater for these.

Meals are provided in the Bluestone dining room:

**Breakfast 8:00am - 8:30am**

**Lunch 12:00pm - 12:30pm**

**Evening Meal 5:00pm - 5:30pm**

**Supper 9:45pm**

Within Bluestone unit, we have our own dietician who reviews the content of all provided food to ensure that it is healthy and well-balanced.

- Tea/Coffee is made available up to six times throughout the day.
- Water and juice is available on request throughout the day.
- Visitors and families are encouraged to bring in non-perishable foods, fruit and confectionery.
- Hot takeaway food is discouraged on hospital premises, unless discussed with the nurse in charge.
- If you have prescribed leave off the ward, you can accompany your family members to other Bluestone areas or to local shops, restaurants etc.



## Coffee Bar

A coffee bar is available in Bluestone reception area.

Here you can purchase tea & coffee, cold drinks, paninis and snacks.

**Open from 9:00am - 4:30pm**

There is also a vending machine.



# Advocacy Services for Carers



Phone: 028 90 650 650  
Email: [info@cause.org.uk](mailto:info@cause.org.uk)  
[www.cause.org.uk](http://www.cause.org.uk)

**When someone is admitted to a psychiatric hospital, the process will be very different from a physical health ward.**

Cause understands the challenges and concerns carers will have and are available to help, and offers mental health carers the opportunity to engage with other people in the same challenging role, to gain valuable practical and emotional support.

**Please check out page 28 for more information specifically for carers.**

For over 25 years, CAUSE, a regional unique peer-led charity has been providing practical and emotional support for carers of loved ones with serious mental illness such as schizophrenia, psychosis, bi-polar and personality disorder.

CAUSE provides:

- support group facilitation.
- one-to-one advocacy support.
- free and confidential telephone Helpline 0800 103 2833 available Mon, Wed & Fri 10am – 4pm and Tues & Thurs 12noon – 8pm.
- training for carers and professionals.
- co-ordination of social activity events.
- opportunities for carer involvement in policy and service development.

**“We respect and value advocacy and carer involvement. We welcome your comments, insight and questions.”**

# Advocacy Services for those using services

The Southern Trust commissions independent advocacy services called Inspire.

- Their services are free to use as an inpatient with us.
- The advocate provides confidential advice and support to help and support you.
- These services also offer specialist advice and support for your loved ones/ family members.



**Your advocate will normally visit the ward every Monday, Tuesday and Thursday.**

**Your advocate will make themselves known to you at the earliest convenient opportunity. An appointment isn't necessary but can be made for you if you would prefer.**

**You can ask a member of ward staff to contact Inspire on your behalf; we will then get in touch with you directly.**

**If you want to speak to and advocate more urgently you can phone directly on 078 7671 5149.**

The Inspire advocacy service is an independent, free and confidential service available to individuals accessing mental health services.

## **What can an advocate do for you?**

Your advocate can:

- Talk with you about your rights as a patient.
- Discuss any concerns or queries you may have about being in hospital and/or your treatment.
- Help you with understanding and exploring your options when making choices.
- Support you with putting forward your opinions/thoughts and speak up on your behalf when you don't feel able.
- Attend meetings with you.
- Signpost you to alternative services as appropriate.
- Offer you support when you leave hospital if requested.

# What will life look like day to day, while I am staying on a ward at Bluestone?

## Getting my medicines

When you come into hospital, medical and nursing staff will check your online GP records and confirm and handle your recent prescriptions while you are with us. Where appropriate, your Consultant Psychiatrist may make changes to your prescribed medicines and these will be provided to you.

The pharmacist may also talk to you about your prescribed medicines.

- Don't worry if your medicines are changed when you are in hospital. Changes will be discussed with you and you will be provided with the correct medicines when you leave at the end of your stay.



We have occupational therapy which is focused on helping people to overcome the effects of disability caused by physical or mental illness so that they can carry out everyday tasks or occupations. Occupational therapy staff facilitate “Go Out Get Active” weekly physical activity sessions with a sports coach from ABC council.

## Enjoyable and worthwhile things while I'm here

- Individuals are encouraged to access activities available.
- Walking group.
- Individual activities on the ward.
- Group activities on the ward.
- The unit has some available gym equipment which you can use with staff supervision. You may also have to be physically assessed/examined by a doctor before use.
- There is a small shared library in the shared therapy department.
- There is access to the talking newspaper on Willows ward.

## Some ideas to explore:

- The gym.
- Large sitting room with TV.
- Smaller TV room.
- TV is available on the ward during the day but will be switched off at 11:30pm to promote better sleep.
- Shared therapy room which is available in the evening time to complete some activities.
- Visitor's room for visitors.
- Small and large outside courtyard.
- WiFi available throughout the ward.



# Help to stay safe and well

## Your health and wellbeing is a priority for us.

Nursing staff will engage with you daily.

Everyone admitted to hospital gets ongoing assessment to optimise their health and well-being. As part of this assessment:

- Nursing staff will complete visual health and well being checks on you every 15 minutes.
- You will be allocated a registered nurse on a daily basis to talk to, and together you can explore the difficulties that were part of your need to come into hospital. This will allow you an opportunity to feel supported and help you to focus on your recovery.
- If at any time, we have concerns about significant risks or inadvertent harm to you, staff may stay with you to help keep you safe. This is called continuous observations and if it is prescribed, it will be regularly reviewed, explained and discussed with you and your supporters. This is a restrictive intervention, however it will only be prescribed for the shortest periods of time necessary.

To promote the health, safety and wellbeing of patients; if staff are concerned about the possibility of alcohol or illicit substance consumption, you may be asked for blood or urine tests to assess for evidence of their use.

## Smoking    Drugs and Alcohol

If you'd like to smoke, you will be asked to smoke outside in the courtyard, and to be considerate of others.

If you'd like to reduce or stop smoking we can link you with a specialist nurse for help and support with that.

While you are in hospital, or if you go off the ward on leave, we will ask you to refrain from drinking alcohol or using medicines not prescribed by the ward doctor or any other illicit substances as these substances may interact with your prescribed medicines and cause you harm.

Drug or Alcohol testing may happen for those staying on our wards at Bluestone. The Police may be contacted where there is a breach of the law e.g. possession of drugs.



# My safety and my space

## Privacy and Confidentiality

We will respect and protect your privacy and confidentiality; please respect the privacy and confidentiality of other individuals during your stay.

If you have any questions about these issues, please ask a member of staff or your advocate.

Information about your care and treatment will be shared with all of the members of the team looking after you.

Professionals involved in your care, may seek to consult with your family or loved ones but this will only be done with your consent unless in an emergency.

## Entering and leaving

- When first admitted, you are encouraged to remain on the ward until your responsible consultant psychiatrist has met with you and has agreed otherwise.
- For everyone's safety, the entrance and exit doors to and from the unit are supported by staff. Should you wish to leave the ward please ask a member of nursing staff who will try to assist you.
- If you are a voluntary patient, you can leave the unit at any time, however staff will ask you to remain if they are concerned about you.
- If you are detained for your own safety and wellbeing under the Mental Health Order 1986, you will be informed of this.
- You may only leave Bluestone when discharged (going home at the end of your time of care), or on leave (a period of special leave agreed by your responsible consultant. You may also hear people call this a 'pass').

Passes/Leave are part of your treatment, and support your recovery; because of this, decisions on timing and length of the pass are made by your consultant.

- When planning to leave the ward, please discuss with nursing staff and sign the in & out book when leaving and returning again.



# Feeling safe and respected

- We would ask everyone to be respectful of staff and other patients. Please do not wear nightwear when outside your bedroom.
- We discourage patients from expressing language with any political affiliation, and do not permit the wearing of clothing associated with any political affiliation.
- It is not acceptable to be aggressive/violent towards others.
- Bad language and threatening behaviour is not acceptable.
- The police will be asked to investigate incidents of violence or aggressive damage to hospital property and individuals may be billed for any damage intentionally caused.
- All bedrooms have an emergency nurse call system which is activated in the nurses station and allows nursing staff to respond to you if needed.



# Having a safe place to stay and work



Working together



Excellence



Openness & Honesty



Compassion

Supported by our Southern Trust values:

## **“What happens if I don’t want to be on video?”**

Staff will turn cameras on when they believe it is needed to protect everyone’s safety. There is also an option to turn the camera around so it records only sound.

## **“Will the camera ALWAYS be turned on ANY time a patient asks for it - even if the staff member doesn’t agree it is needed?”**

If a patient requests an interaction to be recorded, it will be.

## **“Does the online storage meet all the legal requirements with GDPR (General Data Protection Regulations)?”**

Yes, storage and handling meets requirements of the Data Protection Act 2018 and UK-General Data Protection Regulations (UK-GDPR).

## **“How do I view, or get a copy of video with me in it?”**

If you want to make a request, you should write to:

Data Controller for Bluestone Site,  
Craigavon Area Hospital,  
68 Lurgan Road,  
Portadown BT63 5QQ

Each request is handled on an individual basis, and will take into account your care needs and rights.

**Staff are always keen to listen to and support carers, advocates and supporters and welcome conversations, questions or insight.**

# You may notice small cameras being worn by our staff in Bluestone Unit

These cameras can record high quality video and sound, but only when purposefully activated by a specially designed switch - they will not be running 24/7 and will not be turned on without the involved patient being informed. When they are switched on, the recording video can be seen on the front screen.



HSC Southern Health and Social Care Trust  
Quality Care - for you, with you



Body-worn cameras are small and will be worn on uniform, or on neck lanyard of some ward staff within Bluestone Unit. Staff will turn them on when they believe it is needed to protect everyone's safety.



Patients can ask for the camera to be turned on. Once activated, the camera will act as an impartial witness, and the footage cannot be deleted or edited by the staff member who wears it or any unauthorised colleague.



Video is stored online: your privacy is protected and the system is designed to be especially secure. Only approved and trained staff have access to the video, and only senior staff can manage or delete it. .

- Strict rules ensure only essential video is kept, and kept for the shortest time possible.
- Anything not needed is automatically deleted every 31 days.
- For privacy, faces of any patients unrelated to the issue at hand can be blurred out by authorised senior staff, if video is needed to support later review or discussion. Once that is complete, the video will be deleted.
- We respect our patients and will protect your privacy and confidentiality.

We have training, policies and processes that help keep you safe.

**Patients can get more information, or talk about the cameras with members of staff at any time.**

# People I may meet or have as part of my care team during my stay at Bluestone

Staff will wear a badge with their name which explains their role and title. Many also wear a uniform. If you are ever unsure of who you are speaking to, its ok to ask.



Red tunic and navy trousers

## Ward Sister or Charge Nurse (Nurse Manager of the Ward)

Responsible for running and managing the ward as a whole.



Dark blue tunic and navy trousers

## Deputy Sister or Charge Nurse (Deputy in absence of Ward Sister)

Assists the Ward Sister in running and managing the ward.

## Lead Nurse

Provides professional and clinical leadership for the nursing teams within Bluestone.



Light blue tunic and navy trousers

## Registered Nurse

Provides care and dispense medicines.



Striped tunic and navy trousers

## Senior Nursing Assistant

(also sometimes called Health Care Assistants)

Delivers care and support the nursing staff.

## Peer Support Worker

Staff with their own personal lived experience of having mental health challenges, who use that to help you towards a place of hope, wellness and recovery.



Light green shirt & navy trousers

## Porters

Make sure crucial goods and items are delivered where they are needed most, and also make sure patients are in the right place at the right time to get the treatment they need.



Dark green shirt/  
blouses and  
navy trousers

## Domestic services Supervisors

Have their own domestic duties, and also supervise other domestic workers.



Light green tunic  
trimmed with white.  
Navy trousers

## Domestic service workers

Keep hospitals, health centres, and other areas clean and hygienic.



Dark green tunic

## Pharmacist

Monitors, advises, and helps with your prescribed medicines.



White tunic and  
navy trousers

## Dietician

Provides support with meals and nutrition.

## Occupational Therapist

Supports and promotes meaningful activity and optimal functional independence, as part of overall health & wellbeing.

## Physiotherapist

Help restore movement and function when someone is affected by injury, illness or disability.

## Radiographer

Uses cutting-edge technology to take images of the insides of patients to help understand and diagnose conditions.

## Speech Therapist and Assistants

Provides support for swallowing or communication difficulties.

## Consultant Psychiatrist

Responsible for your overall care in hospital, and will do weekly assessments/ward rounds.

## Students/Trainees. (Bluestone is a teaching hospital site.)

Work under the direction of appropriately registered staff/supervisors. You have the right to decline any interventions that may involve a student of any profession.

## My own care team...

# Getting ready to go home after my stay (discharge)

**Prior to your date of discharge from hospital, a member of nursing staff will talk to you about:**

- How the discharge process works, and what discharge day itself will look like.
- Self-care and Recovery methods and tools, and your WRAP\* plan if you have one.
- Some ways of reducing your risk of becoming unwell again.
- What to do and who to contact if you begin to relapse or feel at risk again after going home.
- Talking to those who support you about you going home (with your consent).
- How pharmacy staff will confirm what medicines you are being discharged with, and explain any changes that have been made.
- Ensuring that you have a letter for your GP to get a prescription for any new medicines.
- Your continuing care plan after your discharge.

## My own notes and thoughts

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# Putting some plans in place to stay well at home

Leaving hospital to go home will mean that you have progressed well with your treatment and care, but it can be hard to settle back into that day to day life at first. Everyone handles this differently, so don't be afraid to talk to staff, your family and supporters about how best they can support you when that time comes. You might want to consider what practical things you need on the day you get home, and who might help you put them in place:

☐☐☐☐

## To stay well at home, I will:



### Connect

With the people around you; family, friends, colleagues and neighbours. Think of these relationships as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

☐

### Be Active

Go for a walk or run. Play a game. Dance. Exercising makes you feel good. Discover a physical activity you enjoy and that suits your level of mobility and fitness.

☐

### Take Notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

☐

### Keep Learning

Try something new. Rediscover an old interest. Sign up for that course. Set a realistic challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

☐

### Give

Do something nice for a friend or a stranger. Thank someone. Smile. Volunteer your time. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community creates connections with the people around you.

☐



# Sharing comments, compliments, or complaints

**We encourage you to talk with staff or your advocate if you have any questions or want to give feedback during your stay with us. If you have a question, comment, compliment or complaint, we are here to help you voice that. If it matters to you, it matters to us.**

If you are unhappy with any aspect of your care, treatment, or service that we have offered please discuss in the first instance with the nursing staff, ward sister/charge nurse so that your dissatisfaction can be immediately addressed.

If you do this and you are still not satisfied or you feel unable to speak to them you can make a formal complaint to the complaints department. The Trust will send you a written response once your complaint has been investigated.



## The Trust is registered with Care Opinion

This is an independent and trusted way to share what matters to you about your healthcare experience. Through the website and other convenient routes, it provides tools that let you share about both positive and less positive experiences. You can use this during or after your stay. Your family, carers or supporters can use it as well.

There are lots of different options for sharing your story, so you can choose one that is most comfortable and convenient for you.



# Useful contacts for help or support



## Lifeline

Counselling Helpline for those in crisis

📞 0808 808 8000 🌐 [www.lifelinehelpline.info](http://www.lifelinehelpline.info)

## Samaritans

Listening ear when in distress or despair

📞 116 123 🌐 [www.samaritans.org](http://www.samaritans.org)



## PIPS hope & support

Suicide prevention and support

📞 028 3026 6195 🌐 [www.pipshopeandsupport.org](http://www.pipshopeandsupport.org)

## Inspire

Advocacy for service users

🌐 [www.inspirewellbeing.org](http://www.inspirewellbeing.org) 🌐 [www.inspirewellbeing.org](http://www.inspirewellbeing.org)



## Minding your head Website

Information and resources to help you feel more in control of your mental health and wellbeing

🌐 [www.mindingyourhead.info](http://www.mindingyourhead.info)

## Directory of services & supports

Help with mental health & wellbeing

🌐 [www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing](http://www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing)



## Advice NI

General advice service for NI

Helpline: 📞 0800 915 4604 🌐 [www.adviceni.net](http://www.adviceni.net)

## Mental Health Forum

SHSCT area peer-led info & support

📞 028 30252423 🌐 [www.thementalhealthforum.co.uk](http://www.thementalhealthforum.co.uk)



My GP \_\_\_\_\_ My Keyworker \_\_\_\_\_

My Team \_\_\_\_\_ My Supporter \_\_\_\_\_

# Useful resources

## Apps

[www.apps4healthcareni.hscni.net](http://www.apps4healthcareni.hscni.net)

## Websites with Service directories

Trust directory – See QR code and address on page 26

[www.findhelpni.com](http://www.findhelpni.com)

## Building self-care tools & supports for mental wellbeing

**INFO, ADVICE AND RESOURCES** [www.mindingyourhead.info](http://www.mindingyourhead.info)

**RECOVERY COLLEGE** – ask staff for information about how to access this service

**WRAP (Wellness Recovery Action Planning)** – ask staff for information about how to access this service

### ONLINE STRESS CONTROL COURSE

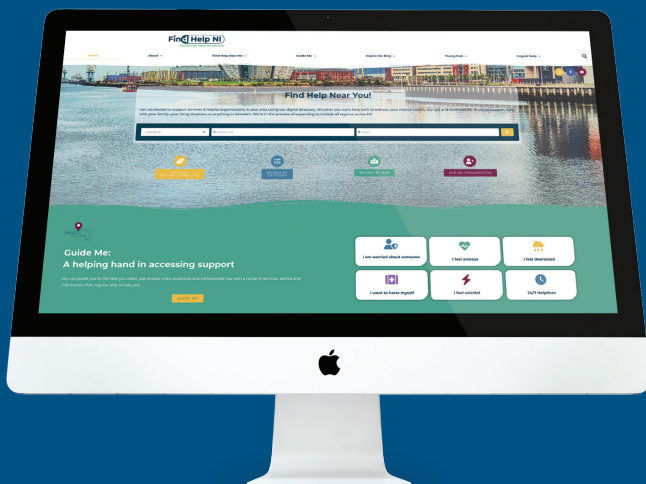
[www.ni.stresscontrol.org](http://www.ni.stresscontrol.org) – a short online course to help combat stress

**TAKE 5** – <https://www.publichealth.hscni.net/publications/take-5-steps-wellbeing-english-and-11-translations>

**MENTAL HEALTH FORUM NEWSLETTER** - [www.eepurl.com/gfoah9](http://www.eepurl.com/gfoah9)

**RURAL HEALTH PARTNERSHIP** - [www.rhpsa.org](http://www.rhpsa.org)

**FIND A MEN'S SHED NEAR YOU** - [www.menssheds.org.uk](http://www.menssheds.org.uk)



# Useful information for CARERS

## What is the Mental Health (Northern Ireland) Order 1986?

The Mental Health (Northern Ireland) Order 1986 provides for the care and treatment of persons with a mental disorder in Northern Ireland. The Order contains statutory powers to compulsorily admit, detain and treat a person for mental disorder and associated safeguards to ensure that the patient's rights are protected at all times.

## Proving you are a carer

Some people are worried about having to prove they are a carer and demonstrate they are exempt to certain rules. In Northern Ireland, a new ID card has been released for carers check out:

<https://www.health-ni.gov.uk/news/new-id-card-carers-launched>

## CAUSE website support for carers

There is a vast range of information on CAUSE website to support those supporting and caring for someone with a serious and severe mental illness.

[www.cause.org.uk/supporting-someone-with-a-serious-mental-illness](http://www.cause.org.uk/supporting-someone-with-a-serious-mental-illness)

## Carer assessment

You are entitled to an assessment of your needs as a carer, and this can be carried out by the key worker or a team member from the mental health service.

## Carer's Register

You can register as a carer through the carer's coordinator in your trust area Phone no. 028 375 66284

[carers.coordinator@southerntrust.hscni.net](mailto:carers.coordinator@southerntrust.hscni.net)

# Useful Contacts for Carers

|   |   |
|---|---|
| <b>Action Mental Health</b><br>Mental health services and supports in the community   | <b>028 9182 8494</b><br><a href="http://www.amh.org.uk">www.amh.org.uk</a>                                      |
| <b>Aware NI</b><br>Depression Charity   | <b>028 9035 7820</b><br><a href="http://www.aware-ni.org">www.aware-ni.org</a>                                  |
| <b>Carers Northern Ireland</b>  | <b>028 9043 9843</b><br><a href="http://www.carersuk.org/northernireland">www.carersuk.org/northernireland</a>  |
| <b>CAUSE</b><br>Carer advocacy and support & Helpline   | <b>028 9065 0650</b><br><b>0800 103 2833</b><br><a href="http://www.cause.org">www.cause.org</a>                |
| <b>Eating Disorder Association NI</b>   | <b>028 9023 5959</b><br><a href="http://www.eatingdisordersni.co.uk">www.eatingdisordersni.co.uk</a>            |
| <b>LAMP</b><br><b>(Life After Mental Health Problems)</b><br>Listening ear service for people experiencing mental health problems | <b>028 9024 2982</b>  |
| <b>Lifeline</b><br>Northern Ireland counselling helpline when in crisis.  | <b>0808 808 8000 Available 24/7</b><br><a href="http://www.lifelinehelpline.info">www.lifelinehelpline.info</a> |
| <b>Mental Health Forum</b><br>Mental health information, signposting, advice, and peer-led supports & opportunities               | <b>028 3025 2423</b><br><a href="http://www.thementalhealthforum.co.uk">www.thementalhealthforum.co.uk</a>      |
| <b>Mindwise</b><br>Mental Health Services   | <b>028 9040 2323</b><br><a href="http://www.mindwisenv.org">www.mindwisenv.org</a>                              |
| <b>PIPS (Newry)</b><br>Suicide prevention and support   | <b>028 3026 6195</b><br><a href="http://www.pipshopeandsupport.org/">www.pipshopeandsupport.org/</a>            |
| <b>Samaritans</b><br>A listening ear service for anyone in distress or despair  | <b>08457 90 90 90</b><br><a href="http://www.samaritans.org">www.samaritans.org</a>                             |
| <b>SHSCT Carers Coordinator</b><br>Ensuring that carers are supported in their caring role  | <b>028 3756 6284</b>  |
| <b>Zest</b><br>Healing the hurt of self-harm and suicide  | <b>028 7126 6999</b><br><a href="http://www.zestni.org">www.zestni.org</a>                                      |
| <b>List of helplines available</b>  | <a href="http://www.publichealth.hscni.net">www.publichealth.hscni.net</a>                                      |

## My own notes

# Visiting & contact Information

## **We want your experience while in hospital to be a positive one so we promote open visiting**

(with some minor restrictions such as patient time protected for meals, assessments, and occupational therapy and other meaningful activities)

**“We would ask that visitors do not enter the bedroom areas of the ward. This is to preserve the privacy and dignity of other patients”**

Children are always encouraged to visit but their individual visits must be planned, and they must be accompanied by an adult. This allows a suitable room to be available for the visit.

If you do not wish to have a family member or child to visit, we would ask that you speak to a member of staff who will seek to uphold your wishes.

If you wish to have a visit from a member of the clergy, we would ask that you speak to a member of nursing staff and they will try to arrange a visit.

**For everyone’s safety, visiting arrangements may change from time to time for infection control reasons.**

**You can check for latest Southern Trust guidance at <https://southerntrust.hscni.net/about-us/visiting-information/> or contact us at Bluestone 028 3836 6700.**

**Thankyou for not visiting if you have any symptoms or Covid or other easily transmitted illness**

*Your privacy, rights, and confidentiality will be protected while you stay with us.*

