

Edinburgh Carers Council



for those supporting people with mental health difficulties

The Orchard Clinic

The Royal Edinburgh Hospital:

An information guide

for carers



Who is a carer?

A carer may be a family member, partner or friend who supports or cares for a person with mental health difficulties. Carers may or may not live with the person they support, and they may or may not carry out physical tasks. The Mental Health (Care and Treatment) (Scotland) Act 2003 defines a carer as:

- (s329) ***“an individual (other than a paid or voluntary worker) who provides, on a regular basis, a substantial amount of care for, and support to, the person; and includes, in the case where the person is in hospital, an individual who, before the person was admitted to hospital, provided on a regular basis, a substantial amount of care for, and support to, the person”***
- regardless of diagnosis, living situation, etc.

Although we talk about 'your relative' throughout this booklet the information equally applies to a friend or partner who is a person's main carer.

This booklet is for you if you are caring for someone with mental health difficulties who has been referred to the Orchard Clinic for assessment or treatment of their mental health. People can be referred to the Orchard Clinic from court, prison, other NHS areas and The State Hospital. The Orchard Clinic is part of medium secure forensic mental health services for the southern and eastern regions of Scotland.

Orchard Clinic - Useful Numbers

Mackinnon House (Main) Reception: 0131 537 6000

Orchard Clinic Reception: 0131 537 5860

Redwood: 0131 537 5811

Cedar: 0131 537 5802

Hawthorn: 0131 537 5807

Forensic mental health services specialise in the assessment and treatment of people with mental disorders involved with legal or court proceedings, or who have offended and are provided by NHS Health Boards in Scotland. They deliver care and treatment to meet a person's individual needs and within a setting that offers a level of security which matches the level of assessed risk to themselves or others. Your relative will be assessed first to see if the Orchard Clinic is the appropriate place for them to receive best care and treatment.

Not everyone treated within forensic mental health services will have committed an offence but they may need specialist care and treatment that is not available in other mental health facilities. This booklet should be read alongside the booklet, **Understanding Mental Health and the Criminal Justice System**.

Who will be involved in supporting my relative?

Psychiatrists are doctors who specialise in mental health. They will assess and make a diagnosis and decide on treatment including medication.

Responsible Medical Officers (RMOs) are doctors (normally consultant psychiatrists) responsible for the treatment of a person being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Psychologists have knowledge and training in thought, emotions and behaviour and can deliver a range of therapies often called 'talking therapies'.

Nurse Therapists provide therapeutic support individually and in groups. They can also provide Behavioural Family Therapy to support families with things like coping skills.

Psychiatric nurses are nurses with specialist mental health training who will administer and support the management of medication and provide care for people with mental health difficulties.

Mental Health Officers (MHOs) are social workers with specialist training in supporting people with mental health problems. MHOs tell people affected by mental health law about their rights and make sure people get the care they need. This includes helping people to access an independent advocate to put their views across.

Advocates/Advocacy Workers support a person to represent their own interest or represent their views for them if they are unable to do so. They provide support on specific issues and provide information. They do not work for NHS or other services.

Occupational Therapists help people to overcome physical and psychological barriers by learning new skills to support independent living and health.

What happens when my relative is first admitted?

Once your relative has been assessed by staff and admission to the Orchard Clinic agreed, they will be admitted as soon as possible. For those accommodated at The State Hospital this may involve a series of visits lasting from a few hours to overnight stays before the final transition is made.

If your relative's move to the Orchard Clinic is pre-planned; they will usually be allocated a 'named nurse' who will also act as their 'care co-ordinator' before their admission. As much information as possible will be given (including information about services in the Royal Edinburgh, visiting times, etc) to your relative and should be copied to their 'named person'.

Some people are admitted in an emergency. If this happens your relative will be given information when they arrive at the Orchard Clinic. Staff will be more than happy to speak to carers at any time.

The whole admission process may take a few days to fully complete depending on the wellbeing of your relative. It will include informing your relative of various Orchard Clinic policies, introducing them to staff and other patients and settling them into the unit. Levels of observation and access to certain areas with the unit will be agreed at this time. Your relative will also be seen by a member of medical staff.

Can I visit my relative?

Safety and Security Regulations (2005) allow for searching of visitors however this is not done in the Orchard Clinic.

Before, or at the time of their admission, your relative will be asked for the names of two people he/she would like to have visit them in the first 72 hours. After this the names of other possible visitors are given to their clinical team, and if approved, are placed on a visitors list.

Visiting Times

Monday to Friday

4.30pm-5.45pm and 6.30pm-8.30pm

Saturday and Sunday

2.30pm-5.45pm and 6.30pm-8.30pm

If you have any difficulty visiting during these times then you can ask for alternative arrangements to be made by contacting the nurse in charge of the ward.

What can I expect on my first visit?

On your first visit, you will be met by a member of nursing staff who will check your identification. This needs to be something with your name and address such as photo driving license or household bill. Then they will explain the visiting procedure. They will explain what to expect when you visit including:

- where you will meet your relative,
- what you can take onto the wards,
- how your visit will be supervised and the reasons for this. This member of staff will be happy to answer any questions you may have at this time.

You will have access to lockers in the reception area where you can store any personal items such as bags, mobile phones, etc.

Unfortunately children under the age of 18 years are not allowed in the ward areas and separate arrangements have to be made for child visits this process (which can be quite lengthy) can be explained to you by the nurse in charge of the ward.

What is.. Care Programme Approach (CPA)?

There is a requirement for all 'restricted' patients to be subject to CPA. Within the Orchard Clinic this approach is used for all patients.

The Care Programme Approach is a process that allows the ongoing care and treatment of your relative to be planned and reviewed. There will be regular CPA meetings (every 3 months) involving their clinical team, themselves, their named person, their relatives or carers, advocacy workers and professionals from other agencies who may be involved with your relative.

Invitations with the date, time and place of CPA will be sent out by the care co-ordinator well in advance.

A nursing report will be put together providing information on how your relative has been in the three months before the meeting. This includes everything from their mental well-being to their finances and personal care. There is room in the care plan to include your relative's views and your own opinions should be sought.

At the end of CPA meeting:

- your relative's needs,
- the action required to address these needs,
- whose responsibility it is to complete these actions,
- are identified and documented. This information is reviewed and updated at each CPA meeting.

All CPA documentation once completed should be sent to each person involved in the meeting and this would include you as a 'named person' or carer.

What is.. a Care Co-ordinator?

In some areas care co-ordinator is a specific role. In the Orchard Clinic, the care co-ordinator is the person's named nurse. They are responsible for:

- setting the date and time of the meeting,
- ensuring a venue is arranged,
- ensuring invitations are sent out,
- ensuring minutes of the meeting are taken (recording all who attend),
- ensuring all documentation is updated,
- ensuring all updated documentation is sent to appropriate parties,
- maintaining an overview of your relative's care and treatment.

In addition, within the Orchard Clinic the care co-ordinator will be responsible for completing the nursing assessment, documenting your relative's and your opinion on their care and treatment.

What is.. a Named Nurse?

A named nurse is a trained psychiatric nurse who works within the area the person is admitted to. The named nurse is allocated prior to, or at point of admission and wherever possible should be available on the day of admission itself. The named nurse is responsible for:

- having regular contact with your relative,
- maintaining an overview of their care and treatment,
- contributing to clinical team and care programme approach meetings (the latter in their role as care co-ordinator),
- developing and reviewing nursing care plans for your relative with their involvement wherever possible,
- act as point of contact for yourself and other relatives and carers.

Carers Checklist

Know who else is involved in your relative's care.	
Build up a network of support for yourself, including family, friends and key professionals who can give you information and advice.	
Go along to a carers group for support and information.	
Keep in regular contact with your support network.	
Ask for the information you need in your role as carer/Named Person.	
Take your concerns further if necessary.	
Make use of the Carers' Advocacy Service at Edinburgh Carers Council if you need to.	

Support For You

Crisis Support

The Crisis Centre (24/7)

A 24-hour service providing community-based emotional and practical support to people over 18 who are using or have used mental health services in Edinburgh – or their carers.

Freephone: 0808 801 0414

email: crisis@edinburghcrisiscentre.org.uk

Carers' Group

The Orchard Clinic Carers' Group

Meets on the last Saturday of each month, 1.30-3.30pm.

It can give you the opportunity to meet others supporting someone using forensic mental health services and to share information and knowledge about services. It is informal, friendly and welcomes new families.

0131 270 6087 / 6089 for more information.

Carers' Support Projects

If you would like to find out more about what is available for you in your area a list of local carers' projects which can provide information and one-to-one support is available from Edinburgh Carers Council or can be viewed at:

[www.carersscotland.org/Information/Findinghelp/Local Organisations/Scotland](http://www.carersscotland.org/Information/Findinghelp/LocalOrganisations/Scotland)

Advocacy

Advocacy is offered to carers, i.e. families, and friends of people using forensic mental health services. This can be in the community or in a hospital setting. Advocacy for carers can be helpful at any time; including:

- when a person is first charged with an offence,
- prior to and in court for trial diet,
- prior to and in court for sentencing,
- while in the community on a treatment or probation order,
- while detained in hospital pre-sentencing and post-sentencing,
- at time of discharge from hospital setting.

Edinburgh Carers Council advocacy service is offered for carers in Lothian, Borders and Fife who support patients being treated on IPCU wards in acute hospitals as well as the medium secure forensic facility at the Orchard Clinic, Royal Edinburgh Hospital **0131 270 6087**.

How advocacy can help...

Pat was unsure of her new role as a 'named person' for her son, Jack, who had been admitted to the Orchard Clinic. With the help of her advocacy worker, she was able to better understand her rights within this role and how she could be involved in making decisions for her son's care. Working together to look through the information gave Pat greater confidence to take part in Tribunals and care reviews and to communicate any concerns she had to staff. Pat feels her relationships with nursing staff are much more positive and she is feels confident that Jack is receiving the best care available.

Spiritual Care Team: Royal Edinburgh Hospital

Hospital Chaplains offer care and support to all patients, relatives and friends regardless of an individual's values and beliefs. They offer confidential listening and support. You can contact them via the ward staff or in person at the Spiritual Care Department located in the main corridor next to Mackinnon House reception.

0131 537 6515

Spiritual care is also available through community mental health chaplains.

0131 220 5150

Minority Ethnic Health Inclusion Service (MEHIS)

This service is based at Springwell House, Ardmillan Terrace and link workers may visit the Royal Edinburgh Hospital on request from staff or from patients or carers. The service provides a bridge to make services more culturally sensitive and can link patients into support groups in the community.

Telephone referrals can be made to this service based on cultural group:

Bangladeshi link worker: **0131 537 7564**

Chinese link worker: **0131 537 7562**

Indian/Pakistani link worker: **0131 5377563**

Refugee/Arabic link worker: **0131 537 7561**

All other enquiries: **0131 537 7565**

You should expect to receive a response by telephone to your referral within 48 hours, excluding weekends and a meeting will be arranged if required. If English is not your first language, staff can arrange access to interpreting service to enable you to be involved in, for example, care planning.

For further information...

about where to find legal advice, mental health specific lawyers and who to contact if you are unhappy about your relative's treatment, please refer to our other booklet, **Understanding Mental Health and the Criminal Justice System**.

Copies of information relating to anything in this booklet are available free of cost from Edinburgh Carers Council.

Every effort has been made to ensure information was accurate at time of print. We welcome any feedback or comment regarding its content.

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