



Compliments and Complaints

It is important to us to know how we are doing. So whether it is good or bad, we would always welcome your feedback. It will help us in identifying both good and bad practice and in turn improving what we do.

A member of our nursing staff will be available if you would like support in this, or alternatively please speak with either of our ward sisters, Lauren or Meg, or with our ward manager, Natasha Mitchell.

Please use the QR code below to share your supportive comments or email Patient.Experience2@wales.nhs.uk.



Contact Us

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MORLAIS WARD

Patient Welcome Pack

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Ward Meetings

We have weekly mutual support meetings here on Morlais Ward. Please ask a member of staff if you are interested in attending and if you have any suggestions for discussion. The meetings are facilitated by a member of the team and aim to provide patients with an opportunity to explore and improve how the ward is run and encourage patient centered focus to our care.





LGBTQ+

Here at Morlais Ward we are working to ensure that the needs of individuals identifying themselves as LGBTQ+ are considered and that the inequalities are addressed within the implementation of your care. We aim to provide visibility and a voice for such individuals, representing and advocating for the LGHBTQ+ community within our service. Please speak to a member of staff if you feel we can improve further in this area or have any suggestions for how we can do better.



Carers

Are you a carer? A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. If you believe you are currently responsible for somebody's care, please let a member of the team know who will be willing to discuss how this affects you and could signpost you towards resources that may be able to support you further.

Welcome to Morlais Ward



Morlais Ward provides mental health services for up to 9 adult patients with an acute mental illness. We also have a dedicated bed to provide support to one young person. We are a mixed gender assessment, care and treatment ward in Glangwili Hospital, Carmarthen.

Who we are:



Here on Morlais Ward our ethos centre around assessing and treating our patients in the least restrictive environment. We are passionate about treating patients with dignity and care. Our aim is to empower them and support them in facilitating a safe and robust discharge in a timely fashion

Ward Staff

Whilst you are a patient on Morlais Ward you will be cared for by a multidisciplinary team. The team comprises of Registered Mental Health Nurses, Health Care Support Workers, Student Nurses, a Ward Clerk, Domiciliary staff, Doctors, Consultants, Pharmacists, Psychologists and Occupational Therapists. Our nursing team wear different coloured uniforms in line with the All Wales uniform policy. Below is an easy way to tell who is who and the jobs we do by the colour of our uniforms:

Please see our staff board for more information on who will be looking after you whilst you are on Morlais Ward.



Many of our staff are Welsh speakers, feel free to begin conversations in Welsh with anyone wearing this badge:

Cymraeg

Current Programmes and Modes of Treatment

Morlais ward comprises of a Multi-disciplinary team. We will work together to provide you with a combination of the following types of treatment in order to facilitate a holistic and effective care and treatment plan:

- Medical Supervision
- Medication
- Individual psychotherapy/counselling
- Group therapy
- Recreational therapies

We will also work together with your community team and with outpatient services to facilitate a safe and timely discharge so that you can continue your recovery at home as soon as you are well enough to do so.



Ward Advisories

Care and Treatment Planning

A person centred care and treatment plan will be collaboratively achieved between the patient and the multi professional team. We will use this plan to assess and identify your needs and include the specific professionals that will be responsible for supporting you to achieve the proposed actions. Ward reviews will be held on Mondays and Wednesdays whereby an identified timeslot will be allocated.

Observations and Engagement

Staff have a duty of care to promote your safety within the ward environment. Staff duties involve observations to ensure safety; during these times, staff will be available to offer support and to be of assistance, if necessary. This is an essential role and staff will make every effort to maintain dignity throughout. If you have any queries regarding the observation process, please speak with staff.

Prohibited and Restricted items

Please note that certain items are restricted from access within the unit, for health and safety reasons. These items include sharp objects, metal objects (razors, blades, glass, mirrors, scissors, cans and lighters) and other items such as carrier bags, energy drinks, psychoactive substances, all other medications and alcohol. These items are not exhaustive and can be assessed on an individualised basis.

Safety on the Ward

Violence and Aggression

As a patient on Morlais Ward any violence, abuse or anti-social behaviour will not be tolerated, this includes all others within the ward environment such as staff, fellow patients and visitors. If an offence is committed, the police may be called and asked to take action.

Alcohol/Drug Agreement

Whilst undertaking treatment on Morlais ward patients are not permitted to take any illicit substances and/or un-prescribed substances (including alcohol). There may be occasions where the ward staff may need to check for substances/items that may have the potential to cause harm, this may include a search of your personal belongings or a relevant test (for medical reasons). This will only be taken following discussion, unless the risk indicates a delay may jeopardise or have detrimental effect on patient care.

No Smoking Policy

Mental health sites became smoke-free in September 2022. This is to protect our staff, patients and visitors from the harm of cigarette smoke. Patients are not able to bring tobacco products into hospital, and family and friends are kindly requested to not bring these items in for patients. Stopping smoking has a positive impact on mental health leads to improved mood and quality of life, as well as reduced symptoms of anxiety and depression. Smoking habits will be discussed with all patients on arrival and replacement therapies will be offered such as nicotine patches and lozenges. Cessation support is available from the Smoking and Well-being Team. Vaping is permitted in designated areas of the ward.

Equality, Safety and Confidentiality

Morlais ward aims to provide a service that actively promotes equality, ensuring freedom from discrimination on grounds of age, cultural background, class, disability, ethnicity, gender, sexual orientation, gender reassignment, faith and an individual's health status.

Here at Morlais Ward we strive to remove conditions which may place a patient at a disadvantage and we will actively challenge bigotry and discrimination.

We take patient confidentiality very seriously. As staff we abide by this duty and ensure that we respect your legal right to privacy. In some rare cases, it may be necessary to override this particularly if people are at risk of harm. Information about your care may be shared with other health professionals within the multi-disciplinary team and staff may share this information without prior agreement.

Ward Activities

Here on Morlais Ward we have an 'Activities coordinator' and they work alongside our occupational therapists. They provide facilities and coordinate activities on the ward such as; arts and crafts, walking groups, gardening, table tennis and breakfast club. Alex our Occupational therapist lead formulates a programme each week that is centred around the needs of patients that are currently on the ward. The pictures throughout this leaflet show examples of some of the activities that we may offer

Psychology

An Assistant psychologist is available during the week providing group work in small numbers, and on occasion individual sessions where appropriate. Groups take the format of skills based learning and psycho-education to support healthy coping skills and increase emotional resilience. You would be very welcome to attend! There may be some instances where the ward team feel that a psychological assessment may help inform your care and treatment plan, and this would be undertaken by a clinical psychologist.



Occupational Therapy

Occupational therapy is a holistic service and considers activities of daily living that service users want and/or need. Occupational Therapists on an acute ward assess what support people may need post discharge and communicate this to community teams in order to provide a seamless service. Occupational therapists on the acute wards shift the focus from problem to meaningful occupation and provide opportunities for service users to participate in activities that are important to them. This has been found to provide 'relief' from the ward environment and reduce stress.

By providing functional assessment, home assessment and linking in with community teams, occupational therapists promote safe and timely discharges which allow people to return to their lives and save money for services.

OT assesses physical needs which can lead to provision of physical rehabilitation, environmental adaptations and/or assistive devices. Occupational therapists in an acute setting provide individual and group interventions focused on meaningful occupations to promote choices. Each acute ward within Hywel Dda provides regular walking groups, dietary advice, menu planning, shopping and cooking opportunities to promote a healthier lifestyle.

Here on Morlais Ward we never give up on someone with mental illness, when the 'I' is replaced with 'we' 'illness' becomes 'wellness'.

A Day on Morlais Ward

Medication: Medication is given out at certain times of the day.
These are; 08.30am, 12.30pm, 06.00pm and 10.00pm

If you need any medication at a different time, this can be prescribed by the doctor. Please speak to a member of the nursing staff about this:

Meal times: Meals are served in the dining room.
Breakfast is available between 08.00-08.30.
Lunch is available between 12.00-12.30
Dinner is available between 17.30-18.00

In addition to this we have fruit and various snacks available throughout the day and a tea trolley in the dining room is available for you to help yourselves to drinks between 06.00-00:00

Visiting Times

We understand that visits from family and friends are an important part of your recovery. Visitors are welcome to arrange an appointment on discussion with the nursing team.

Ask your family and friends to call us on 01267 674061 to arrange a visiting time.

Health Board Values



Your Rights



As an informal / formal patient you will be informed of your rights. We have separate leaflets which outline these. A member of the nursing team can read through these with you. You can speak with the Advocate if you wish to discuss these separately from a member of the nursing team.

Advocate



As an inpatient on Morlais Ward, you are entitled to an independent Mental Health Advocate (IMHA). An Advocate is independent of the NHS and social services. They are available to help you to understand your rights and listen to your views and concerns and consider your options. They are also available to help you contact relevant people and accompany you to provide support in meetings and appointments. We have a leaflet available regarding what an advocate can do for you, which will be provided to you on admission.