

## Service User Information Leaflet

**Welcome to;**

**Cwm Seren, L.S.U  
(Low Secure Unit)**



**Address:**

Cwm Seren LSU  
Hafan Derwen  
Parc Dewi Sant  
Jobs Well Road  
Carmethen  
SA31 3BB

**Telephone:**

Nursing Office: 01267239595

**Payphone:**

01267 239621

Consultant Name \_\_\_\_\_

Associate Care Coordinator \_\_\_\_\_

Community Care Coordinator \_\_\_\_\_

## **Introduction to Cwm Seren Ward**

Cwm Seren, L.S.U ward is in the grounds of Hafan Derwen, St. David's Park near Carmarthen town centre. The ward has 14 single rooms all with an en-suite. The ward cares for male patients only. The ward is locked unit.

On Cwm Seren you will have a comprehensive assessment and treatment programme. We provide a safe and supportive environment as well as a range of positive therapeutic interventions with the aim of improving your mental health.

We work closely with other organisations including the advocacy service, social services, substance misuse teams, MIND, Hafal and West Wales Action for Mental Health to provide you with advice and support.

You will be treated the same regardless of your race, colour, sexuality, gender or physical and mental health problems.

## **Your Care Arrangements**

During your stay on Cwm Seren Ward you will be introduced to your Consultant Psychiatrist, the medical team that works with them and a named nurse, these people are called your multi-disciplinary team.

You will be given a named nurse when you are admitted to the ward. We will try our best to meet your request. Your nurse will talk with you about your problems, and together you will work out what your needs are and how best to approach them. This will be written down in what is called a "care plan". The care plan focuses on your strengths as well as your needs. The reason for having a care plan is to help with your recovery, functionality and maintain or reduce risk to your independence.

When you are on the ward, staff will encourage you to be involved as much as possible in your planned care. They will support you to learn to manage your condition and empower you to be involved in your own care plan.

There will be a ward round meeting held every two weeks on a Thursday morning. This meeting will include the people involved in your treatment and care. At the meeting there will be a discussion about your assessment, care and progress. You can choose to attend these meetings or you can ask your advocate to represent you. The different people involved in your meeting include your consultant, ward doctors, your care coordinator,

nurses and student nurses, advocates, occupational therapists, psychologists and others who may be involved in your care.

Furthermore, it is in the weekly ward round, we will make referrals to Occupational Therapy, Psychology and therapeutic inputs such as ECS (emotional coping skills), DBT (dialectical behavioural therapy).

The things that together we feel that you need to help you will be discussed at the meeting.

### **Observation**

When you arrive on the ward, you will be assessed to see if you are under any risk. This will be reviewed during the day. This assessment will include whether you need to be observed by a member of staff to make sure that you are safe. You will be involved in the discussion about the level of observation that you need, you will be told why decisions have been taken.

### **Advocacy Service**

Sometimes it is difficult to say how you really feel, especially when you are in a room with health professionals. Advocacy is about helping you to express your own feelings, views and concerns.

An advocate can go with you to meetings and help you to say what you want, or express a view for you. The advocate will meet with you beforehand so that you can discuss your views and feelings.

The advocacy service is free and independent from the hospital and other services. If you want to contact an advocate please ask your named nurse or nurse in charge. You will be asked on admission if you wish to have an advocate.



**Advocacy West Wales IMHA**  
**(Independent Mental Health Advocacy)**  
**Ty Carwyn, 3 St.Peters Street, Carmarthen,**  
**Telephone: 01267 223197**  
**Email: [imha@advocacywestwales.org.uk](mailto:imha@advocacywestwales.org.uk)**

## **Medication Times**

These are;  
**08:30am, 1pm, 6pm & 10pm**

## **Catering**

Meals are served at the following times:

**Breakfast: 8.00am**

**Lunch: 12.30pm – 13:00pm**

**Dinner: 17.30pm**

**Night Time Supper: 22.00pm**

There is a choice of a meat or a vegetarian dish available at meal times, we can cater for any individual dietary needs including; vegetarian, diabetic or cultural needs.

You will have access to your own storage box and a patient's fridge for food and drinks you buy which will be kept in a locked preparation room, you can ask staff to access these items for you.

## **Daily Routine**

You will be expected to attend an activity meeting daily at 09:30am to plan your activities and therapies for the day. There is additionally a community meeting on Tuesday mornings where you will be welcome to provide any suggestions or ideas to improve the ward.

## **Your Personal Appearance**

Whilst you are on the ward, it is important to pay attention to your general appearance with regards to appropriate clothing and attending to personal hygiene. If you find it difficult to carry on with any activities of daily living, please talk to your named nurse or any member of staff on duty, they are here to help you. You will be discouraged from staying in nightwear during the daytime to maintain structure to your day.

## **Fire Procedure**

If you hear the fire alarm, please follow instructions from the nursing staff.

## **Personal Belongings**

All personal belongings that you bring to the ward will be listed in a property book. You will be asked to sign this book and will be given a receipt. We advise that you do not keep large amounts of money or jewellery with you. Your property and money is your own responsibility and the Health board cannot accept liability for any losses. We will store any aerosol deodorants, razors, glass bottles (perfume) in a locked store room, and you will be able to use these items with staff supervisions.

## **Bedroom**

You are not allowed to keep any perishable food in your bedroom at any time. You are responsible for keeping your bedroom tidy, and to let the domestic staff come into your room every day to clean it to hospital standards. You are not able to smoke in your bedroom at any time. You will have to pay for any deliberate damage to Health Board property in your bedroom. In your bedroom you will have a wardrobe where you can keep your clothing. There is a safe in patient bedrooms for anything of value.

## **Laundry**

There is one washing machine and one tumble dryer available on the ward, a member of staff will show you where these are.

## **Garden**

There is a garden available, this is open from 07:00am until midnight, if it is closed during the day, staff will need to tell you why. There will be one lighter located in the garden which must remain in the garden at all times

## **Smoking on the ward**

Due to legislation there is no smoking allowed on any of the health board sites. You will be able to use e-cigarettes but only outside in the garden area and the e-liquid needs to be sealed. If you would like to talk about giving up smoking, please talk to your named nurse or your doctor who will be able to help.

### **Electrical Goods**

Please be aware that private televisions, DVD players and games consoles etc are only allowed when risk assessed and deemed safe to do so, however, any misuse of these items will be perceived as a risk and access may be denied. Mobile phones, recording devices and photographic equipment are strictly not allowed on the ward. There is currently no Wifi available on the ward but internet access can be accessed via the OT room under supervision from staff.

### **Mail & Telephone**

Mail is delivered to the ward daily, if you are expecting any mail please check at the nurses office. If you wish to send a letter, all stamped mail can be left with nursing staff or at reception. The full postal address for Cwm Seren is on the front of this leaflet.

There is a payphone on the ward; the payphone is open from 07:00am until 20:00pm. If your relatives or carers would like to speak to a member of staff, please ask them to contact the ward office.

### **Spiritual Needs**

We will try our best to meet your personal spiritual needs. If you would like to speak to a chaplain or other spiritual guide this can be arranged through the ward staff.

### **Health and Safety**

To comply with the Health & Safety Laws and Infection Control Policies, patients are not allowed to bring their own lamps, rugs etc on to the ward.

## **Safety on the ward**

To make sure that you, other patients and staff are safe on the ward the following items are **strictly forbidden**;

**Illicit drugs**

**Alcohol**

**Dangerous objects and weapons**

**Lighters**

If you are found to have any of these in your possession, your need for care on Cwm Seren will be reassessed. Routine drug and alcohol screening will be carried out, especially where there are suspicions that they are being abused. We have a zero tolerance approach to violence and aggression; all cases will be informed to the police. We know that an admission to hospital can be a frightening and stressful experience, however we still accept all patients and visitors to behave in a socially acceptable manner towards fellow patients and staff. Verbal abuse, threats and acts of physical violence and aggression will not be tolerated.

Any malicious damage to the health service property will incur a charge, and a bill will be issued to the individual deemed responsible.

## **Visiting Times**

Visits will take place in a visiting room off the main ward; nursing staff will supervise all visits.

Visits can be arranged with nursing staff at any time during the day. We discourage visiting at meal times in adherence to protective meal times.

Please ask your friends/relatives to contact the ward 24 hours before to book a visiting time.

## **Tell us what you think**

We are always interested in what you think and any ideas you might have to improve care on Cwm Seren Ward.

Staff are always available to listen to any constructive issues you wish to raise and really welcome your help in making Cwm Seren better for all who use it.

We have a community meeting on Tuesday mornings at 10am following the activity meeting, during this meeting you can put your ideas or suggestions across to the team.

If you have any further questions after reading this booklet please do not hesitate to talk to any member of the team. We are here to help you in your recovery, help you maintain good health as well as support you, your relatives and carers.

### **Data Protection Act 1998**

Under the Data Protection Act 1998, we are committed to protecting the privacy of patient information. If you require a fact sheet explaining why information is needed, or how you can access information on your health records, please write to the Medical Records and Data Quality manager, Withybush Hospital, Haverfordwest or the Mental Health Act administrator, Hafan Derwen, Carmarthen. You are entitled to receive a copy but should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

### **Making a Complaint**

If you are unhappy about your care or treatment and feel you want to make a complaint you may talk to the nurses or managers on the ward, you may also wish to use your advocate to help you in this process. Feel free to ask staff for a copy of "putting things right" leaflet that will also be on the communal notice board.

### **The Cwm Seren LSU Team**

Please see the notice board in the corridor, there you will find the LSU staff team names with photos.