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WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Service User Information Leaflet

Welcome to:

**Cwm Seren, PICU
(Psychiatric Intensive Care Unit)**



Address:

Cwm Seren Ward
Hafan Derwen
Parc Dewi Sant
Jobs Well Road
Carmarthen
SA31 3HB

Telephone:

Nursing Office:
01267 239715/718
Payphone:
01267 239622

Introduction to Cwm Seren Ward

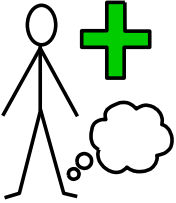
Cwm Seren, PICU is in the grounds of Hafan Derwen, St. David's Park near Carmarthen town centre.

- The ward has 7 single rooms all with en-suites
- The ward cares for both males & females
- The ward is a 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, MIND, Hafal and Prism 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.



You're 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
- Asked if you prefer a male or female nurse
- Asked if you prefer to speak Welsh

We will try our best to meet your request.

Your nurse will talk to you about your needs and together will work out how's best to approach them, these will be written down in your care plan.

Your care plan focuses on your strengths as well as your needs; the reason for having a care plan is to help with your recovery.

There will be a care planning review meeting held 3 times a week, Monday, Wednesday and Friday.

On Wednesday, the 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 named nurse to speak on your behalf.

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)

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,

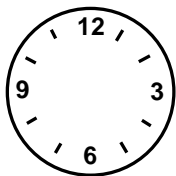
Telephone: 01267 223197

Email: imha@advocacywestwales.org.uk

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.



Medication Times

These are;

8.30am, 12.30pm, 18.30pm & 22.00pm

Catering

Meals are served at the following times:

Breakfast: 8.00am – 8.30am

Lunch: 12.00pm – 12.30pm

Dinner: 17.45pm

Night Time Supper: 21.00pm

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.



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.

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.



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 6.00am until midnight, if it is closed during the day, staff will need to tell you why. A request to utilise the garden after midnight for a cigarette will be decided on risk and for a brief period only.

Smoking on the ward

There is NO smoking allowed in any areas of the Health Board Site. You will be able to use e-cigarettes but only outside in the garden area and the e-liquid needs to be sealed.



Electrical Goods

Please be aware that no private televisions, photographic



equipment, DVD players or recording devices are allowed on the ward. Mobile phones, laptops or ipads are allowed however; any misuse of either or any concern prior to admission may result in these items being denied if it is perceived as a risk.



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 6.00am until midnight**. 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. There is a designated place on the ward where you can go for spiritual contemplation and prayer. If you would like to speak to a chaplain or other spiritual guide this can be arranged through the ward staff.

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.



Visiting Times

Visits will take place in a meeting room off the main ward; nursing staff will supervise all visits due to the meeting room being off the ward.

**Visiting times are the following;
10.00am - 20.00pm**

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.