



Partnerships in Care



# Relatives, carers and patient information

Iddon ward  
Llanarth Court Hospital



## Our mission statement

Iddon ward specialises in the stabilisation and treatment of men with a diagnosis of personality disorder. Iddon ward aims to provide the highest quality standards of care to its team. The ward currently adopts a mentalisation therapeutic model (MBT) which aims to help patients learn to be able to explore ones own thoughts and feelings and that of others, whilst appreciating that we cannot 'know' what other people think and feel.

## Who am I living with?

There are 17 beds on Iddon Ward, and 7 other wards at Llanarth Court Hospital.

## How do I approach staff?

When you arrive you will have a Primary Nurse that will be responsible for your care while you are here. You will also have an associate nurse and a care team of healthcare workers that will assist you in any aspects that you need support in. You can also talk to any staff member at any time.

## When will I meet my clinical team?

You will be introduced to your clinical team in your first week on the ward and you are invited and are expected to attend your Individual Care Review (ICR) once per month. In this meeting, you can discuss and contribute to your care planning and make requests to help make your stay more comfortable. You can make requests on a fortnightly basis through the ICR. Your Primary Nurse will explain anything you aren't sure of. The ICR is conducted in the conference room which has a large computer screen.

## When will I see my Primary Nurse?

Your primary nurse will introduce themselves within your first week, and they will meet with you every week to discuss your care and any concerns that you may have.

# General information

## Where can I go?

You will have your own room and access to communal areas, including the main lounge, music room, side rooms, access to the secure patio area. You will not be allowed into other patients' bedrooms.

## Are we locked out of our rooms?

No, you will have free access to your room at designated bedroom access times and you will be given a key to your door. Please keep this safe and remember to lock your room when you are not using it. Only you and staff will have access to your room.

## What can I have in my room?

We encourage you to make your room a personal space for you to enjoy. However, there are some things that you will not be allowed, for example, sharp objects, aerosols, razors, bottles/containers that you can't see through, plastic bags etc. Once you have settled in, you will be allowed more items such as a radio, TV, music player etc.

Anything that isn't allowed in your room will be safely stored away in a secure cupboard. All electrical equipment will need to be tested by the maintenance department before you are allowed to have them, even if the item has been recently purchased.

## When can I have a bath/shower?

From 07:00–08:00  
15:00–16:30  
21:00–23:00

*(Please ask staff to provide you with a towel from the locked cupboard).*

# Visits

## When will I be allowed visits from my family and friends?

You can request visits from family and friends throughout your stay here. Social Worker, Trevor Worrell will start the process of approving them so that they can visit.

## How many visitors are allowed to come?

We generally allow only three visitors per person. All visits must be booked in advance and they will need to provide photo ID, report to reception and agree to the search before being allowed on to the unit.

## Visiting times are 4:30pm—6:30pm weekdays and 10:30 –6:30pm on weekends

Children under the age of 18 are not allowed on the main unit, so there is a Child Visit Centre, for when they would like to visit. They will need a special child visit pass, before the visit can go ahead, and two staff will supervise the visit at all times. You will need to give the names and addresses of the visitors before the visit.

# Solicitors

## Can I call my solicitor at any time?

Yes, you will be allowed to make free calls to your solicitor during office hours. Please ask a member of staff, and they will be happy to assist you. The call will put through to the telephone booth on the ward.

## What if I don't have a solicitor?

Staff will supply you with a list of solicitors who are experienced in dealing with mental health needs. You can choose one of these if you wish.

## Telephone calls

There is a pay phone on the ward, in a private telephone booth for your use. You can use a phone card or use cash. The ward telephone does not accept incoming calls, but will make out going calls. Any incoming calls need to come through the office telephone and will be put through to the patient telephone by the ward staff.

**Please limit your calls to 15 minutes for the consideration of other patients.**

### Are telephone calls private?

Not always, there may be times that we may need to monitor telephone calls, this will be a clinical team decision and the reasons will be explained to you in advance.



After 5.00pm patients are encouraged to consider their personal usage and we promote 1x 15 min outgoing phone call and 1x 15 min incoming phone call. This is to allow all patients access to the telephones and has been agreed in patient meetings on ward.

## Ward routine

The layout of Iddon ward is living space downstairs and the bedrooms upstairs. Therefore, during the week, it is necessary that you are ready to come downstairs in the morning by 8.00am. This has been put in place in order to keep everything on time. You will have access to your bedroom for an hour in the afternoon and will then retire back your room then at approximately 9.00pm. During these times you may attend to your personal hygiene or relax in your room. At weekends you are able to have more bedroom access as there are only ward based sessions on offer.

### Meal times

Breakfast	Lunch	Dinner
8.30am	12.30pm	5.00pm

We will also provide you with supper at approximately 8pm.

A ward take away is allowed, once a fortnight, and will be paid for and organised by patients.

*(If you have any special cultural, religious, allergen, dietary requirements please your let primary nurse know).*

## Where can I get a drink?

Tea, coffee, hot chocolate, milk and sugar are freely available on the ward. We have a drinks area with a chilled water filter machine also to help keep you hydrated.

## Can I smoke?

A timetable of smoke times, agreed by patients, is adhered to in the secure garden.

## Ground leave

Ground leave may be granted to you depending upon the section you are detained under. You will be required to use these in an appropriate manner.



## Timetabled sessions

You will be required to attend sessions and activities as part of your treatment, and some sessions will be considered essential for your treatment. During the essential treatment sessions, you will not be permitted to use your ground leave if you decline to attend them.

On ward activities such as chess, computer games, bingo, current affairs are available regularly during the week.

## Money

If you are already in receipt of benefits, these will be paid in to the finance office, once you have completed the consent form.

You are permitted to only have a maximum of £30 on you at any time.

## Cleaning

You will be responsible for keeping your room clean and tidy. If you require some help with this, staff will help you during the activities of daily living session. House keepers will come and vacuum the floors, wipe down the basins and empty the rubbish from your rooms only.



## Where can I wash my laundry?

We have a laundry room on the ward, the ward staff will help you to use this and you will have access to this at various days throughout the week. Clean bedding is provided as a minimum of weekly.

## What happens to my belongings?

Small items that are not considered safe to be in your room, will be stored in your restricted cupboard in your room or in a restricted items cupboard on the unit and staff will hold the keys for this. You may be asked to send some items home.

## Prohibited items that are not permitted on this ward

- Illicit drugs, alcohol, prescription medication not prescribed by the Doctor on the unit
- Weapons or sharp items that have the potential to cause harm to yourself or others
- Plastic bags, including plastic bags for life
- Cord, rope or wire of more than a meter long
- Duracell batteries
- Recordable devices, even if on an MP3 or games console
- Camera or mobile phones that can take pictures
- Blutac, Cellotape, Duct-tape etc
- Canned drinks and foods
- Glass bottles or glass items
- Home-made food, or food not sealed properly by the manufacturers
- Matches or cigarette lighters
- Electronic cigarettes
- Aerosols

## Restricted items

- Games consoles such as Xbox One/ PlayStation4
- Laptops, computers and tablets
- Recordable hard-drives
- Certificate 18, DVDs and Games - unless passed by MDT team
- Pornography magazines or DVDs - unless care planned by MDT team

## Spiritual needs

### How do I get to see a priest or religious leader?

Father Bill is our hospital based Chaplain who will come and discuss your spiritual needs if you wish. He runs a service in the social club on Sundays. We also have access to other ministers such as a Jehovah's Witness Elder, Catholic Priest, Imam etc.

We have a multi-faith room on site also if you wish to use it, you can request this through your ICR.

## Hospital advocacy

Tony Eze is the Mental Health Advocate based part time in this hospital.

You can contact him free of charge and speak privately with him about anything you are concerned about.

He will also accompany you if you wish, to ICR, CPA, Tribunals, and Managers Meetings etc.

## Complaints

If you wish to make a complaint, please speak to a member of staff on the ward. The complaint will then be recorded in the Complaint Log Book.

The Senior Nurse will attempt to resolve the complaint at ward level. If the complaint is not resolved it will be referred to the Complaints Officer, who will meet with you to discuss the complaint. The complaint will be resolved in the shortest time possible.



## Safeguarding

If you feel that you have any safe-guarding issues, your Primary Nurse or a member of staff will be happy to support you with this.

### Useful telephone numbers

Advocacy	0800 163 306
Tony Eze. Advocacy at Llanarth Court	01873 841259
Independent Mental Health Advocacy	01443 810871
Care Quality Commission	03000 616161
Health Inspectorate Wales	02920 928858
Smoking Cessation Helpline	0800 022 4332
FRANK (National Drugs Helpline)	0800 776 600

## Team Iddon

### Medical

Dr Damian Gamble, [Consultant Forensic Psychiatrist](#)  
Dr Christine Foy, [Associate Specialist Psychiatrist](#)

### Psychology

Megan Duffey, [Ward Psychologist](#)

### Therapy staff

Hannah Carroll, [Occupational Therapist](#)

### Hospital management

Dr Phil Huckle, [Clinical Director](#)  
Trevor Irwin, [Hospital Director](#)  
Andrew Goldsworthy, [Lead Nurse](#)

### Nursing

Sarah Jones, [Ward Manager](#)  
Paul Stone, [Charge Nurse](#)  
Joanne O'Brien, [Charge Nurse](#)

### Social work

Trevor Worrell, [Social Worker](#)

### Finance

Jayne Davies, [Finance Officer](#)

### Advocate

Tony Eze

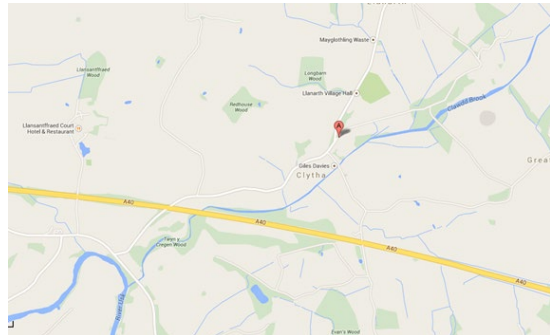
Your relative's **Primary Nurse**

.....

## Directions

Leave M4 at Junction 24 (Coldra) and take the A449. Exit the A449 at Raglan and from the roundabout take the 4th exit signposted the Old Abergavenny/Clytha Road. Continue approximately 3 Miles and turn right signposted Llanarth. Go through Archway as this leads to the hospital.

Please use the following postcode for satnav directions: **NP15 2AU**



Llanarth Court Hospital  
Llanarth Raglan  
Abergavenny  
NP15 2YD

Main switchboard: 01873 840555  
Ward number: 01873 841267