

Smoking

In line with Government guidelines, smoking is not permitted on the ward or in the grounds generally. There is, however, a designated smoking area in the grounds. Ask a member of staff if you would like further details.

Personal property

We do not take responsibility for any loss of property. Please only bring in essential items.

Benefits and finance

Money can be safely deposited in the Patients' Bank with daily access during the week. Staff can also help you with completing forms and other paperwork, if you need it.

Advocacy services

Advocacy services can help you to make informed decisions, speak up on your behalf and help ensure that you secure the rights and services that you are entitled to. In Devon, this service is provided by Rethink. For further information call 01626 884563, email xxxxxxxxxxxx@xxxxxxx.xxx or visit www.rethink.org/advocacy

Carer support

Advice and support for carers is available from Devon Carers Link on 08456 451 341 or for further information visit www.devon.gov.uk/carers

Haytor Ward

Payphone numbers: 01803 615140

Ward office number: 01803 654917

Address

Haytor Ward
Haytor Unit
Torbay Hospital
Newton Abbot
Torquay
TQ2 7AA

If you would like to make a complaint or would like a copy of this leaflet in a different language or format, please contact our PALS Team:

PALS TEAM
Devon Partnership NHS Trust
Wonford House Hospital
Dryden Road
Exeter
EX2 5AF

Freephone: 0800 0730741
Email: dpn-tr.xxxx@xxx.xxx
www.devonpartnership.nhs.uk

Reference: 222/12/10

Devon Partnership **NHS**
NHS Trust

Haytor Ward

Information for people
who use our services

About Haytor Ward

Haytor Ward is one of two wards at The Haytor Unit in Torquay. The ward provides assessment, care and treatment for men and women with mental health needs. The Haytor Unit is part of Devon Partnership NHS Trust, the organisation that provides mental health and learning disability services in Devon and Torbay.

Why have I been admitted?

Because you have been assessed as needing hospital care. You may have been admitted on a voluntary basis or under a section of the *Mental Health Act*.

What happens now?

A nurse will welcome you to the ward. A medical examination and assessment will then be carried out by a doctor and a nurse.

Following discussion with you about your care, an initial treatment plan will be drawn up. This may include the use of medication.

You will be shown around the ward and the daily routine explained. We will also make a list of your personal property and staff will talk to you about any items that may not be appropriate to bring onto the ward.

This can be an upsetting time for many people. You may wish to contact a relative or friend and we can help you to do this.

Who can I talk to?

You will have your own Named Nurse and on each shift you will also have an Allocated Nurse. They will introduce themselves and their names will be written up on a board outside the nurses' office.

When can I have visitors?

Visiting hours are usually between 5pm - 9pm Monday to Friday and 9am - 9pm Saturday and Sunday and Bank Holidays but other times can be arranged with ward staff. Please let the ward staff know when your visitors are coming, particularly children. We will try and make a quiet room available. Visitors will be expected to sign in and out when arriving and leaving.

Is there a telephone?

There is a coin-operated payphone on the ward. The number is **01803 615140**

The ward office number is **01803 654917**

Can I bring food and other things?

Yes, but please check this with staff first. All meals are provided. People choose in advance from a menu. Special diets are catered for on request. Tea and coffee are available throughout the day and cold drinks are available at night. Water is available at all times and a vending machine is situated near the entrance to the ward.

Can I leave the ward?

Time off the ward is different for everyone and will be discussed as part of your care plan. Leave will usually be extended as discharge from the ward approaches.

A variety of activities are available off the ward. Information about these is available from staff or the ward notice board.

The grounds may also be available for you and your visitors. Some people will need a member of staff to be with them. Please check before leaving the ward and remember to sign in and out.

Care and treatment

Doctors and other health professionals conduct weekly ward rounds during which they meet with people to discuss their care and treatment.

Relatives or friends may attend these meetings if you would like them to be there. An advocate (someone who can speak on your behalf) can also support you if you wish.

Named Nurse

Your Named Nurse is:

Your named nurse will work with you to make a plan of your needs while you are on the ward. This will include treatment, activities and leave from the ward. The plan will be regularly reviewed with you.

Discharge

Planning for your discharge should start as soon as possible after admission. This may involve a community mental health worker or care co-ordinator, who will arrange any necessary support after your discharge. In some cases, other teams may also be involved to provide care and support for you following discharge and your relatives or friends may also be involved in the process.

Confidentiality

Our staff can let your relatives or friends know how you are, but will check with you first to make sure you are happy for information to be shared with them.