



FLORENCE  
NIGHTINGALE

General Psychiatry Inpatient Care  
Your stay at Nightingale Hospital

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# Welcome to Nightingale Hospital...

...caring and committed professionals treating individuals with mental health and emotional issues.

We are a team of consultant psychiatrists, doctors, therapists and nurses who take pride in supporting all patients in a confidential manner. Every person is unique and faces their own challenges so we provide specifically tailored treatment programmes.

Within these pages you'll find useful information about your stay and our approach to your care and treatment. It is important that you take time to read and understand the following information about your care and the hospital, and how it operates to provide a safe and secure environment in which you can participate in your treatment decisions and begin your recovery.

Positively **changing** the **lives** of others

## Hospital Values

### Respect

We ensure everyone is always safe and treated with dignity and respect

### One team

We work together to deliver the highest quality care for our patients and families

### Compassion

We treat every patient with compassion and kindness

### Commitment

We are committed and passionate about making a difference in peoples' lives

### Recognition

We recognise and support each other's contributions and efforts

# To reassure you

Our consultant psychiatrists and therapists are highly experienced in all areas of emotional and mental health and therefore offer specialist support, guidance and care from the moment you step through our doors.

Our hospital is regulated by and registered with the Care Quality Commission and delivers treatment services under the terms set out in the Health and Social Care Act and Mental Health Acts. All our treatment services are compliant with NICE Guidelines/Royal College of Psychiatrists recommendations. We are inspected regularly by the Care Quality Commission. The hospital is also an Approved Practice Setting as determined by the General Medical Council.

Care Quality Commission reports can be found at [www.cqc.org.uk](http://www.cqc.org.uk).

Nightingale Hospital is the first acute mental health hospital to have been formally accredited by the British Association for Counselling and Psychotherapy (BACP) for its counselling and psychotherapy services. BACP Accreditation means that patients can be assured that after stringent evaluation of the hospital, Nightingale Therapy Services meet the highest levels of governance, delivery and clinical outcomes.

All our therapists are registered and/or accredited with one or more of the organisations below. All comply with the individual association standards and undergo strict recruitment and supervision procedures.

- BACP - The British Association for Counselling & Psychotherapy
- BPS - The British Psychological Society
- HCPC - Health and Care Professions Council
- BABCP - The British Association for Behavioural and Cognitive Psychotherapies
- UKCP - The United Kingdom Council for Psychotherapy



# guidance

## Outcomes

Clinical outcomes are measured using established and externally validated methods. All patients will be subject to HoNOS and CORE in addition to specialist and particular measures of effectiveness utilised by our therapy staff. Service users also report high levels of satisfaction.

We are constantly striving to improve the quality of the services we provide and examine our services under the categories; safety, effectiveness and person-centred. We appreciate and encourage feedback from our patients, family members and referrers and use this together with nationally recognised measures.

What you can

# expect

now you have arrived at Nightingale Hospital



This may be your first admission to Nightingale Hospital. You may be here because you chose to be or because someone close to you or a professional has recommended treatment. Whatever the reason, we acknowledge that you have made a bold step.

Now that you have arrived at the hospital, one of our admissions team will welcome you at reception and take you to your room. You will be guided through the registration process. After you have settled in, you will be seen by a ward doctor and a nurse who will carry out your initial assessment to develop a tailor-made treatment programme with you to meet your clinical and personal needs. You will also meet one of the therapy team in the first days of your admission to discuss your therapy requirements.

You will be assigned a key nurse who will support you throughout your stay. Together with your key nurse, you will draw up your aims and objectives of treatment. From this an individual care plan will be developed. We hope this will encourage you to participate in all your care planning, be involved in decisions about your treatment and help you to voice concerns or changes you have or would like to make. You will be given a copy of your care plan to help this process.



# individual



### Your safety

Nurses will complete regular assessments with you to identify any risk factors that may affect you during your stay. These assessments may mean that closer levels of observation of you or escorted trips out of the hospital are advised. Remember, if this is the case, the team are only concerned about your wellbeing so please talk to them about their advice. Room and personal searches may sometimes occur if a specific issue or risk is identified in your assessments.

The majority of patients at Nightingale Hospital are informal patients. As an informal patient you are not subject to any restrictions with regard to leaving the hospital. However, in the interest of your treatment we recommend that you attend the whole programme which has been tailor-made for you. In the interests of safety we would also ask that you inform staff if you want to leave the hospital at any time.

For your privacy and safety we advise socialising in communal areas of the hospital rather than your room, not to loan money, or exchange personal information that may impact negatively on your treatment progress. We understand that you will make friends during your stay with us but for your own personal recovery we advise that no close relationships are formed allowing you time and space to focus on yourself. If you feel a relationship is forming in this way please seek advice from your psychiatrist or therapist.



### Consenting to your treatment

The team will regularly ask you whether you consent to treatment and the elements that make up your care plan. This is why it is vital you continually participate in this planning and reviewing process so you understand what is expected of you, what you can expect from treatment and that you are able to give your consent to participate in treatment confidently.

Please remember however, you have the right to withdraw your consent at any time.



# Your treatment

Our approach to your treatment combines individualised treatment programmes with therapies which are based on current clinical evidence. Your daily programme is tailored to meet your specific needs and comprises group therapies to effect change through the sharing of experiences and the support of other members. Whilst you are encouraged to take part in groups, some may not be suitable for you and therefore we will provide alternative therapies to suit your needs.

Elements of the therapy programme are described in the following pages. All groups are facilitated by experienced therapists, counselling psychologists and counsellors.

## Cognitive Behaviour Therapy (CBT)

CBT is an approach to psychotherapy that aims to help people identify unhelpful thoughts and beliefs that are linked to their emotional distress and destructive behaviours. By learning to challenge negative thoughts and irrational beliefs, individuals can learn to create alternative and more helpful emotional and behavioural responses to situations and feelings.

It is a practical and action-oriented approach that provides you with an individualised set of proven techniques to help you solve your emotional problems. Using a variety of methods, CBT helps you change your unhelpful beliefs into more sensible, objective and productive ones.

- CBT Groups - these groups are for collaboration, identifying problem situations and themes and learning healthier ways of thinking, acting and feeling. Some groups are for psychological education, relationship issues, dealing with depression, anger, assertion and anxiety and developing high frustration tolerance and self-acceptance.
- CBT Skills Groups - the Skills Group has been designed so that you can access some of the main techniques used in CBT and begin to and continue to apply these skills on your own. The Skills Group is tailored to suit your needs and is set out in a step-by-step way so you can work at your own pace to learn the basics through to more advanced skills. Depending on your specific problem, level of understanding and therapeutic need, therapists running groups will use their judgement to determine the best interventions that are appropriate for you.





### Interpersonal Therapy (IPT)

IPT groups aim to support you in exploring and gaining insight into the experiences and challenges you are facing. The group situation develops and encourages openness and trust in others. Through these groups you will learn about the tools, skills and vocabulary with which to talk about your issues. The group may also act as an educative space where you are able to investigate your own knowledge of what you are experiencing, modes of communication and attachment styles for relating to others.

- IPT Groups - these groups encourage support, explorative ability, interpretative ability, and practicality. The respectful environment of these groups provide you with the opportunity to talk openly where others can identify and empathise, despite differences in history, age, class, sexuality and gender.
- Support Group - These groups are structured and skills-focused and take a psychological educational format, where a topic will be introduced for discussion. The group offers you a safe supportive space and allows you time to explore your own problems while encouraging others to help by offering support.

### Tips for Group Therapy

- Be willing to risk as much honesty as you can.
- Listening is as important as talking.
- Try to use the word "I" when speaking, not "They" or "We".
- Grow to recognise your patterns of response and behaviour.
- Take responsibility for your feelings and thoughts.
- Be prepared to give others help as well as receive help from them.
- Be specific and direct but also conscious of the effect of your behaviour on others. Group therapy is a respectful process.
- We encourage you to stay for the whole duration of the group. With this in mind please be punctual, do not arrange other appointments during group time, do not use mobile phones or eat food or drink apart from water to prevent disruption for your group members.
- **What you see here, hear here, say here, stays here when you leave here.**

We hope these tips support you in getting the most from your group therapy and please ask a therapist or nurse if you would like further information.





#### Dealing with Conflict Group

This group identifies and explains the difference between healthy and unhealthy anger. It teaches ways of dealing with conflict in a positive way by practising various assertiveness techniques.

#### Mindfulness Group

Mindfulness helps you learn how to pay moment-to-moment attention to yourself and your surroundings without judgement.

#### Focus on Calm Group

This is an educational and experiential group and aims to teach different techniques that can help you to have better control over your body's physical response to your mental states.

#### Sleep and Energy Group

This session will focus on how to return to normal sleep and energy patterns without the use of medications.



#### Art Therapy

This group is about self-expression and discovering unspoken thoughts and feelings. It has proved to be rewarding for patients and is often the first step for some in expressing themselves in a safe way. Each session a theme is selected and members work in silence and focus on their individual picture, sculpture or collage. A discussion time then allows members to reflect on each picture and to share their thoughts. You do not need to be artistic to benefit from this group.

#### Dance and Movement Therapy

Dance Therapy provides some relief from thinking about problems and enables an opportunity to exercise, socialise and relax. It is also an effective means of relieving stress.



#### Drama Therapy

Drama therapy provides a platform for you to express your situation and feelings and is another means of expression that does not depend on verbal communication. You do not need to have experience or skill in acting.

#### Weekend Groups

These groups focus on individual problems or issues that you may want to address in a safe and confidential environment. Some are run as workshops dealing with specific topics and themes.

#### Wellbeing Programme

This programme supports patients overall health and complements the inpatient therapy. This includes yoga, nutrition, fitness and exercise, massage and self-image.

#### Purchasing Additional Therapy

If you wish to purchase additional one-to-one therapies and enhanced wellbeing therapies, e.g. couple counselling, individual counselling, specialist counselling, sleep therapy, massage or relaxation, please speak to your key nurse or doctor and they will guide you through the process.



# Useful information about your unit



In our discreet central London location we pride ourselves in providing a caring and confidential environment where you will feel safe to explore your issues. To ensure your safety we have 24-hour security on reception and strict entry and exit procedures.

As an inpatient you will have the privacy of your own comfortable and contemporary bedroom, with en-suite bathroom, digital television, radio and wireless internet access.

The inpatient facilities also include:

- Communal living room with dining area, kitchen facilities, large flat screen TV and audio equipment
- Coffee lounge
- Reading rooms and quiet rooms
- Wireless internet
- Laundry facilities (towels are provided)

## Community meeting

We are keen to hear your opinion and feedback on community matters. Community meetings are held every week bringing staff and patients on the unit together to discuss matters that arise which affect community life. These include programme changes, ideas to improve the running of the unit, social/meal outings, maintenance problems and any issues in the community that affect your wellbeing.

## Advocacy service

Nightingale Hospital has partnered with Advocate for Mental Health to provide you with a free, independent and confidential advocacy service offering information, support and, where necessary, representation at meetings at the hospital. Advocate for Mental Health's ultimate aim is to promote and support self-advocacy to ensure that your views and concerns are listened to and are at the centre of the care and treatment you receive.

An advocate is fully independent of the hospital and is available to speak to you about any concerns whatsoever you may have.

- Advocates will support you to raise concerns or issues about any aspect of your care and treatment.
- Advocates can provide information about your rights under the Mental Health Act.
- Advocates can provide information about and signposting to your local services.
- Advocates can attend meetings with you and represent your views.

Advocates attend the hospital on a weekly basis on a Monday and Wednesday afternoon. If you wish to speak to an advocate outside of these times or would simply like more information about the service please call +44 (0)20 8969 3000.

## Visiting times

We request that visiting times are after 5pm to avoid interference with the therapy programme. This can be flexible at the discretion of the nurse in charge of your unit. Visitors are required to report to reception on arrival.

## Patient liaison

There is a patient liaison volunteer who attends the wards regularly and is happy to spend time with you and help you in any way they can. It provides you with the opportunity to raise any concerns or queries you may have about your stay, treatment or care.

## Religious services

Religious beliefs are respected so if you wish and are well enough to attend an outside service this can be arranged for you. If you are unable to go to local services, nursing staff will liaise with religious officers of any faith to visit the ward.

## Valuables

We would prefer that valuable items are not brought into the hospital but we do have a safe we can temporarily store items in. Access is between the hours of 9.00am-4.30pm Monday to Friday. At your request your bedroom door can be locked. Nightingale Hospital does not take any responsibility for loss or theft of personal belongings.



## Feeding back your thoughts and experiences

Throughout the hospital there are comment boxes where you can post your suggestions or observations with regard to the hospital and its services. If you have a personal or individual difficulty regarding your particular care plan please address it immediately with your nurse or therapist so that it can be resolved efficiently and will not affect your overall treatment outcome.

We value your feedback on your experience of the hospital and its services, and would be grateful if you would complete a Patient Feedback Survey. Once completed, please hand it to one of your nurses or to reception staff. If you would like a written response, please include your name and contact details. If you need assistance in completing the survey one of our therapy assistants will be happy to help.



# Hospital information

## you need to know

### Dining

The hospital restaurant is bright and cheerful with a conservatory leading on to the courtyard for relaxation and reflection. Breakfast offers a selection of traditional English, continental, pastries, cereal, yoghurts and fruit. Lunch offers two hot menu options, fresh soup, salad bar, fresh sandwiches, baguettes and paninis, baked potatoes and omelettes. Three times a week there is also 'theatre' style specials made to order. Dinner offers two hot menu options, a salad bar and fresh soup but you can also request a lighter option such as an omelette. Visitors may dine with you but will be required to purchase their meal.

Breakfast	8:00am - 9:00am	(Sundays 08:30am - 09:30am)
Lunch	12:30pm - 14:00pm	
Dinner	17:30pm - 19:00pm	

Patients can request food and snacks from the restaurant at any time during the day. Each ward also has a kitchen stocked with tea and coffee making facilities, milk, bread, butter and jams for patients.

### Dietary requirements

For all your dietary requirements we can arrange an appointment with the Head Chef. The catering team are always happy to answer and help with any questions or requests you may have.

### Gym

Nightingale Hospital has a fitness instructor who offers an initial assessment and will give you an overview of your physical state. They will recommend the most beneficial course of activity and through observations determine the most appropriate level and intensity of exercise for you. Our fitness instructor aims to maintain variety, motivation, progression, fun and safety in the sessions.

### Pharmacy

We have a pharmacy within the hospital for your medication requirements. However, we advise you to bring with you all medications you are currently taking as some may not be readily available as stock on your arrival. There may be additional charges for specific medications not covered under the terms of admission for which you will be responsible.

We can arrange for you to speak to our pharmacist regarding your medications. Your doctor will prescribe medication upon discharge for which there may be an additional charge. Please confirm with your nurse/pharmacist.

### Patient Accounts

You can finance your treatment through private medical insurance or self-paying. If you are a self-paying patient, we require you to maintain your account in credit at all times. If you have private medical insurance our Admissions Department will liaise with your insurer regarding cover as and when needed.

Please note, non-medical expenses, e.g. telephone charges, newspapers etc., are not recoverable from medical insurance and you will receive an invoice on discharge. You will be required to settle all your accounts upon discharge. We accept all major credit cards. Unfortunately we are unable to accept any personal cheques. If you require further information or assistance please ask your nurse to arrange a visit to Patient Accounts.

### Confidentiality

It is very important that not only the staff but also you and other patients understand and respect the significance of confidentiality within and outside the hospital. This extends to all matters on the ward and not just those that may arise in group therapy. Your consent will be sought prior to exchange of any information concerning you with third parties outside of the hospital. Please discuss this with a member of staff.

### Health and safety

Due to our health and safety regulations, all electrical equipment that you bring to the hospital with you will have to go through Portable Appliance Testing (PAT) on arrival.

### Fire regulations

Please make yourselves aware of the procedure in case of fire. Instructions are on the notice board and can be found on the back of your bedroom door. If you hear an intermittent fire alarm, please wait for instructions from staff; if you hear a continuous sounding bell then you should make your way towards an exit close to you. The nurse in charge of the ward will direct you. Please also note that regulations require us to conduct regular fire alarm tests.

### Complaints procedure

If you have a complaint please discuss it with your nurse in the first instance. If you feel that your complaint has not been resolved to your satisfaction you can write to the Compliance Manager who will acknowledge receipt of your complaint and will conduct an investigation. Whilst your complaint is being investigated every effort will be made to keep you informed. A full response will be sent to you within 20 working days unless the investigation is still in progress, in which case a letter will be sent to you explaining the reasons for the delay. Once the investigation is completed, a full response will be sent to you.

The hospital strives to be as open and honest with all who use the service and to this end we would welcome your comments on any dissatisfaction about any aspect of your experience with us.

Nightingale Hospital is a member of the Independent Sector Complaints Adjudication Service (ISCAS) – [www.independenthealthcare.org.uk](http://www.independenthealthcare.org.uk).

### Smoking policy

There is a designated smoking area outside in one section of the courtyard. This area is clearly identified with signs. It is against the law to smoke anywhere other than this area and this includes electronic cigarettes. We would appreciate your help in ensuring that these rules are followed and please don't hesitate to notify a member of staff if others aren't doing so. The Hospital Smoking Policy is available on all wards if you wish to seek further clarification. Please also remind your visitors of the need to comply with the legislation and refrain from smoking within the hospital.

### Alcohol and illicit drugs

Alcohol and illicit drugs are not allowed in the hospital to ensure your own safety and the safety of others around you. Patients may be subject to random urine testing. Those who are found in possession of drugs or alcohol may find their position in the hospital compromised.



# confidential



# On leaving the hospital

## Discharge

To help you with your return home an individually tailored aftercare plan is devised in conjunction with you. This may involve:

- Reviews with your consultant
- Day Therapy
- and/or 1:1 therapy
- Free weekly aftercare group

Discharge planning will begin on the day of admission and will be an integral part of the treatment planning process between you and the treating team. You will be provided with 3 days' medication on discharge, and the medication you brought into hospital will be returned to you. A notification is sent to your GP unless otherwise requested. We ask patients to vacate their rooms by 11am, but please feel free to attend your agreed groups that day.

## Aftercare and ongoing support

We strongly believe that a patient's relationship with the hospital does not end when they are discharged from inpatient care. We offer step-down day therapy programmes and outpatient services. Your consultant will discuss and agree on the best option for you. In addition, we offer a complimentary weekly aftercare support group for one year after treatment. This support group takes place each Tuesday between 6.30-8.00pm.

## Day Therapy Programme

Our day programmes offer flexible treatment options that take into consideration your daily responsibilities and social routines. Initially, you will meet with a member of the day therapy team where a personalised programme will be devised with you. Your participation could be on a full or half day basis or as little as one therapy session a week. The recommended programme is normally group therapy focused. Together with group therapy you may also participate in individual therapy and treatments from our Wellbeing Programme.

## Outpatient Treatment

Outpatient treatment would involve one-to-one appointments with your consultant psychiatrist and/or therapist.



**Enquiries and referrals: +44 (0)20 7535 7700 (24 hours)**

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