



Devon Partnership  
NHS Trust

# Welcome to **Russell Clinic**

Your opportunity for a  
new beginning!

*Supporting you to live well*

[www.dpt.nhs.uk](http://www.dpt.nhs.uk)



# Contents

- 3** Welcome
- 4** Our approach and commitment to you
- 5** What to expect
- 6** Daily routines
- 8** Who will be supporting me?
- 10** What facilities and activities are provided?
- 11** Mental Health Act
- 12** Support for carers, friends and family
- 13** Moving on
- 14** General information
- 18** Frequently asked questions

## Further information

To find out more about all the services we offer, please visit

<https://www.dpt.nhs.uk/our-services/adults/urgent-and-inpatient-care/russell-clinic>



WELCOME

# Our approach and commitment to you

**Welcome to Russell Clinic. We are a mental health rehabilitation ward within Wonford House.**

Our purpose is to provide a safe and welcoming environment to support people in their recovery through a wide range of rehabilitation resources. We will help you with all aspects of your recovery including your mental health, physical health, activities of daily living and vocational rehabilitation.

We believe in working alongside people to support them in building a meaningful and satisfying life.

“ Our purpose is to support people in their recovery through a wide range of rehabilitation resources in a residential setting. We work with men and women and believe in working alongside people to support them in building a meaningful and satisfying life. ”

# What to expect

**When you arrive on the ward you will be welcomed by a member of the team who will show you around and indicate where your bedroom and the facilities are located. We will make a list of your personal property and talk to you about items that may not be appropriate to bring on to the ward. We will discuss with you the reasons why some items may not be appropriate.**

We do have safes on the ward if you would like to lock any money or valuables away.

On the day of arrival you will have the opportunity to spend time with both a nurse and a doctor talking about how your life is currently and immediate things you would like to change or work on. We also offer physical health screening as part of the admission process and this is ongoing throughout your stay with us.

# Daily routines

8.00am - 9.00am	There is an expectation that residents get themselves up between 8:00am - 9:00am, attend to personal hygiene (shower/bath, clean clothes) and breakfast
10.00am	(Monday to Friday) there is a planning meeting with an outline of activities for the day. You will be actively encouraged to engage in activities relevant to your recovery
10.00am - 11.00am	Wednesday morning's community meetings – this is a space for any ideas/improvements on the unit, conversation and support
12.00 - 12.30pm	Lunch time in the dining room
2.00pm – 5.00pm	Tuesday afternoon – Clinical reviews – On a two weekly basis you will meet with the consultant and other members of the team to review your progress and set goals going forward
5.00pm	Tea time

**The Occupational Therapy (OT) Team** has a weekly timetable which is revised each week with opportunities to attend groups in the community and have 1:1 time with the OTs and allocated nurses for any support required.



## Medication

You may be prescribed medication. A ward doctor can usually answer any questions you may have about your medication.

We also have regular visits from the pharmacy team who are happy to spend some time with you talking about your medication.



## Meals

Breakfast: 8:00am - 9:00am

Lunch: 12.00 - 12.30pm

Tea: 5.00pm - 5.30pm

Supper: 7.00pm - 9.00pm

Hot and cold drinks are available throughout the day in the main kitchen.



## Clinical reviews

You will have a review with the consultant, care coordinator, OT, discharge facilitator and nursing staff every two weeks. This is an opportunity for you to meet with all the people supporting your recovery together. Before the meeting your named nurse will meet with you to prepare for the meeting and will discuss your progress and achievements so far and the goals that you are working towards. We will then think in the ward round about what support you might need to achieve your goals and how you can get this support.

# Who will be supporting me?

**We have a team of many different professionals to support you. Their roles are described here.**

You will be allocated a named and associate nurse; two nursing assistants and an occupational therapist who will be responsible for your care whilst in hospital.

Your team is interested in hearing your story and how things have been for you. What hopes and dreams you have for the future and how you feel you may be able to achieve these. Using this information the team will work with you to put together a care plan.



Our team includes:



## **CONSULTANT PSYCHIATRISTS:**

The consultant psychiatrist is the most senior doctor on the unit, with overall responsibility for your care.



## **JUNIOR DOCTORS:**

There is a junior doctor who works with us on the ward to support the consultant psychiatrist in your care.



## **OCCUPATIONAL THERAPISTS (OTs):**

The occupational therapist works with you to identify your strengths, interests and skills.



## **NURSE IN CHARGE:**

Coordinates and manages each nursing shift.



### **NAMED NURSE:**

Qualified nurse responsible for coordinating your care whilst you are on the ward.



### **ASSOCIATE NURSE:**

Supports the named nurse in assisting with your recovery.



### **PSYCHOLOGISTS:**

Our psychologists work with you to improve your sense of wellbeing and mental health.



### **DAILY ALLOCATED NURSE:**

Each nursing shift you will be allocated a nurse or nursing assistant. You will be able to see who your allocated nurse for each shift is on the white board outside the nursing office.



### **DISCHARGE FACILITATOR:**

We have a discharge facilitator who will work alongside yourself and your care team from the beginning of your admission to look at your accommodation needs and what needs to be in place for you for a successful discharge and to help you remain well.



### **SPIRITUAL SUPPORT:**

We have regular visits from the Chaplain. There is also a chapel and multi-faith room at the RD&E Hospital.



### **PHARMACISTS:**

Our pharmacy team are experts in advising you and our team about what medications are best to support you in your recovery. They will be happy to meet you and discuss your medication and any questions you may have.



### **STUDENTS:**

Devon Partnership NHS Trust supports the teaching of students from various professions. From time to time you may be asked whether a student can be present or deliver part of your care. Your verbal consent will be sought and you have the right to refuse. All students are supervised by a qualified member of staff.



### **ADMINISTRATORS:**

There are two administrators who work alongside the team. A general business administrator and a personal assistant (PA) to the consultant psychiatrist and management team. The doctors PA will sit in on your ward rounds and take notes and is part of the weekly residents meeting.



## **FACILITIES AND ACTIVITIES**

# What facilities and activities are available?



## Music therapy

We have a music therapist who visits the ward weekly to run a group for anybody, and no musical skill is needed, just a willingness to try something new. It's a chance to make music together and chat in an informal setting. He is also available for referrals for individual therapy, for those that want to explore their feelings more deeply.



## Art therapy

Our art therapist is here to support you to make sense of difficult thoughts and feelings you may be experiencing using images alongside talking. You are always welcome to join the weekly groups, and discuss whether you feel you would benefit from 1:1 sessions. No prior experience of art-making is necessary.



## Physiotherapy

We have a weekly visit from a physiotherapist who does a wake up and stretch group and can also do individual sessions with people who are having any issues that they can support you with.



## Mental Health Act

During your stay on Russell Clinic you may be subject to the Mental Health Act and detained under a Section. The nursing staff will give you a 'Patient information leaflet' and regularly check with you that you understand your rights under the act. There is a team of Mental Health Act administrators who work closely with the team who are available for advice and to answer any of your questions. Please ask the staff if you would like to contact them.



### Occupational therapy

The Occupational Therapy (OT) Team will work with you to assess how your mental health issues might have affected your ability to enjoy and go about your daily life independently. Through a combination of group and 1:1 activities personalised to your own needs and interests they will focus on four core areas: Self-Care, Free Time, Work and Social Skills. They will help you identify achievable goals while with us at Russell Clinic and explore areas you might need support with on discharge. Please refer to our OT leaflet for more detailed information on how we can help you during your recovery journey.



### Dietitian

There is a dietitian who works with the Trust who will be happy to see you for any advice you have around healthy eating and your diet.



### Volunteers

We have several volunteers who come on to the ward to support people with various activities and also have a Pets as Therapy dog who visits the ward weekly.



### Support for carers, friends and family

The Russell Clinic Team believe it is important that carers, family and friends are also supported and would encourage them to seek support from the Devon Carers Team. We keep information about carers support in the reception area and the team are happy to help them access support.

The team will also keep in regular contact with your family or carers but will ask your permission.

There is also a regular newsletter that goes out to carers to keep them up-to-date with what is going on, on the ward.

# Moving on

**People's length of stay at Russell Clinic is often a little longer than in other wards, because it is intended to be an opportunity for learning and development.**

From the very beginning of your stay, we want to help you think about the purpose of your admission and what you would like to achieve during your time with us. By planning your discharge with you, and your relatives and friends, we can gain a better understanding of your hopes, wishes and plans for the future and help to make them achievable. We aim for discharge to be a planned and positive experience as you move on to the next step of your journey.

There will be various teams supporting you and the Russell Clinic team to move you on from hospital, including the accommodation team and you will also be allocated a social worker who will meet with you to discuss your wishes and plans for the future.



# General information



## Restricted items

Please note that illegal drugs, legal highs, substances, alcohol or weapons of any kind are not permitted on the ward. Any of these items found will be confiscated and destroyed and will result in the police being contacted.

We also ask that individuals do not drink energy drinks on the ward.



## Visiting hours

We suggest any visitor ring the ward first to check you are available, so as not to interrupt your programme. Please note visitors are not permitted in bedrooms.

People under 18 are able to visit, but please arrange this in prior notice with the medical and nursing staff.



## Laundry facilities

There is a washing machine, tumble dryer and ironing board located in the laundry room.

Staff will happily show you how to use these.



## Complaints, concerns and compliments

Please speak to a member of the team if you have any questions as we are here to support you. If you have any concerns, complaints or compliments, you can speak to the Ward Manager. You can also contact our Patient Advice and Liaison Service (PALS).



### Housekeeping

To keep the wards clean and tidy, a housekeeping service is provided within all inpatient areas every day. However everyone is encouraged to keep shared areas clean and tidy. There is a room cleaning schedule on the ward and you will be expected to contribute to the routine of keeping your room clean and changing bed linen.



### Cooking facilities

Although meals are provided on the ward we do encourage people to shop and cook sessions. There is a fully equipped kitchen for self-catering purposes.

If you wish to self-cater please let a member of staff know. We can support you in your skills and can put appropriate plans into place.



### Toilets and bathrooms

The ward has showers, baths and towels for you to use as you need. We ask that you provide your own toiletries however.



### Unacceptable behaviour

We promote an atmosphere of mutual respect. Violent and abusive behaviour is not acceptable.

We will involve the police in all incidents involving violence, whether they involve the people using our services, staff or visitors.

The use of drugs and alcohol on Russell Clinic will not be tolerated.



### Smoking

Wonford House is a non-smoking site. Smoking is permitted outside of the building at the end of Wonford House drive which is the designated smoking area.

Please note that the doors are locked between midnight and 6AM and no smoking is permitted during this time.

If you would like help in cutting down or quitting smoking, please do speak to the staff who will gladly support you with this.



### Being safe

Please check with staff before leaving the ward; sign in and out and let staff know of your whereabouts.

Staff will also take down a quick description of what you are wearing.



## Garden

There is a garden available for access towards the back of the ward. We encourage everyone to help us maintain the garden for everyone's enjoyment.



## Fire safety

Fire alarms are fitted around the hospital.

**The fire alarm is tested on Tuesdays at 2pm.**

In the event of a fire please make your way out of the building via an appropriate fire exit.



## Confidentiality

We have to respect the confidentiality of everyone in our care and we need to have someone's consent before we can share any of their personal information with you. There may be some situations where we need to break this confidentiality but this is only done in very specific circumstances, usually where we have concerns about risk and safety.

# Frequently asked questions



## Can I leave the unit?

Russell Clinic is an open ward. However if you are an informal patient (staying with us voluntarily) we will still ask that you speak to a member of staff before leaving the ward, letting us know where you are going and when to expect you back.

If you are here under a section of the Mental Health Act then leave will need to be authorised and agreed by the consultant psychiatrist and recorded in your care plan.

We ask all our residents to use the signing in and out book which is in reception in case of a fire. A member of staff will also note down what you are wearing.



## Is there parking?

There is pay and display parking outside Russell Clinic.



## Is there a phone on the ward?

There is a coin-operated payphone in reception which you will be able to use.

The telephone number is  
**01392 271877.**



## What will happen to my post?

Incoming post is collected by the administration staff daily and kept in the nursing office. You will be asked to sign your post out when you have received it.

Stamps can be purchased from the RD&E Hospital.



### Is internet available?

There is a computer in reception that is available for use. Please ask staff to support you in accessing your own log in.



### Is there a cashpoint nearby?

There is a cashpoint at the RD&E hospital main entrance.



### Is there a bus stop nearby?

Yes there are several bus stops near to the hospital.

The team will help you access bus timetables and orientate you to the local bus stops.

We can also do some bus work with people if they find accessing local transport difficult.



### Is there a chapel?

There is a chapel at the RD E Hospital, level 2, area 0 which is open 24 hours a day, providing pastoral support across different faiths. We also have the chaplain visit the ward regularly. If you have any unmet spiritual needs at any time, please do let staff know.

If you require this leaflet in a different format or language please ask a member of our staff.

If you would like to provide feedback about our service please contact:

**Patient Advice and Liaison Service (PALS)**

Devon Partnership NHS Trust  
Franklyn House  
Franklyn Drive  
Exeter, EX2 9HS

**t:** 01392 675 686

**e:** [dpn-tr.pals@nhs.net](mailto:dpn-tr.pals@nhs.net)