



Welcome to **The Junipers**

Psychiatric Intensive Care Unit (PICU)

Information for people using our service, families and carers

Supporting you to live well



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Our approach and commitment to you

Welcome to The Junipers Pyschiatric Intensive Care Unit (PICU). We provide specialist care and treatment in a safe environment for men and women with a range of serious mental health needs. We are here to support you to get better and to work closely with your family and supporters. We will help you with all aspects of your recovery - including your physical health if this is necessary.

We will always strive to work with you, to include you in everything we do and to be open and honest with you. We will work together with you and your family to make decisions about your care and treatment - and we are always happy to talk about any questions or concerns you may have.

We have tried to create a positive, therapeutic environment here at The Junipers, which provides the best possible support for the people in our care and our staff. Our team will do everything possible to support your journey of recovery.

Confidentiality

We need to respect the confidentiality of everyone in our care. We also need to have someone's consent before we can share any of their personal information with people outside our team, such as family members, friends or carers.



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.

What happens when I arrive?

We know that it can be a very difficult time for people when they are first admitted to The Junipers. It can also be a very stressful time for their families and loved ones. We want to make your stay as comfortable and beneficial as possible, so please ask us any questions that you have, at any time.

We will show you around our unit

When you arrive, you will be greeted by a member of our team. We will welcome you and show you around the whole unit, including your bedroom.



Initial assessment

You will have an initial assessment by one of our doctors and other members of our team. We will talk to you about your mental health. We want to understand your concerns, your hopes, your strengths and your preferences for treatment so that we can give you the best possible care. Your assessment will include a focus on your physical health, including a physical examination. This will include an electrocardiogram (ECG) to check your heart and a blood test. We will also check your blood pressure, pulse and temperature.



Your belongings

You have storage in your bedroom for your personal belongings. We ask that, as far as possible, you try and minimize the amount of personal belongings that you bring with you as storage space is limited. When you first arrive, we will go through your personal belongings with you. We have a list of restricted items that are not permitted on the unit, for reasons of safety, and it may be appropriate to keep some of your belongings away from your room. This is routine procedure but, if we have to remove any of your personal items, we will always discuss the reasons with you.



Valuables

We have a safe in the nursing office and all of our bedrooms also have a small safe. If you have any money or valuables you wish to place into safe keeping, just ask a member of our team. We cannot accept responsibility for valuables that go missing if they are not kept in the safe.



YOUR STAY

Why have I been admitted to The Junipers?

Everyone receiving care and treatment at The Junipers is detained under a section of the *Mental Health Act*. People involved in your care will have consulted with staff here and agreed that you currently need the type of support that can best be delivered in a Psychiatric Intensive Care Unit.

We support men and women with serious mental health needs who cannot be supported on one of our general adult psychiatric wards. Our doctors and nurses are specially trained in supporting people with a range of needs and conditions. We can support you on a 1:1 basis if necessary, and will always involve your family in decisions about your treatment if you would like them to be involved. The aim of our service is to help you recover to a point where you can be supported in a less restrictive environment, such as a general adult psychiatric ward or, in some circumstances, in the community.

Care planning

Everyone has a care plan. This is written with you and, if you agree to them being involved, with your family and/or supporters. Others who could be involved in your care plan are your community mental health team, support worker, social worker, GP and other professionals here at The Junipers. Among other things, your care plan will describe the 'triggers' that might have contributed to you becoming unwell and the things that will help you towards your recovery - including how we and others can support you and how best to work towards moving on from The Junipers to another setting.



DAILY ROUTINE

What is the daily routine?

A member of our team will need to make sure you are safe and well every half an hour. We will check how you are doing and ask if you need any extra help or support.

We may need to increase your support and check to see how you are several times every hour, or stay with you - this decision will always be made with your best interests at heart in order to ensure your safety and the safety of others. We will always discuss the reasons for these decisions with you and review the situation regularly.

“ We know that having visitors is a really important part of someone’s recovery... ”



Visiting times

Family and supporters can visit between 10am and 8pm every day, excluding protected meal times from 12-1pm and 5-6pm. Visits will take place in the visitors room. These are normally limited to small groups and usually last for up to one hour, at the discretion of the nursing team. Please liaise with the team before visiting as we will always do our best to accommodate people’s needs on an individual basis. We suggest that all visitors ring at least 24 hours prior to visiting to avoid disappointment on the day.

We know that having visitors is a really important part of someone’s recovery, keeping people connected with their loved ones and friends. On occasion, we may have to restrict visits to keep a safe and therapeutic environment for everybody, but we will always discuss this with you.



Medication

Regularly reviewing your medication is an important part of your care. You may already be taking prescribed medication when you arrive and you may be prescribed new or additional medication to help you during your stay with us.

All medications must be kept in our clinic room. We have set times every day when we will give you your medication.

If you need medication outside these times please speak to one of our nurses.

Medication times are:

Morning – 8.00am

Lunch time – 12 noon

Evening – 6pm

Night time – 10pm



Meals

You will be asked to choose your meals a day in advance from a list in the dining room.

We can accommodate a variety of diets so please let us know if you have any specific requirements - for example vegetarian, vegan, halal or gluten-free.

Meal times are:

Breakfast – 7am - 9.30am

Lunch – 12 noon

Dinner – 5pm

Snacks are available at other times.



Can I leave the unit?

Everyone at The Junipers is here under a section of the Mental Health Act and any time away from the unit needs to be agreed with your doctor (Consultant Psychiatrist). This will be documented in your care plan and sometimes other authorisation will also be required, for example from the Ministry of Justice. These are legal requirements that help to ensure your safety and the safety of others. You will not be able to leave the unit until approval has been agreed, but we will always discuss the process with you.

The Junipers has courtyards if you want to go outside for some fresh air. There may come a point where our clinical team feels you are ready for leave away from the ward and a leave plan will be drawn-up as part of your care plan. We need to make sure that you are supported and safe, so we make decisions about you leaving the unit on an individual basis. If we do not feel that you are safe to leave the unit, we will always tell you why, talk about options and review your leave regularly with you.



Can I smoke?

Our organisation became completely smokefree in March 2018. Smoking is not permitted by people staying with us, visitors or staff in any part of the building or on the Wonford House site.

We can support you if you would like nicotine replacement therapy or need help with stopping smoking during your stay with us.

Electronic cigarettes are only allowed in your own bedroom or in one of the outdoor courtyards.



SUPPORT

Who will be supporting me?

We have a team of many different professionals to support you in your recovery here at The Junipers. Some of our staff wear different coloured uniforms so that you can recognize them. There is a staff board outside the nursing office which displays the names and photos of our team, along with the uniforms they wear.

NURSES

You will be allocated a Named Nurse and a Support Worker when you arrive. They will meet with you a minimum of once a week to offer you 1:1 support. They will write and update your care plans with you. You will also have an allocated worker on each shift who will offer you 1:1 support and continue to work with you on your care plan.



OCCUPATIONAL THERAPISTS

While you are with us, Occupational Therapists (often called OTs) will provide a range of therapeutic activities based on your individual interests and needs. These will be provided either in a group setting or on a 1:1 basis. Our OTs and OT Assistants will work with you on the social care aspect of your care plan. When preparing for your return home, they will help you set goals and plan activities to maintain your recovery.



HEALTHCARE ASSISTANTS

Our Healthcare Assistants are not qualified nurses but they undertake a huge range of tasks to support people while they are with us at The Junipers, working very closely alongside our other clinical professionals.



CONSULTANT PSYCHIATRISTS

These are senior doctors. They will oversee your care whilst you are at The Junipers and will meet with you for regular reviews of your care and progress. Working with other people involved in your care, including the community team, they may prescribe medication or make recommendations for treatment.

JUNIOR DOCTORS

There is a junior doctor on the unit who will support the Consultant Psychiatrist involved in your care and manage any physical health needs that you may have.

PHARMACISTS

Pharmacists are experts on advising you and our clinical team about which medications may be best to support you in your recovery. They can speak to you if you have concerns about your medication and answer any questions you might have.

PSYCHOLOGISTS

Psychologists can offer therapies, sometimes referred to as 'talking therapies', which can help to explore your difficulties in a safe, non-judgemental setting. They aim to help you understand your feelings in the context of your past experiences and will work with you towards a greater sense of happiness, confidence and empowerment. This may be done on a 1:1 basis, with your family or in a group.

PEER SUPPORT WORKERS

These are people who have personal experience of mental health problems and evidence shows that they can be a great source of comfort, support and advice for other people who are experiencing similar things.

SPIRITUAL SUPPORT

A multi-faith Chaplaincy service is available and we can arrange a visit to The Junipers if you would like us to. There is also a multi-faith room on the unit which can be used if you require some quiet time and space to be reflective.

Feeling Safe

During your stay here, it is important that you feel safe. As a team, we do not tolerate any situation where a person's dignity or safety is compromised.

With this in mind, we only have single bedrooms with en-suite facilities. All of our bedrooms can be locked by you from the inside to offer an increased level of privacy if you need it. Other than members of staff, nobody except you will be able to enter your bedroom – you will be given an electronic wristband to unlock your bedroom door.

We are committed to the safety of everyone at The Junipers, including our staff team. In order to achieve this we will discuss any safety concerns with you every week. However, if you feel unsafe or uncomfortable at any time, please speak to a member of our team.

Forming friendships

Staying on a unit like The Junipers can be quite an unusual and sometimes difficult experience for some people. You are likely to meet new people at a time when things haven't been going so well for you or them. At times, the ward can feel quite intense and you may experience lots of different emotions and benefit from talking to others. We would advise you to be careful about the amount of personal information you share with other patients, particularly before you get to know them. Do take the opportunity to talk to your Named Nurse, or another member of the team, about how you are feeling - we are here to support you in your recovery and we understand that, at times, this may feel difficult for you.

If you believe that someone may be at risk or in danger, it is important that you share this information with a member of our staff team, so that we can provide the necessary support. People are at The Junipers because they need a high level of support and care at a difficult point in their life. Keeping them, and everyone else, safe and helping people on their journey to recovery is what we are here to do.



INFORMATION

Information for families and friends

Support and contact from members of the family is an incredibly important part of helping people to recover. You know the person in our care far better than we do and it is very useful for us to hear about your thoughts and concerns, how you think things have been going, what might be triggering certain behaviors and anything else that might be helpful in supporting them.

We will do whatever we can to keep you involved, and we will always check with the person in our care that they are happy for this to happen.

You are always welcome to talk to a member of our team. This might be about a diagnosis, treatment options, a care plan, progress, concerns or support for you and the family. Everyone here is in the care of our Consultant Psychiatrist (senior doctor) and they also have a Named Nurse and named Support Worker. It is useful to have regular contact with these people as they will all be working closely with your relative during their stay here. You may already know their outreach worker and/or community team from support that has been provided before admission to The Junipers – and these people are likely to be involved in their care again when they are ready to return home or to another healthcare setting. We can talk to you about your role as a carer if necessary, and talk to you about a Carer's Assessment.

We know from experience that this can be a very stressful and upsetting time for families. We will do everything we can to help you and signpost you to other places for information and support.

How long will I be here?

Everyone's needs are different and people stay with us for varying lengths of time – but most people stay with us for about three or four weeks. During your stay, our team will be working with you and your family towards you moving to the next step in your care. Often the next step is transferring to a less intensive environment, such as a general psychiatric ward. We will work closely with others involved in your care to undertake this transfer as sensitively and safely as possible, always taking into account your health and your needs.



FACILITIES AND ACTIVITIES

What facilities and activities are available?



Activities

We try and provide plenty of therapeutic and enjoyable things for you to do while you are with us. Our Occupational Therapists and other members of the team have a timetable of activities every day and we are always open to new suggestions, so let us know if you have any ideas.



Gym

We have a small gym at The Junipers and encourage everyone to keep as physically fit and active as possible while they are with us. Please ask a member of our staff team for further information.



Laundry

There are laundry facilities here for you to use, with washing powder and fabric softener provided. You are welcome to use your own if you wish. Please ask a member of our team if you need any help.



Bedrooms/bathrooms

As well as the en-suite bathrooms in each bedroom, we also have other bathrooms located around the ward for daytime use and for people who require additional support. Please ask a member of our staff team for further details.

General information



Infection Control

We work hard to minimize any risk of infection to the people in our care, their visitors and our staff. We ask that everyone follows good hand hygiene and uses the alcohol gel when entering The Junipers. If visitors are unwell, or may still be infectious from a recent illness, we ask that they mention this when they phone ahead to discuss their visit. If visitors have sickness and diarrhoea we ask that they do not visit the unit for at least 48 hours after their last symptom.



Physical Health Care

Your physical health is very important to us. We are next to the Royal Devon & Exeter Hospital should you need any physical health care. We have a junior doctor working with the consultant on the unit during office hours and an on-call doctor outside normal working hours.



Complaints, Concerns, Compliments

Please speak to the nursing team if you have any questions as we are here to support you and make your stay as comfortable as possible. If you have any concerns, complaints or compliments, you can speak to the Ward Manager or one of the Deputy Ward Mangers. You can also contact our Patient Advice and Liaison (PALs) team. Confidentiality is an important part of our work and it must be maintained at all times. Please do not use your camera whilst on the unit or discuss the unit, staff or other patients on social media.



Mobile phones

We know how important mobile phones are and we want people to be able to stay in touch with family and friends. However, we also need to be sure that mobile phones are never used in a way that could put people at risk or compromise their safety or confidentiality – for example through inappropriate audio or video recording. We will have a discussion about your mobile phone when you arrive. If we decide it is necessary to remove it for a period of time, we may provide you with a simple mobile phone that can be used to send text messages and make calls. We are always happy to review this situation with you.

Phone chargers will need to be 'PAT' tested and will be held by the staff team for safety reasons.



Parking

Pay and Display parking is available for visitors.

At busy times, parking on the site may not always be possible.

Where we are and how to contact us

The Junipers is located on the Wonford House site in Exeter. The full address is:

The Junipers
Wonford House
Dryden Road
Exeter
Devon EX2 5AG

You can call us on:
01392 539 123



“ Even the darkest night will
end and the sun will rise ”

Victor Hugo

If you need a copy of this document in a different language or format,
please contact our PALS team on

0800 0730 741

or

dpn-tr.pals@nhs.net

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