

Welcome to Jasmine Lodge **Mother and Baby Unit**

Information for women
and families using our service





“ Where there’s hope there’s life.
It fills us with fresh courage and
makes us strong again ”

Contents

About Jasmine Lodge 5

What happens when I arrive? 6

Facilities..... 8

What facilities are available 9

Your stay..... 12

Your care 13

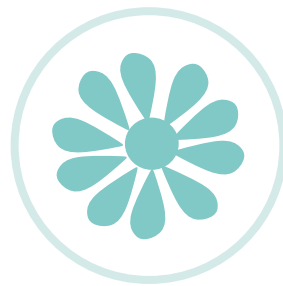
Care for your baby..... 13

What will my stay look like? 13

Who will be supporting me and my baby? 14

Information for partners and families 17

Additional information 18



WELCOME

About Jasmine Lodge



Jasmine lodge is an 8 bedded Mother and Baby Unit in Exeter.

We support women experiencing serious mental health difficulties during pregnancy or after birth of their baby where treatment or care cannot be provided at home. We provide specialist care to support women to build a secure bond with their babies whilst receiving treatment for their mental health.

We have tried to create a welcoming environment here on our Mother and Baby Unit, so that you, your baby and your family can feel comfortable and safe while you are with us.

We know what a difficult time this can be, but we have worked with many families and have successfully supported them on their journey to recovery.

“ There is hope after despair, and
many suns after darkness ”

Rumi

What happens when I arrive?

We know that it can be a very difficult time when you are admitted to our Mother and Baby Unit.

We want to make your stay as comfortable and stress-free as possible, so please ask us any questions that you have, at any time.

1. We will show you around our unit

When you arrive, you will be greeted by a member of our team. You will be shown around the whole unit, including your bedroom.



If you or your partner/ children are with you, they are welcome to be shown around too.



2. Initial assessment

You will have an initial assessment by one of our doctors and other members of our team, which will include 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.

We will talk to you about your mental health. We want to understand your concerns, your hopes for your admission, your strengths and your preferences for treatment so that we can give you and your baby the best possible care.

At the start of your stay a member of staff will check on you at least four times an hour while we get to know you and your baby.



3. Your belongings

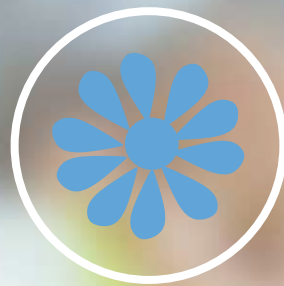
You can bring to the unit things you need to care for yourself and your baby when away from home. Mums who have stayed with us before have suggested:

- Plant from home (in a plastic pot)
- Something you enjoy doing
- Toys for babies
- Music
- Photos
- Duvet and pillow
- Towels

A member of the team will help you unpack. We have a list of restricted items that are not permitted on the unit for reasons of safety. These may need to be stored in a clinic room. We will always discuss the reasons for this with you.

Valuables

If you have any money or valuables you wish to place into safe keeping, just ask a member of our team. Valuables can be locked in drawers in your bedroom. We cannot accept responsibility for valuables.



FACILITIES

What facilities are available?



Bedrooms/bathrooms

Your bedroom has a bed for you and a cot for your baby. Each room has en-suite toilet and shower facilities, a wardrobe and a safe.

Shared bathroom facilities are opposite if you would like a bath.



Communal lounge / Kitchen / Dining area

This is a comfortable and open space where you can relax. Mealtimes and some activities happen here.



Bedrooms



Communal lounge / Kitchen / Dining Area



Baby Activity Room

This is a space where you can spend time with your baby playing. There are lots of activities that happen here.



Baby Activity Room



Garden

This is a space you can get some fresh air and enjoy time outside during your stay.



Garden



Milk Kitchen

There is a milk kitchen with sterilising facilities for those who are bottle feeding. We follow NHS feeding guidelines and are happy to support with both breast and bottle feeding. Please speak to a member of staff if you need any information and support with feeding your baby, or if you need any equipment such as a feeding pillow or breast pump.



Milk Kitchen



Snug

There is a snug with changing facilities and space for babies to sleep if this is agreed in their care plan.



Snug

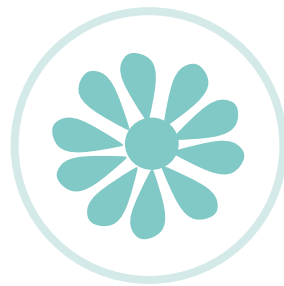


Laundry

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 with this.



Laundry room



YOUR STAY

Your care

Care plans, for you and your baby, will be written in partnership with you, your partner and family (if you want them to be involved) and the professionals supporting you.

Your care plans will be individualised to meet your and your baby's needs and will identify what we can work on with you to reduce your distress and support your recovery.

Treatments and therapeutic activities offered might include: psychological therapy, medication, occupational therapy, support with bonding and baby massage.



Care for your baby

We aim to support you to provide the care your baby needs whilst you are at Jasmine Lodge.

When you first arrive you may need a bit more support from staff. However, over time it is hoped your confidence will increase and you will become more independent in caring for your baby.

What will my stay look like?

Everyone's needs are different and people stay with us for varying lengths of time. During your stay, our team will be working with you and your loved ones towards your return home. We will work closely with the professionals who will support you in the community (for example Outreach and Perinatal Practitioners) to do this as thoughtfully and safely as possible – taking into account your needs, and the needs of your baby and family.

Before you are discharged from Jasmine Lodge you will have a discharge planning meeting which will involve the professionals who will be supporting you at home and your partner and family, if you would like them to be involved. It is likely that as you move towards discharge you will spend increasing periods of time on leave from Jasmine Lodge and increasing periods of time at home.

Who will be supporting me and my baby?

We have a team of many different professionals to support you with your recovery and with looking after your baby.

You will be allocated a Named Nurse, Support Worker and Nursery Nurse on admission. 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.



NURSES

Nurses will support you and your baby by working alongside you to achieve your goals in recovery. We will encourage you to build skills in maintaining and managing your psychological well-being, emotional health and physical wellbeing, whilst supporting you to be with your baby. You will have a named nurse who will meet with you weekly to discuss your care and treatment plan. Nurses will encourage you to engage in 1-1 time with the nursing team and talk about your difficulties.



NURSERY NURSES

Nursery nurses support with baby care and can advise on issues like growth and development, feeding and general health. They also provide activities to support with bonding.





SUPPORT WORKERS AND HEALTHCARE ASSISTANTS (HCA'S)



HCA's will support you with day to day tasks and encourage you to attend activities carried out on the ward. HCA's will interact with you and your baby whilst providing the support that you may need to promote your wellbeing, safety and the therapeutic environment. You will have a named HCA who will work more closely with you alongside your named nurse.



DOCTORS OR PSYCHIATRISTS



These senior doctors, oversee your care and will meet with you for regular reviews of your care and progress. They may prescribe medication or make other recommendations for treatment in partnership with the rest of the team. These doctors also work with our Outreach teams providing support leading up to and after admission for families in Devon, Somerset and Cornwall.



PSYCHOLOGISTS



Clinical Psychologists offer psychological assessments and interventions, sometimes called 'talking therapies', which can help you to make sense of your difficulties in the context of your experiences. Interventions may be offered on a 1-1 basis, with your family or in a group setting.



OCCUPATIONAL THERAPIST



Occupational Therapists provide practical support to help you to overcome any barriers to your daily activities. OT also encourages you to engage with roles, tasks and activities that are important to you to support your own wellbeing and can offer guidance for learning new strategies to further your recovery.



PEER SUPPORT WORKERS



Peer support workers are mums (and dads) who have had personal experience of perinatal mental health problems and recovery. Peer Support Workers can be a tremendous source of support, information and hope for your own recovery.



SPIRITUAL SUPPORT:

A multi-faith Chaplaincy service is available and we can arrange a visit if you would like us to. There is also a chapel and multi-faith room nearby, at the Royal Devon & Exeter Hospital, and we can help organise a visit to this facility, too.



We can provide you with details about the local area and nearby facilities. Please speak to a member of our team if you need more information.



Visiting times

We know that having visitors is a really important part of your recovery, keeping you connected with your loved ones. It's important for other family members to be able to bond with your baby and for you to have the opportunity for family time. On occasions we may have to restrict these visits to keep a safe and therapeutic environment for everybody on our unit. We will always discuss this with you.

Visits can be arranged by speaking to the nurse in charge or by friends and family calling reception. We suggest that all visitors ring at least 24 hours prior to visiting to avoid disappointment on the day.

There is limited parking at Wonford House, but one parking permit will be allocated for your visitors to use. Pay and display parking is available nearby on the site, but is generally very busy.



Can I leave the unit?

Please talk to the nurse in charge if you would like to take some time away from the unit. We need to make sure that you and your baby are supported and safe, so we make decisions about you leaving the unit on an individual basis.

If you are here under a section of the Mental Health Act then any leave will need to be risk-assessed first. Leave is granted under section 17 of the Act and has to be authorised by a consultant psychiatrist (senior doctor) and noted in your care plan. This is a legal requirement for the safety of you and your baby and our staff will not be able to let you leave the unit until this process has been completed. Our staff will encourage and support you towards being able to take time away from the unit, if you want to. We know this can be an important part of recovery and helps to build your confidence to return home.

We strongly encourage mums and their babies to spend time in our garden which you can access from the communal area at any time.

Information for partners and families

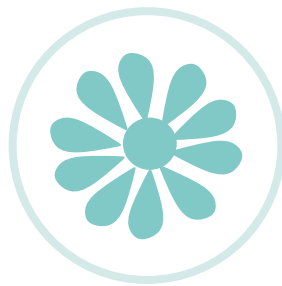


Support and contact from partners and other members of the family is an incredibly important part of helping people to recover.

We know from experience that partners and other children in the family can find this a difficult time.

You are always welcome to talk to a member of our team. We will do whatever we can to support you and enable you to be involved.

“No matter how dark the moment, love and hope are always possible”



ADDITIONAL INFORMATION



Can I smoke?

Smoking is not permitted 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.

We discourage mums from smoking around their babies while on leave based on NHS safety guidance of the risks of passive smoking for babies.



Mobile Phones

We recognise that it is important for you to maintain contact with friends and family, and you can use your mobile phone whilst on the unit. Chargers will need to be 'PAT' tested before they can be kept in bedrooms.



Meals

You will be asked to choose your meals a day in advance from a menu we have 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.

You can also choose meals for your baby if they are six months old, or older, and are weaning. We have a communal kitchen where you can prepare your own meals, breakfast, snacks and drinks. Snacks and drinks are available throughout the day.

Meal times are:

Breakfast items are freely available in the communal kitchen from 6am

Lunch – 12 noon

Dinner – 5pm



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 – 8.30am

Lunch time – 12 noon

Evening – 6pm

Night time – 10pm



Confidentiality

We have a responsibility to protect the personal information of the families we work with. We may discuss your care with other professionals involved in your care. We will only discuss your care with outside agencies if required to keep you and others safe.

Please ask a member of our team if you have any questions regarding your personal information and how we use it.

We ask that you do not use your camera whilst on the unit or discuss the unit, staff or other patients on social media.



Infection Control

We work hard to minimise any risk of infection to the people in our care, their visitors and our staff. This is especially important when looking after pregnant women, new mums and babies. We ask that everyone follows good hand hygiene and uses the alcohol gel when entering Jasmine Lodge. If visitors are unwell, or may still be infectious from a recent illness, we ask that they phone ahead to discuss whether they should visit. If visitors have sickness and diarrhoea we ask that they do not visit for at least 48 hours after their last symptom.



Physical Health Care

We are next to the Royal Devon & Exeter Hospital should you need any physical or maternity health care.

While you are at Jasmine Lodge we will support you to maintain all of your maternity, health visitor and GP appointments as much as we possibly can.

If you don't live locally we will recommend you and your baby register temporarily with a local GP so all your primary care needs can be met.

If at any time you would like a second medical opinion please speak to the ward manager and it will be arranged for you.



Complaints, Concerns and Compliments

Please speak to the nursing team if you have any questions as we are here to support you and you baby 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 Managers. You can also contact our patient advice and liaison (PALs) team.

Some protocol may change during your stay due to unforeseen circumstance (e.g. staffing levels or COVID-19). We will communicate these changes with you and there will be an opportunity for you to ask any questions about this and how it may affect you, your baby and your family.



This Welcome Booklet has been developed alongside patients and is continually reviewed. If you have any suggestions or recommendations for this booklet as a service user with lived experience, these would be warmly welcomed. Please don't hesitate to chat with a member of our team if you'd like to share your thoughts.

Contact information

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 services please contact:

Patient Advice and Liaison Service (PALS)

Devon Partnership NHS Trust

Franklyn House

Franklyn Drive

Exeter

EX2 9HS



01392 675686



dpn-tr.pals@nhs.net

www.dpt.nhs.uk