

Patient Information Booklet



What you need to know about:

Caswell Clinic

Glanryhd Hospital

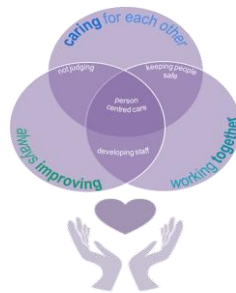
Tondu Road

Bridgend

CF31 4LN

 01656 753100

Our Core values are:



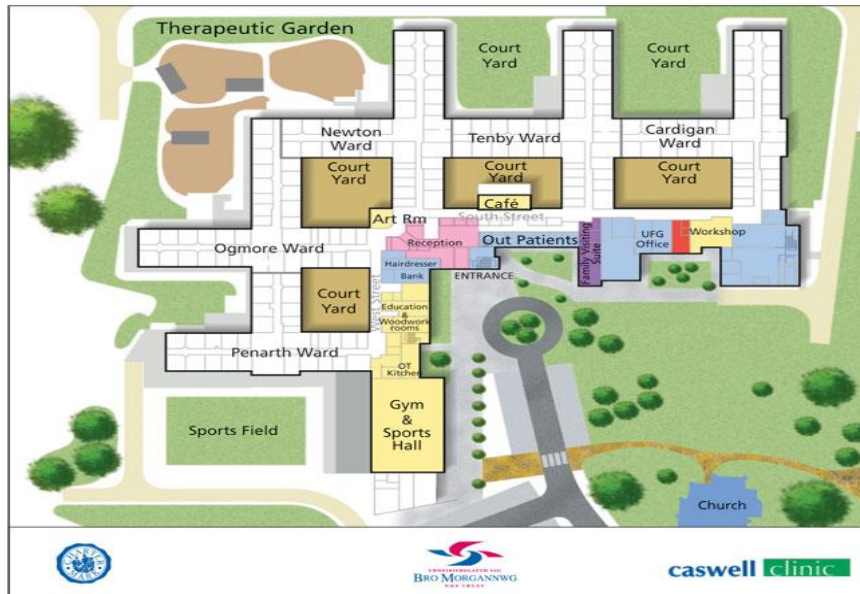
- **Patient Centred Care** *the patient is at the centre of everything we do*
- **Keeping People Safe** *helping people take responsibility for their own safety*
- **Not Judging** *seeing the person beyond their offence*
- **Developing Staff** *we don't know it all*

About Caswell Clinic:

Caswell Clinic is a Regional Medium Secure Unit located in Glanrhyd Hospital and has 61 beds for men and women who have offended or who pose a risk to the community.

We have 5 wards, all named after the beaches in Wales:

- Penarth – has 8 beds for men needing intensive nursing care.
- Tenby – has 14 beds for men needing less intensive nursing care.
- Ogmore – has 14 beds for men working on recovery and rehabilitation,
- Cardigan – has 14 beds for men working on recovery and rehabilitation,
- Newton – has 11 beds for women. It provides intensive care and recovery and rehabilitation.



We care for men and women:

- Aged 18years and over.
- Who have a primary diagnosis of mental illness
- Who need to be detained under the Mental Health Act (1983)
- And, who may have a history of :
 - ✚ Offending behaviour, or
 - ✚ Behaviour that is challenging to those who provide care

Caswell Clinic has a responsibility to protect the public from harm. Patient-centred care & treatments runs alongside public protection. Patient-centred care reduces risks to the patient and others.

Smoking

Caswell Clinic is a Non-Smoking / smoke free area. We encourage patients to quit smoking through the smoking cessation programme by using Nicorette patches/ gum / and E-cigs & vapes.

Helping you in your recovery

We are here to help you in your recovery from mental illness. Recovery usually means changing things in a number of areas of your life so that things work better for you. Making changes isn't easy but understanding how change works can help.

We have a multidisciplinary Clinical team who will help you during your stay.

- ✚ **Health Care Support Workers**
- ✚ **Nurses**
- ✚ **Ward Clerks**
- ✚ **Housekeepers**
- ✚ **Psychiatrists**
- ✚ **Clinical Psychologists**
- ✚ **Occupational Therapists**
- ✚ **Social Workers**
- ✚ **Pharmacist**
- ✚ **Activity Coordinators**



We have English & Welsh speaking staff. We have access to translators for people with other language needs.

We have GP, dentist and optician services. We have a dietician to help with weight management.

There are other people we call on from outside the clinic. We can arrange for these people to visit you: - religious and spiritual leaders, independent mental health advocates and solicitors.

Your pathway through Caswell Clinic

The Care and Treatment Plan is the Welsh framework for assessing your treatment needs and planning treatment goals. It is designed together with you and your clinical team. It gives you, your carers and everyone else involved in your care an agreed plan.

Your care and treatment plan involves *you* and *your opinions* at every stage:

- ✚ Assessing your needs
- ✚ Developing care plans
- ✚ Reviewing plans regularly to ensure your needs are met

- ✚ Help you feel in control of your care as much as possible

You will have a care and treatment plan review meeting every 6 months, or more often if you need it.

We have groups and activities to help you plan your recovery

- ✚ The recovery groups
- ✚ Communal meals
- ✚ Patient involvement
- ✚ Recovery star and Tidal model
- ✚ Care and treatment plans
- ✚ Ward based groups
- ✚ Healthy lifestyle group
- ✚ Movie groups

We have leisure and sports activities to keep you busy and active:

- ✚ Gym



Sports hall



- ✚ Music room



Café



You can develop your interests and work skills through voluntary roles

We have activities and voluntary roles available in the clinic:

- ✚ Volunteer in the patient shop
- ✚ Fitness suite maintenance
- ✚ Car maintenance
- ✚ Librarian



Our shop

We have activities and voluntary roles available outside the clinic:

- ✚ Allotment and gardening projects
- ✚ Food bank volunteer
- ✚ Dog walking



Families, Friends and Carer's

At Caswell Clinic we recognise that families, friends and carers provide valuable practical and emotional support to their loved ones, and we value the significant role that you have in the recovery and well-being of people using our service.

A Social Worker will establish contact with families, friends and carers and can make arrangements for you to visit the clinic. Visits will either take place in a room off the Ward Corridor, or in the family visiting suite, if there are children involved.

All patients are encouraged to receive regular visits from their families, friends and carers. However, there may be some circumstances where a visit needs to be put on hold, especially if the patient is acutely unwell.



It is important that your family and carers needs are valued as part of your recovery. The clinical team can work with you and your family in different ways to suit you and them.

Spiritual needs

There is a Christian Church in the hospital grounds. We have a Multi-faith room in the clinic where you can invite spiritual leaders from many faiths to come in and meet with you.



For reasons of safety and security, the following items are restricted with limited or no access in Caswell Clinic:

- Matches and lighters
- Sharp items (i.e. Knives, scissors, metal nail files, tweezers, razors etc)
- Glass bottles (inc. glass perfume bottles)
- Cans
- Medication
- Alcohol and drugs including legal highs
- Solvents, aerosols, lighter fluid (inc. nail varnish)
- Cameras
- Recording equipment (inc. certain types of MP3 players, ipods)
- Inappropriate reading material, video and DVD (i.e. sexually explicit, violent etc)
- Mobile phones and pagers
- E-cigarettes

You may be able to have some restricted items at certain times following comprehensive risk assessment by the Clinical Team. Your Primary Nurse will discuss this with you.

You must not bring any of these items into the Clinic, or keep them with you without having permission from your clinical team first.

Some items will remain strictly prohibited within Caswell Clinic at all times.

Confidentiality

All individual information about you is kept strictly confidential within the Caswell Clinic. We ask you not to share highly personal information about yourself with other patients without carefully thinking about your own personal confidentiality.



You must give us consent if you would like us to share information about your care and treatment to your family or carers. You can invite family members or carers to your care and treatment plan review meetings if you wish.

Putting things right

Staff at Caswell Clinic will always aim to provide the highest standard of care. However, if you are unhappy with any aspect of your care then your Clinical Team will be happy to discuss this with you.

The clinic has a Complaints Policy to ensure than any complaints are dealt with fairly and quickly.

Nursing staff will be happy to provide information on how to register a complaint and will be able to explain the complaints process to you.

