

# Welcome to Mildmay Hospital

- We are a small specialist rehabilitation hospital.
- We will help support your recovery and prepare you to move on.
- People stay here for different amounts of time.
- We aim for everyone to be as independent as possible and to live full lives.
- We have a friendly and dedicated team to help you with your recovery.
- You will meet different members of the team.
- They will assess your needs and talk to you about what you want to work on while you are here.



**This booklet shows you what is available and what you might expect from your stay.**

## **Contents**

1.	Facilities .....	3
2.	Ward Information.....	4
3.	Fire evacuation information .....	9
4.	Who's Who at Mildmay.....	10
5.	Multidisciplinary team (MDT).....	10
6.	Social Work Team .....	11
7.	Physiotherapy.....	12
8.	Speech and Language Therapy .....	14
9.	Psychology .....	15
10.	Occupational Therapy (OT).....	17
11.	Substance Misuse Recovery Worker .....	19
12.	Art Therapy .....	20
13.	Chaplaincy .....	21
14.	Groups .....	24
15.	General Information .....	25
16.	Meals and snacks .....	30
17.	Have your say .....	31

# 1. Facilities

**Wi-Fi password:** treeballdog!

Mildmay Hospital aims to help you build confidence, independence and practice skills.

Your **room** is a safe place to recover. It has a TV, small fridge and bathroom.

The **ward** has a **shared kitchen** where you can make:

- hot and cold drinks
- breakfast from 8am to 11am

If you have difficulty getting to the kitchen, the nursing team will help you.

## **Shared day room:**

Open all day except Monday to Friday 9 – 9.30 am



## Ground floor:

- **Chapel** for private prayer and chapel services
- **Garden** open between 8:00 - 23:00
- **Laundry room**
- **Gym** with physiotherapy team only

## 2. Ward Information



The nursing team are around **24 hours a day, 7 days a week**.

Our ward nursing team includes **Registered Nurses** and **Health Care Support Workers**.

Please speak to the nursing team if you:

- Have any questions, worries or thoughts about your care
- Want to see a doctor, therapist or any member of staff

We are a **hospital**. There may be emergencies or we will be seeing other patients.

Sometimes there may be delays in responding to your requests.

**Thank you for your patience.**

We might ask you to **change rooms** during your stay.

We will try to give you as much notice as possible.

We may not be able to tell you the detailed reason for changing rooms. The reason may relate to another patient's needs.

**Thank you for your understanding.**

Your **visitors** are welcome. Up to 2 visitors can be in your room. You can meet more visitors in the visiting room on the ground floor. Visitors should check if they can attend therapy appointments.

**Our visiting times are from 2pm to 8pm Monday to Sunday.**

If you have an infectious condition, for example COVID-19, flu or norovirus, you will need to stay in isolation. For the time you are infectious, visitors are not allowed. We can help you make a phone or video call if you want.

**Personal space and boundaries are important.** We ask all patients to respect each other's privacy. We suggest using the shared spaces or group appointments to meet and spend time together.

Patients are **not allowed** to go in **other patients rooms**.

If you see any faults or break something accidentally, please tell the nurse in charge.

## Ward routines

The nursing team will **check on you often during the day and night**. This is to check you are safe and well. The nursing team will try not to wake or disturb you. If you have any questions or worries about this, please talk to the nurse in charge.



The nursing team **will check your 'obs' at least once a day**. This includes your heart rate, temperature, blood pressure, breathing and oxygen blood levels.

Your **medication** will be given to you at **set times** during the day. You can discuss this with a doctor.

The nursing team will ask to **check your weight every weekend** you are here.

Your weight is checked in the morning before you eat or drink, and after you have been to the toilet.

## Mealtimes

Protected mealtimes are from **12.30pm to 1.30pm** and **5pm to 6pm**. This is time to eat your meal in a relaxed place. Appointments usually do not happen at these times. Professional visitors should check if they can come during mealtimes, and when booking appointments will be informed of the protected meal times

## Your room



You have a TV in your room. You will get a remote control when you arrive.

Please turn your TV off when you are not in your room.

There is **a call bell** in each bedroom.

Please use the call bell if you **need help** or in an **emergency**.

Please **bring** your own:

- Shampoo
- Shower gel
- Toothpaste and toothbrush
- Other toiletries you want.

If you do not have toiletries, we are happy to give you some. Please ask the nursing team.



The nursing team will give you **towels** and **clean sheets**. Tell the nursing team when you want your towels changed and new sheets.

Keep your **personal items in your room**. There are **cupboards** in your room.

Your **room** is **cleaned every day**. This includes your floor, bathroom and bedside table.

## **Ways to take care of yourself and your space:**

- Keep your room tidy
- Make your bed
- Wash your clothes in the laundry room on the ground floor (As this is a shared space used by all patients in the hospital, we recommend a maximum of twice weekly laundry for each patient)
- Turn off the lights and TV when you leave your room
- Ask for help when you need it

Please do not bring in your own cleaning products e.g. bleach, Dettol as these can be harmful. Our Estates and Facilities team have a good supply of cleaning products and will be happy to support you if your room needs to be cleaned

### 3. Fire evacuation information



- There is a Fire Procedure at Mildmay.
- If there is a fire in the hospital, **staff will support you** and other patients to move to another part of the ward or leave the building if needed.
- Wait for instructions from the Fire Marshalls in orange high visibility jackets, staff and fire brigade.
- There **are fire exits** each end of the **wards**.
- The lift cannot be used if there is a fire.  
If you cannot take the stairs, we will help you leave the building. An **Evac Chair** is usually used.
- We test our fire alarms once a week. We usually test on Monday mornings at 9.30am.
- To reduce the risk of fire, **smoking is not allowed** anywhere inside Mildmay Hospital. This is the law for public buildings.
- There is **a smoking area in the garden**. The garden is open from 7am until 11pm
- Candles and incense sticks or similar items are not allowed in the hospital as they are a fire risk.



## 4. Who's Who at Mildmay

You'll meet lots of people during your stay, and we want you to feel comfortable. Everyone on our team - from staff to students and volunteers - is required to wear an ID badge with their photo, name, and job title. If you can't see a badge, please just ask them who they are.

## 5. Multidisciplinary team (MDT)

**The MDT includes:**

- Consultant
- Doctors
- Nurses (Registered Nurses and Registered Mental Health Nurses)
- Health Care Support Workers
- Social Worker
- Substance Misuse Recovery Worker (Drug & Alcohol)
- Clinical Psychologist
- Physiotherapists
- Occupational Therapist
- Dietitian
- Art Therapist
- Speech and Language Therapist
- Chaplaincy

You can speak with any member of the team during your stay.

Most therapy staff attend a meeting on Tuesday mornings. They will be available to see you in the afternoon.

A **weekly timetable** is on the board in your room. This will show you the appointments for the week. They are changed on a Friday morning for the next week. If you cannot make an appointment, please tell the nursing team.

## **6. Social Work Team**

The Social Work team are at Mildmay Monday to Friday from 9am to 5pm.

During your stay, a social worker will offer you a Care Act Assessment. They will ask you about your background, and what you do and do not need help with. This helps us agree your care needs when you move on.

A social worker can support you to look at issues with housing, help you apply for benefits, find a food bank, and refer you to other services to support areas of needs.

Safeguarding means making sure you are safe from abuse and neglect, and can make your own choices. The social work team is always available to discuss any issues of safeguarding. These issues are investigated confidentially. Please speak to a social worker for more information about safeguarding.

The social work team includes student social workers. They may work with you during your stay. The students work under close supervision and support from the social worker. Please speak to the Lead Social Worker about any concerns.

## 7. Physiotherapy

The Physiotherapy team work Monday to Friday from 8am to 5pm.

Physiotherapy aims to **improve your quality of life** and **independence**. We look at your physical strengths and difficulties. We will meet you early in your stay.

We work with the multidisciplinary team. We work closely with the nursing team to help you move around safely.

### What do physiotherapy offer at Mildmay?

We complete a detailed, holistic **assessment** of your needs and then design a **treatment plan** with you.

We aim to help you achieve as much independence as possible, while keeping you safe. We might provide you with advice, exercise programmes and/or equipment, to make activities such as walking, getting to the toilet, showering and walking outdoors easier.

We will work with you to make goals for your stay and in the long term.

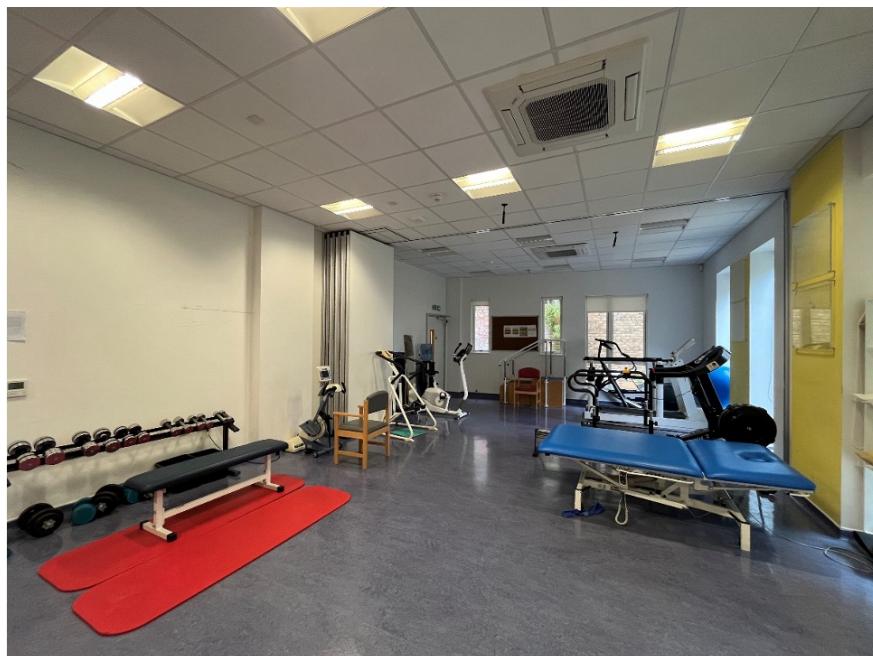
If you do not have any goals, we encourage you to use the drop-in group sessions to get regularly exercise and build physical activity into your life.

If you have never used a gym before, we will show you how all the equipment works. We would like you to feel confident to exercise when you move on.

Your appointments will usually be in the gym is on the ground floor. Appointments may be in your room or outside the hospital.

If you require ongoing physiotherapy or equipment in the community when you move on, we can refer you to the relevant teams in your area.

The physiotherapy team looks forward to meeting you.



## 8. Speech and Language Therapy

The speech and language therapist works 2 days a week, 8:30am to 4:30pm.

### What do speech and language therapy offer at Mildmay?

We work with people who have **difficulties eating, drinking and swallowing**. We can assess your swallowing. We may suggest ways to get around the difficulties or improve it.



A dry mouth and few or no teeth can affect chewing.

We have food that is easier to chew. This is labelled with 'EC' on the food menu.

We work with people who have **difficulties communicating** with others. This could be happening for a **long time** or be a **new change**.

Some difficulties include how your **speech sounds, starting or ending conversations, focusing** on what others are saying and **staying on the same topic**.

**Difficulties finding words** can affect having conversations, and how you feel. Giving the other person clues about the word can help them guess and can help you find the word.

Think of:

- Who or what it links to
- What it looks like
- Where you find it
- What you do with it



Please speak to a staff member if you want to make an appointment with the speech and language therapist.

## 9. Psychology

The Psychology team usually work Monday-Thursday, from 9am to 5pm. The team includes a Principal Clinical Psychologist and usually one or two Trainee Clinical Psychologists.

### What does psychology offer at the Mildmay?

Individual psychology **assessment** to help develop a shared understanding of your life experiences. We call this a 'formulation'.

We can **think together** about whether you would like to have further psychological support when you move on.

We run a mindfulness group once a week.

“Mindfulness” is a set of skills to build awareness and pay attention to our thoughts, feelings and sensations in the body. Mindfulness is not about distraction. Mindfulness is about making space for difficult thoughts and feelings that we can all experience. We can learn to experience them as they are and find new ways to respond.

At the mindfulness group, we spend 1 hour together practicing different mindfulness exercises and sharing ideas to help us all understand how our mind works and how we can manage when difficult thoughts or feelings are showing up.

We offer people cognitive assessments. These assessments allow us to understand how your brain is managing certain areas of ‘cognition’ (thinking), such as attention and concentration, memory, visual perception, language and problem solving skills.

It can show your strengths and help us to learn if there are any difficulties that may impact your daily life. We can give you useful recommendations/strategies.

Please **scan this QR code** to find out about some of the ideas we can share with you. It has some of our favourite **videos** that show a model of how the mind works and how to manage when difficult thoughts and feelings show up.

Please speak to a staff member if you want to make an appointment with the Clinical Psychologist.



## 10. Occupational Therapy (OT)

Occupational Therapy takes a holistic approach to each individual and considers the full impact of an illness or an injury on a person's ability to carry out their daily activities that are meaningful to them.

### What do we offer?

Around the time of your admission, you will be introduced and given the opportunity to discuss what activities are important to you and what goals you would like to achieve before you finish your stay with us.

Following this discussion, we will have highlighted some areas that you would like to work on and will have decided on appropriate treatment plan.

Some of our treatment plans include:

- Education around your condition and how it can impact on your function and your thinking skills.
- Education on adaptive equipment
- Strategies to help with pain management
- Strategies to help with managing your fatigue
- Strategies to help improve or build up your daily routine so that it is more structured.

These interventions help to increase your independence, safety and your ability to perform what we refer to as activities of daily living (ADLS) and instrumental activities of daily living (IADLS), functional mobility and cognitive or thinking skills.

Some examples of your ADLS could include:

- Getting yourself washed and dressed
- Grooming tasks – such as brushing your hair, teeth or shaving
- Toileting
- Eating and drinking

Some examples of IADLS could include:

- Preparing meals
- Planning your weekly meals after discharge
- Food shopping
- Medication management
- Laundry
- Housework
- Managing Bills
- Improving confidence with accessing the community
- Exploring new hobbies to engage in.

Your appointments will either take place in the OT assessment room on the ground floor opposite reception or inside your room.

If you have some longer term goals that cannot all be met during your stay then we will refer you to your local community therapy service who can continue to work with you.

We look forward to meeting you and should you have any questions please do ask a member of a nursing team.

## 11. Substance Misuse Recovery Worker

The Substance Misuse Recovery works 4 days a week, 8am to 5pm Mondays to Thursdays.

You will be seen by the Substance Misuse Recovery Worker if you have been admitted under our Detox Pathway, if you have a history of substance misuse or if you or the medical team feel that this support might be helpful to you

With the support of the Substance Misuse Recovery Worker you will be given the opportunity to develop skills and strategies that you could use to help maintain your recovery goals while you are here and after you leave Mildmay

### **What does substance misuse recovery work offer you at Mildmay?**

We offer relapse prevention groups and 1-1 sessions for any patient with drug or alcohol issues. This includes any drug and any pattern of use that has had negative effects to your life.

If you have been admitted under the Detox Pathway, in order to help you develop boundaries and add a layer of protection in the early part of your recovery we provide escorted visits to shops and appointments.

We use a CBT (Cognitive Behavioural Therapy) framework but also offer AA input.

We will work closely with your external team so that from admission to discharge you will receive wrap around support. We support referrals to other services that are made by your external key worker so that your needs are met when you are discharged.

## **12. Art Therapy**

### **What is art therapy?**

Art therapy is a form of psychotherapy that uses art materials and the creative process to help people explore feelings, manage emotions and help build self-esteem. You do not need any previous experience of art to participate

### **What happens in an art therapy group?**

There are no expectations of you to do anything other than to respect other group members and confidentiality.

Art therapy can offer a space to play with the art materials and to see what emerges from the process. You do not have to be good at art and there is no right or wrong way in the art therapy group.

The art therapy group can offer you the opportunity to reflect on emotions, thoughts and issues that may come up in the art making process. Sometimes these might be difficult to put into words. You do not need to say anything if you do not want

to. You do not have to stay for the whole session, you can leave if you feel you need to but you may find that you can stay.

Images made in the art therapy group are considered to be confidential material and are kept in a safe place. They will be returned at the end of the sessions unless you wish otherwise.

Please speak to a staff member if you want to make an appointment with the art therapist.

## **13. Chaplaincy**

### **A warm welcome from the Chaplaincy Team**

- The Chaplaincy Team includes volunteer chaplains, who are organised by the lead chaplain at Mildmay.
- We agree with the vision and mission statement: 'that they may have life and have it in abundance'. (John 10:10).
- Our chaplaincy team includes members of different branches of the Christian Church. We are able to organise services from local religious leaders from the Jewish, Muslim, Hindu and other Communities. We can support people to make links beyond the hospital when they move on.



- All people have spiritual needs but we recognise that many have specific religious needs. Spirituality is what gives meaning to our lives.
- Our focus is to offer spiritual, pastoral, emotional and religious care to patients, their families and friends, volunteers and visitors. Mildmay's chaplaincy care is truly holistic.
- As a member of the MDT, the chaplain is there with your consent. We can offer a listening 'ear' if you want to talk. We treat everyone with respect.
- The chapel is a sacred space for peace and tranquillity. We welcome everyone.
- We have services there and it is a space for prayer or silence.
- We offer one-to-one support for people in their rooms. We also offer games groups on the ward. We work with our MDT colleagues.

## Prayer services and times

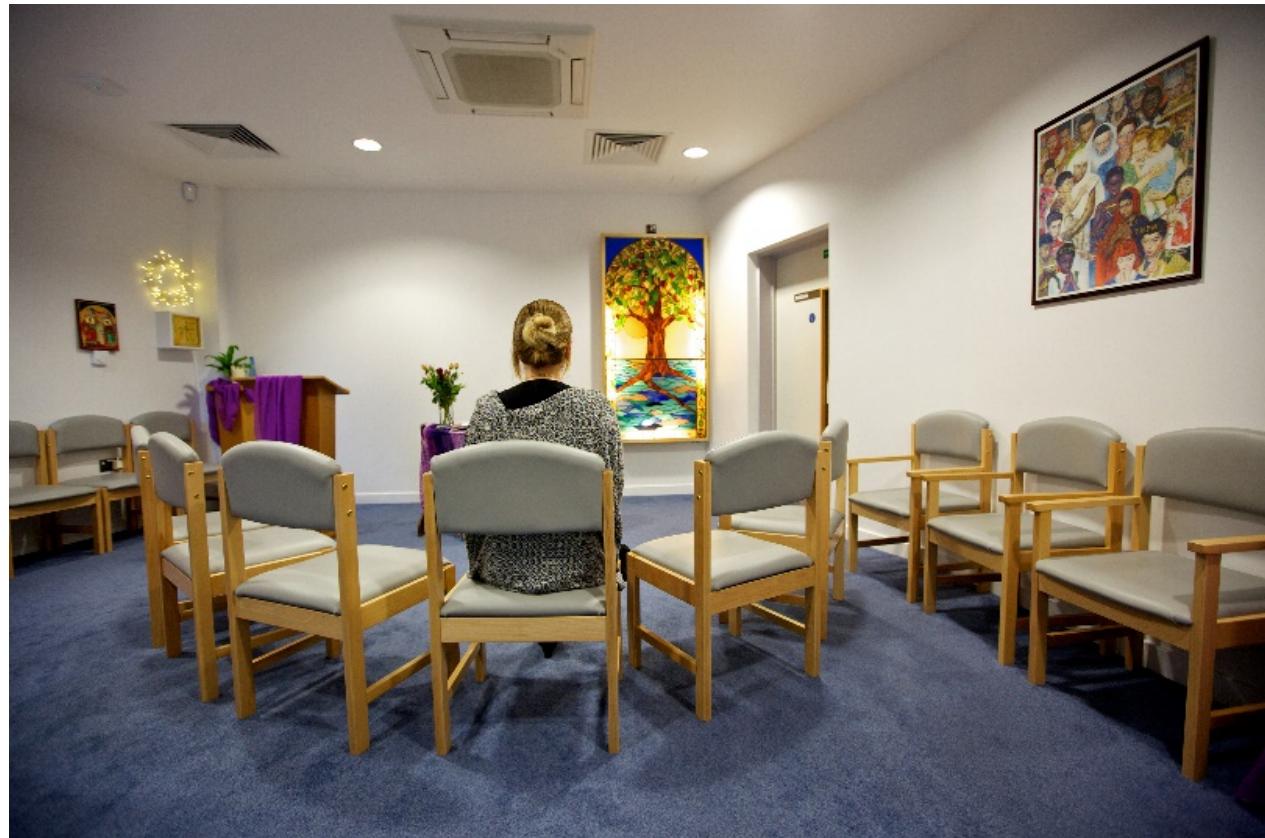
<b>Day</b>	<b>Time</b>	<b>Service/Prayer</b>	<b>Where</b>
<b>Monday</b>	-	-	Arranged by volunteer chaplains
<b>Tuesday</b>	-	-	Arranged by volunteer chaplains
<b>Wednesday</b>	9.30am 12pm	Prayer Service	Zoom and chapel Chapel
<b>Thursday</b>	9.30am 12pm	Prayer Service	Zoom and chapel Chapel
<b>Friday</b>	9.30am 12pm	Prayer Service	Zoom and chapel Chapel
<b>Sunday</b>	12pm	Service	Check on Friday

**Zoom meeting details:**

**Meeting ID:** 213 480 3406

**Password:** chaplains

We have an iPad you can borrow for prayer.



# 14. Groups

**Groups run regularly at Mildmay.**

**Some of the groups are:**

## **Life skills**

Learn skills such as cooking, managing money, managing a home.

## **Mindfulness**

Practice mindfulness exercises and learn to notice and manage emotions than come up

## **Relapse prevention**

Learn about addiction and how to manage cravings

## **Gym**

Practice physical exercises designed for you

## **Art Therapy Group**

Explore your feelings through art

## Debate Group

Engage in language games and discussing a news article

Speak to a member of the team if you would like to know more or join a group

## 15. General Information

We hope you have a positive experience at Mildmay Hospital. Our team works hard together with patients to ensure that the hospital environment is pleasant and respectful. We ask that all patients agree to act respectfully to other patients and staff.

### When you arrive

Please give all your **medication to the nursing team**. We have to check your medications and may make changes to them.

We will help you manage your medication and take this independently.

The nursing team will **check your height and weight** when you **arrive**.

Please **speak to the nurse in charge** if you have any **questions or worries** about this.

The nursing team will give you some **documents** to read. They describe the hospital policies and procedures. Please ask if you want to read the policies and

procedures. We will ask you to sign these documents after you have read them.

**This is to confirm you have understood them.**

You can see a copy of the policies and procedures at any time.

Please ask the nurse if you have any question about these documents.

These documents include the following information:

## **Do not bring alcohol or illegal substances into the hospital.**

This includes the garden. If you have alcohol or illegal substances outside of the hospital, your behaviour should be appropriate when you return to the hospital.

If you or your visitors use non-prescribed or illegal substances in the hospital or garden, you will receive a **formal warning**. This may result in an early discharge from hospital.

If illegal substances are found in your room, you will receive a **formal warning**.

This may result in an **early discharge** from hospital.

We may call the Police and other agencies, for example social services or your keyworker.

In order to ensure that the hospital is kept safe, routine searches may be undertaken from time to time

Weapons or any sharp items are not permitted under any circumstances

If you have sharp cooking utensils as part of your belongings please hand these in to the nursing staff on admission and we will return these to you on your discharge date

## **Do not use verbal or physical aggression, threats or inappropriate behaviour towards patients, staff, students, volunteers or visitors.**

We do not tolerate language that is racist, sexist, homophobic or discriminatory in any way. You will receive a **formal warning** and may result in an **early discharge** from hospital.

## **Do not damage or destroy furniture or fixtures in your room or the hospital.**

### **You are welcome to use our free Wi-Fi**

**However please be aware that under the Online Safety Act** content relating to child sexual abuse, controlling or coercive behaviour, extreme sexual violence, extreme pornography, fraud, racially or religiously aggravated public order offences, inciting violence, illegal immigration and people smuggling, promoting or facilitating suicide, intimate image abuse, selling illegal drugs or weapons, sexual exploitation and terrorism is prohibited. Please do speak to your keyworker, the nurse in charge or the Safeguarding Lead if you are concerned about something you may have seen online.

### **Smoking is not allowed anywhere inside the hospital.**

Please use the designated smoking area in the garden.

**Patients are responsible for their money, bank cards, mobile phone, valuables and other items, including clothes, during their stay.**

We advise to keep only small sums of money and valuables.

Valuables and money can be locked in a small safe. Please ask the nurse in charge for this.

Valuables and money also can be locked in a safe on the ward.

Mildmay cannot accept responsibility for any patient's money, valuables and personal possessions going missing. This includes clothing left in the laundry room.

**Do not borrow, lend, give or take other patients personal items.**

This includes cigarettes, money, phones, food, drink, other valuables or possessions. It can affect relationships between people.

Please tell staff if people ask to borrow items from you. We can support you and the other person to manage this.

**Please tell us when you are leaving the hospital and an approximate time you think you will get back.**

We have a duty of care to you while you are staying at Mildmay.

**Please aim to be back at the hospital by 11pm.** Arriving any later may delay you getting back into the building.

**You can call the hospital on 020 7613 6300** if you are delayed or your plans change.

If you do not return to the hospital at the time given, staff will contact you by phone.

If staff cannot speak to you on the phone, we will worry. At this time, we have a legal duty to consider you as a missing person.

We may need to take action for your own safety. This may include phoning your next of kin and informing the police. **Extended and unarranged time outside of the hospital may lead to an early discharge.**

**Overnight stays away from the hospital are discussed with the MDT.**

This includes going home or staying with friends or family.

Staff need to assess the risks to you if you leave the hospital overnight. This is to check you are safe while you are away from the hospital. You may need to take medications for your overnight leave.

## 16. Meals and snacks

Food is provided for you during your stay.

### Meals

**Breakfast:** 8am to 11am

**Lunch:** 12.30pm to 1.30pm

**Dinner:** 5.30pm to 7pm



**Snacks** given from 3.30pm to 4.30pm.

If you have any **allergies**, please tell your nurse when you arrive.

If you have any **dietary needs**, please tell your nurse when you arrive.

We have a **3-week menu cycle**. The menus are found in your room or at the nurses station. There is a main meal, soup and dessert.

If you do not want the food available on the day, we can give you a sandwich, baguette or baked potato with fillings.

Please speak to the ward host if you have questions about this.

There is a **vending machine** on the ground floor (cash only).

If there are any problems relating to food, please inform the nursing team who will contact the kitchen. We will aim to resolve the issue as quickly as possible

## 17. Have your say

You can tell us your thoughts, complaints or ideas by:

- Telling our staff
- Email [info@mildmay.org](mailto:info@mildmay.org)
- Scan the QR code to leave feedback online via our website  
(if you have a smart phone)
- Write in the box below and post in the box by the lift



We take **complaints** seriously.

You can speak to the ward nurses or Matron.

We usually ask for your thoughts about your stay, good and bad. We do this one or two days before you move on.

We appreciate your feedback. It helps us make our service and hospital better for all patients.

**We hope you have a safe and happy stay with us.**