Welcome to Kent and Medway Adolescent Hospital

Kent and Medway Mental Health NHS Trust

Written in collaboration with young people and from their perspective





We understand how scary it can be leaving your home, or wherever you're staying, and coming into hospital. This guide was written by the young people who have been here, to help you. It's going to be a hard journey to recovery but we hope this booklet gives you the information you need.

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Staff and young people



While there will only be a total of 14 patients in the hospital at any time, we know it may feel overwhelming coming here and not knowing who anyone is. But just because we can have 14 patients staying here, it does not mean the hospital will always be full. We understand how scary it can be when you first come here but there will always be staff available to support you. They can be very helpful if you ever feel distressed, and you can talk to them about anything. Every day a member of staff from the nursing team will support you on a one to one basis.

Before the day staff come onto the ward they will be told how your night went. They will come onto the ward at approximately 8am and will be there all day to support you until 8pm. Some of them leave at 1pm depending on their shift. At approximately 8pm the night staff come onto the ward to takeover. Handovers happen to ensure all staff members are well informed on how you have been. It will be strange seeing new faces approaching you, but slowly you'll get used to it.

On the ward there are photographs of the staff members who regularly work here so you are able to connect names to faces.



This is what the staff said:

''We are all here to give you the support and help that you need, and we get to know you, so we can help you in a way that works for you as an individual"

"We are here to support you in every which way that is meaningful and supportive to your recovery"



The site

Main entrance



The patio



Back of hospital





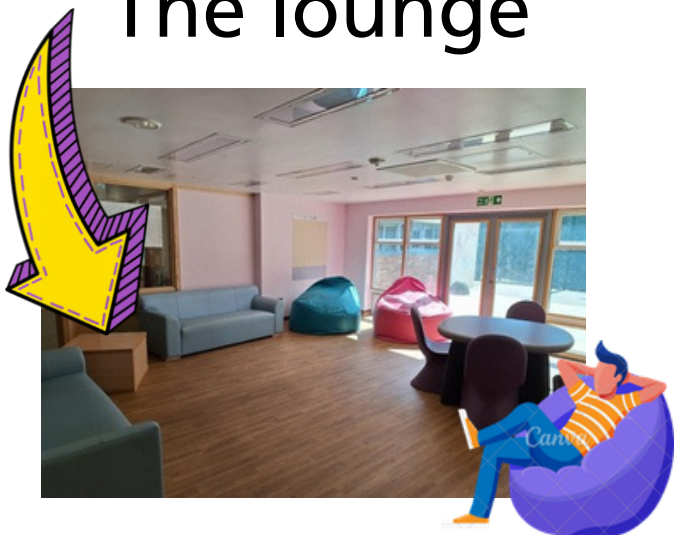
The paddock





The site

The lounge



Games room



Dining room



Group room



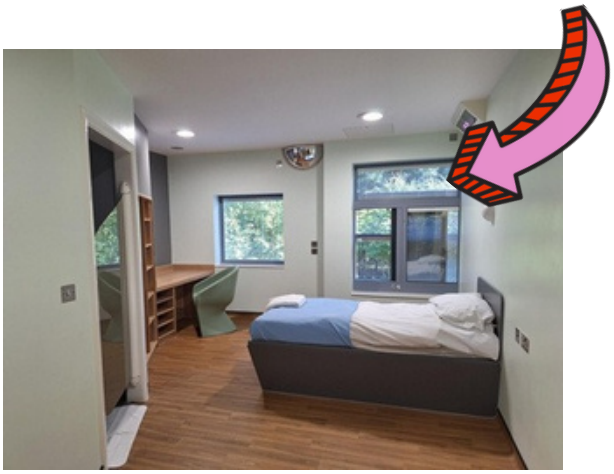


Bathroom on ward

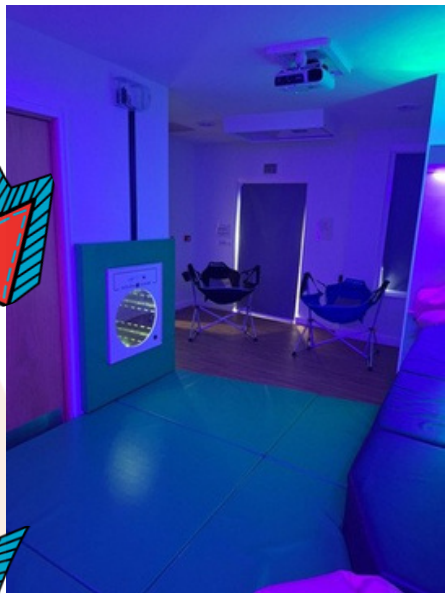


The site

Example of bedroom



Comfort room



Example of bedroom bathroom





Sensory garden

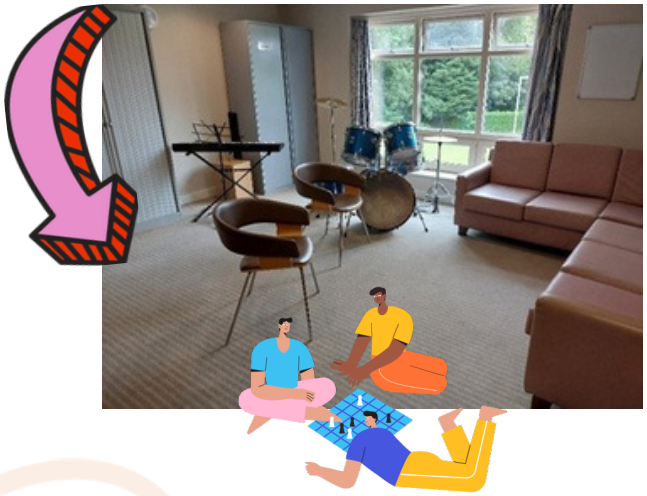


The site

Education



Relaxation room



Art room



OT kitchen



Laundry room





The site

Secret garden



Secret garden seating



The gym



DVD room





What can I bring with me?

Here is a list of things we, as young people, recommend:

- Clothes that you feel comfortable wearing and are appropriate. (Your clothes must not have draw strings. They will be gently removed if needed)
- Items that remind you of home, for example pictures of family, friends and pets, or anything that makes you feel more connected with your life at home.
- Activity books, reading books, puzzles, a pack of cards, colouring book and pens/pencils (anything that can help distract you) Try to keep them safe and not to lose/misuse them. Labelling your things is also important.
- Toiletries, for example: shampoo, conditioner, moisturiser, face masks, shower gel, soap and sanitary products. (If you don't have any of these, don't worry the hospital can supply them).
- Your favourite cuddly toy or blanket (limit is only one, and the blanket must be taken home once a week to be washed).
- Stress toys: tangle, squishy, slime, fidget spinner/cube, rubix cube, mesh ball, fidget ball, liquid bubble timer.
- Your phone (you won’t have access to this all the time, but the staff do make time for this everyday. Music is often helpful so bring along your cordless headphones/earphones to listen to your music without disturbing others. You’re not allowed to play music out loud.

Recommended checklist

We have created a recommended checklist for young people to bring to the ward. We suggest packing for one - two weeks as more items can always be brought in if needed.

Clothing Items		Toiletries	
T- Shirt x 5		Toothbrush and toothpaste	
Bottoms x 5		Sanitary products	
PJs x 3		Body Wash	
Socks x 5		Shampoo & Conditioner	
Underwear x 5		Deodorant (roll on in plastic bottle)	
Shoes/slippers		Makeup (will be kept in your locker)	
Extra Items			
Books		Photos	
Music Players (that do not have cameras)		Phone	
Blanket x 1 (must be taken home once a week to be washed)		Coat/jacket	



What Can't I Bring to The Unit?

To keep yourself, other young people and staff safe we ask that you don't bring the following items onto the ward. If you do by accident we can ask your parents/carers to come and collect them or put it in your locker, with your name on it, in reception.





Ward rules

At KMAH we have ward rules keep everyone safe. During your induction these rules will be explained again and you can ask any questions you may have. We ask that during your stay with us you follow the rules to keep everyone safe.

1. Violent or aggressive behaviour (both verbal and physical) towards staff, other young people and property will not be tolerated and action will be taken. If necessary, the police may be involved and will take appropriate steps.

2. The team is committed to maintaining a high-quality physical environment. Damage to property will be charged for. You must respect others' personal space and property. We advise against lending or borrowing items due to possible loss, damage or theft.

3. The support and friendship of other young people may be helpful during your stay. However physical, sexual or intimate relationships between young people on the ward are not allowed, as they may be harm people's treatment.

4. Please respect each other people's opinions, views, and individuality. There will be no racism, bullying or prejudiced behaviour. Be kind.

5. You are not allowed to enter other young people's bedrooms.

6. You must be dressed appropriately at all times. If a you wear clothing that is inappropriate or provocative, staff will ask you to change.

Ward rules

7. No nightwear is allowed in the communal areas.

8. Bedroom corridors are often locked during group time but you may ask staff for access to your room.

9. Please do not discuss your care, treatment, medication or history with other patients as it may negatively affect their mental health.

10. No food is allowed in bedrooms. All food brought onto the unit will be placed in a fabric box with your name on it and put in the 'snack cupboard'. This is monitored by staff. Please note the **following snacks/drinks are not allowed** on the unit:

    - Energy drinks
    - Caffeinated drinks (you are allowed to have decaf coffee/tea)
    - Food containing excessive amounts of protein (protein supplements /shakes)
    - Seasoning (salt, pepper) The ISS Catering Team have this.

    Please only bring a reasonable amount of snacks onto the ward, if there are too many they will be taken away. Any food past its use-by date will be thrown away for safety reasons. If you bring in a home-cooked meal, please label it with the date it was cooked and the date it should be used by. We will throw it away after this date.

11. The hospital has a no-smoking policy. So smoking products, including cigarettes, matches, lighters, and tobacco, are not allowed on the ward. Staff trained in counselling that helps people stop smoking and nicotine replacement therapy are available to help anyone this affects.

12. People are not allowed to take pictures while on the ward, this includes photos of staff or other young people. We have a mobile phone contact that applies to all gadgets with Wi-Fi, or that can take photos (e.g. iPod Touch, music players, tablets and e-readers) as well as phones.

13. You can bring 1 blanket, 1 teddy and 1 set of bed linen from home. These items must be taken home once a week to be washed. They should stay in your room at all other times.

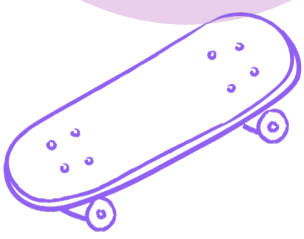
Mobiles

We have a mobile phone contract at KMAH which you are expected to read and sign on admission. On weekdays (Monday - Friday), we are allowed our phones outside of the therapeutic timetable from 4pm. This is our time to contact friends, play games, catch up with the news and watch most things on YouTube, (Current Wi-Fi has blocks on streaming services, though we are currently looking at a work around this, and hope to have in the near future). This is just a chill time that you can use to socialize and enjoy. We have to give phones in by 10:30 pm Sunday – Thursday and 11:00pm on Friday and Saturday.

If we don't give it back in on time it will not be charged overnight, and result in a 24hour phone ban. Same rules apply if you are using your phone inappropriately as set out in the phone contract, or for example:

- Watching inappropriate things
- Taking pictures of other young people, the ward and staff
- Playing music out loud which can distress other young people.





Therapeutic timetable

(Example)

07:15 - 08:15 - Wake up, get washed/dressed & tidy room, put laundry on
08:15 - 08:45 - Breakfast
09:30 - 10:00 - Community meeting
10:00 - 11:00 - Session one (OT or Education)
11:00 - 11:30 - Snack
11:30 - 12:30 - Session two (OT or Education)
12:30 - 13:00 - Lunch
13:00 - 13:45 - Lunch club
13:45 - 14:45 - Session three (OT or Education)
14:45 - 15:45 - Session four (OT or Education)
15:45 - 16:00 - Snack
16:00 - 17:30 - Free time - Phones allowed
17:30 - 18:00 - Dinner
18:00 - 20:00 - Free time
20:30 - 21:00 - Snack
21:00 - 22:30 - Catch up with night staff/free time
22:30 - Phones handed in, get ready for bed

There is an expectation for all young people to follow the therapeutic timetable on offer, we agreed to this as part of our admission to KMAH.

Weekends are different as there sometimes is sessions to attend by either OT or Nursing Team but mainly all free time. We also get our phones from 9am until 11pm.

The Group Programme

Example Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
07:30	Wake Up and Self-Care	Wake Up and Self-Care	Wake Up and Self-Care	Wake Up and Self-Care	Wake Up and Self-Care	Wake Up and Self-Care	Wake Up and Self-Care
8:15	Breakfast	Breakfast	Breakfast	Breakfast/ Individual OT Breakfast	Breakfast	9am Breakfast	9am Breakfast
9:00	Medication, room tidy and laundry	Medication, room tidy and laundry	Medication, room tidy and laundry	Medication, room tidy and laundry	Medication, room tidy and laundry	Medication, room tidy and laundry	Medication, room tidy and laundry
9:30	Community Meeting OT Led	Community Meeting OT Led	Community Meeting OT Led	Community Meeting OT Led	Community Meeting OT Led	Free Time	Free Time
9:45	Reading with Education	Education / OT Individual Sessions	Reading with Education	Education	Reading with Education	Ward Led Community Meeting	Ward Led Community Meeting
10:00	Aqua Education / Phoenix OT Group		Education / Ward Led Activities		OT Group	Ward Led Outdoor/indoor activities	Ward Led Outdoor/indoor activities
11:00	Snack	Snack	Snack	Snack	Snack	Snack	Snack
11:30	Aqua OT Group / Phoenix Education	Education / OT Individual Sessions	Education / OT Individual Sessions	Education / OT Individual Sessions	Education Pupil Voice	Ward led Board games	Ward led card games
12:30	Lunch	Lunch	Lunch	Lunch	Lunch	1pm Lunch	1pm Lunch
13:00	Education Lunch Time Group	Education Lunch Time Group	Doctor's Drop In Clinic / Education Lunch Time Group	Education Lunch Time Group	13:30 OT Group	Free time	Free time
13:45	Ward led Activities	Aqua Education / Phoenix Psychology	Dietician Group	Phoenix Education / Aqua Psychology		Ward led Art or patio time/grounds walk	Ward led Music room, patio time/grounds walk
14:45	Education	Phoenix Education / Ward Led Activities	Psychology Group	Aqua Education / Phoenix Psychology	14:30 Education		
15:45	Snack	Snack	Snack	Snack	Snack	Snack	Snack
16:00	Free Time	OT Dinner Group	Free Time	Free Time	Free Time	Free Time	Free Time
17:00	Laundry with Staff	Laundry with Staff	Laundry with Staff	Laundry with Staff	Laundry with Staff	Laundry with Staff	Laundry with Staff
17:30	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
18:00	OT Individual Sessions	Free Time	Free Time	Free Time	OT Individual Sessions	Ward Led Reading or listening to music	Ward Led Journalling and relaxation
19:00	Ward Led Quiz night	Ward Led TV night	Ward Led Just dance	Ward Led Wii games	Ward Led Movie night		
20:30	Snack and Reflection on Day	Snack and Reflection on Day	Snack and Reflection on Day	Snack and Reflection on Day	Snack and Reflection on Day	Snack and Reflection on Day	Snack and Reflection on Day
21:00	Get ready for bed	Get ready for bed	Get ready for bed	Get ready for bed	Get ready for bed	Get ready for bed	Get ready for bed
22:00	Bed	Bed	Bed	Bed	Bed	Bed	Bed

Groups

The Occupational Therapy (OT) team provide both group and individual assessments and interventions at KMAH. They use meaningful occupations/activities/tasks in a variety of ways with young people including creative sessions, psycho-education groups, physical activities, social and therapeutic horticultural activities and community trips. They can also support you with your sensory needs, creating routines, roles and occupational balance.



















Mealtimes

Weekday mealtimes are:

08:15 - 08:45 - Breakfast
11:00 - 11:30 - Snack
12:30 - 13:00 - Lunch
15:45 - 16:00 - Snack
17:30 - 18:00 - Dinner
20:30 - 21:00 - Snack

At weekends the times are slightly different



At 15:45 we can have our own snacks from our snack boxes, these are kept in the DVD Room. Staff will take us/bring what we request, within reason though.

All mealtimes at the hospital are what is called 'Protected Times' so no phone calls or building works on the ward. At main meals, most of the time staff from all over the hospital will come to eat with us. We also have themed days and do charity days with the ISS Team (they give us freshly cooked meals and also clean the hospital). One themed day was Alice in Wonderland, and we had themed tables and food. The staff dressed up too, face paint included!

In the morning we choose our lunch and dinner from the menu choices. Every 4 weeks these options change. We need to select them by 10:30am every day. Breakfast is a selection of toast, cereals and on Saturdays it will be a hot breakfast. If you don't like what's on the menu, you can ask for a cheese panini or a plain jacket potato.

Education

Education at KMAH is provided by The Rosewood School, please see the information pack that will come with this Admission Booklet, to know more about the Rosewood Team.

They are all so helpful and supportive with all things 'school' and they have so much to offer us as pupils.

"without them, I wouldn't have been able to sit my exams"

"Reptile days are the best"

"having time with the horses and sheep has been so good and I can see them on my walks with staff on the ward too"

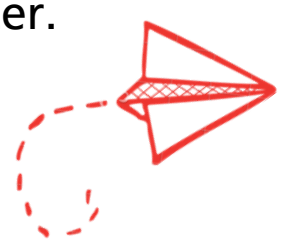
Meetings

Ward Round

Every week the team will meet to discuss your care and consider any changes around your care. This usual occurs on a Thursday (Tuesday if on the ED Pathway). For every ward round we can fill in ward round request forms which we can ask for leave or ask any questions. We can also raise if we have concerns on the ward and ask questions about our medication too. If you are unsure about filling it out, the ward staff can help support you. Once the team have discussed your care then you will be supported by a member of the ward team to a side room and join virtually or in person to discuss together. Sometimes this can be overwhelming but you can always use the staff for support. You do also have the option to decline. If you decline, staff will update you after but this will mean you wouldn't have the opportunity to discuss decisions as they are spoken about, which can be helpful to understand why decisions are made.

CPA

This stands for Care Plan Approach and is held approximately every six weeks. Every professional involved in your care meets to discuss your recovery and plan forward. You are of course involved in this too and will have the option to attend. Again sometimes this can be overwhelming but staff can support you if needed. You do have the option to decline also and staff will update you after.



Bedtime

We're allowed in our rooms from 4:00pm, but we are expected to be in bed by 10:30pm. It's important to warn you that staff will have to check on you throughout the night to make sure you're okay. The amount of times this happens throughout the night will be based on your observation levels.

Sometimes, if a member of staff cannot see you properly, they may have to come into your room. This is only to ensure your wellbeing.



Observation levels



The different type of observation levels include:

- **General** - you will be checked on 2 times in an hour (every 30 minutes)
- **Intermittent** - you will be checked on every 15 minutes
- **Enhanced** - you will have a staff member with you at all times. (this could be within arms length or eyesight)

Your level of observation will be determined by the team at KMAH. Your observation levels will be in place 24 hours a day.



How young people have felt

"Coming here was scary at first. But once I got to know the staff and got used to the routine, it's not as bad as you would think."



"Getting used to the rules is difficult. But the other young people and staff help. I also really like education and OT."

'Such a relief when other young people started talking to me'

''Everyone here is really kind and helpful and staff know what they're doing. Everyone is just really understanding'.



Visiting Hours & Leave



Grounds Leave

While you are staying with us, you may be offered grounds leave. This means spending time outside in the hospital grounds. We will talk with you first to make sure it is safe and a nurse will make the final decision.
If you are 16 or over, you can usually agree to grounds leave yourself. If you are under 16, we will usually ask your parent or carer too.
You may start with 5 minutes and build up to longer periods. At first, a member of staff will go with you. You may then be able to go out with your family.
Young people can only go out together when a member of staff is with them.
If you have any questions or worries about grounds leave, please talk to us.

Home Leave

We hope and expect you will go home at weekends as soon as you are well enough. This will be discussed and agreed with you and your parents or carers. When home leave is arranged, please keep to the agreed times.

While you are staying at KMAH, we ask your parent or carer to arrange transport to pick you up and bring you back from home leave. Sometimes we may be able to help with transport, but this is very limited and cannot be guaranteed. If you rely on KMAH transport, there may be delays and your leave may need to be changed or cancelled.

Dogs and other pets

Dogs and other pets can visit you in the hospital grounds by prior arrangement only. Please check with staff first.

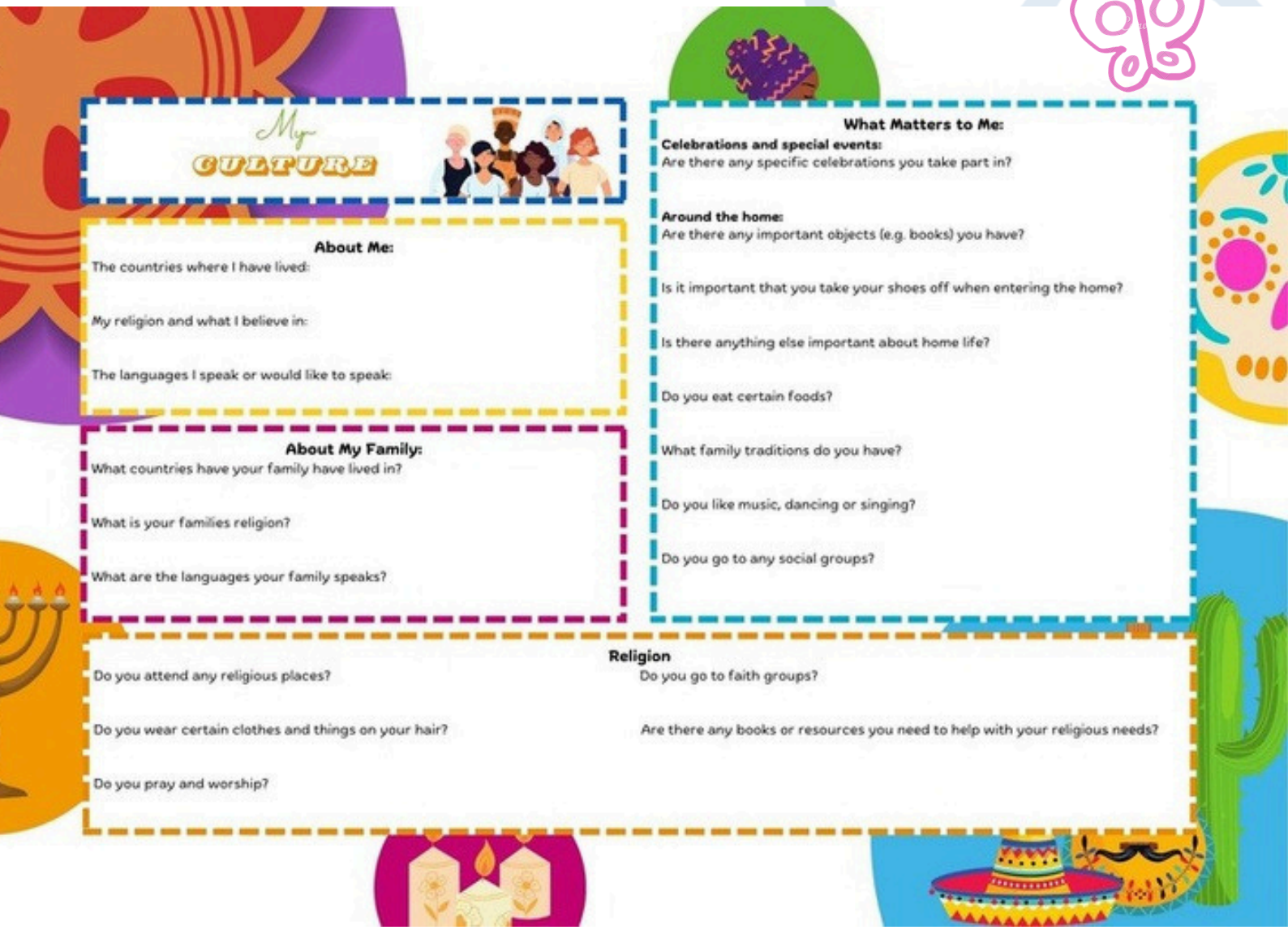
We have a Pets as Therapy dog that visits us weekly.





Culture Sheets

We want you to feel comfortable and understood at KMAH. Your culture sheet helps us learn what is important to you. You can fill it in on your own or with a member of staff.



You will find a large version of this sheet at the back of the booklet which you can use to complete. Thank you!

My CULTURE



About Me:

The countries where I have lived:

My religion and what I believe in:

The languages I speak or would like to speak:

About My Family:

What countries have your family have lived in?

What is your families religion?

What are the languages your family speaks?

What Matters to Me:

Celebrations and special events:
Are there any specific celebrations you take part in?

Around the home:
Are there any important objects (e.g. books) you have?

Is it important that you take your shoes off when entering the home?

Is there anything else important about home life?

Do you eat certain foods?

What family traditions do you have?

Do you like music, dancing or singing?

Do you go to any social groups?

Religion

Do you attend any religious places?

Do you wear certain clothes and things on your hair?

Do you pray and worship?

Do you go to faith groups?

Are there any books or resources you need to help with your religious needs?

Jargon Buster

During your stay at KMAH you will hear terminology you may not be familiar with.

Below we have listed the most common, however if there is any you are unsure about please ask a member of staff.

General Adolescent Unit (GAU): A specialist mental health inpatient ward that provides short-term assessment, treatment, and intensive support for young people age 12-17 experiencing a mental health crisis.

Anti-psychotic medications: A type of medication that is primarily used to treat psychosis but can sometimes be used within other treatment plans.

Antidepressant medication: Medication that is used to treat depression and some anxiety disorders by helping to balance chemicals in the brain that affect mood.

Mood stabilisers: Medication that is used to help control significant changes in mood.

Art therapy: A way of expressing difficult feelings through a creative process rather than thinking and talking.

CYPMHS: The acronym for Children and Young People's Mental Health Services. Formerly known as CAMHS.

Care-Coordinator: The member of the care team who will coordinate the Care Programme Approach and act as a key contact point for service users and their carers.

Care Plan: Your care plan explains what mental health support you need, your treatment goals and how we will help you. You and your family will be involved in decisions about your care.

Clinical Support Worker: Members of the nursing team who support qualified nursing staff to care for patients.

Health Care Professional (HCP): An umbrella term referring to the clinician that has been allocated to oversee a young person's care and treatment.

Early Intervention Service (EIS): A mental health team working with adults of working age who are experiencing their first episode of psychosis or are in the early. This is also referred to as EIP.

Care Programme Approach (CPA): A meeting in which the professional network, young person and parents come together to review care and treatment. This meeting can result in planning for discharge or further admission and treatment.

Clinician: Someone who provides care and treatment, such as a nurse, psychiatrist or psychologist.

Cognitive Behavioural Therapy (CBT): A talking therapy that helps understand how thoughts, feelings, and behaviours are connected, and teaches practical skills to manage challenges and improve their emotional wellbeing.

Consultant Psychiatrist: A senior medical doctor specialised in mental health. They are responsible for assessing patients, diagnosis, overseeing treatment and prescribing medication.

Forensic services: The service within mental health that support people who commit crimes while being mentally ill.

Family/Systemic therapy: A type of therapy that focuses on the relationships in your life and how they affect you. This can include your family and friends, your school and other organisations, as well as your relationship with things like emotions or food. It can also help you find better ways to communicate and deal with disagreements.

Formal patient: A person who is admitted to hospital under a section of the Mental Health Act 1983 (often referred to as "under section").

General Practitioner (GP): Local doctors based in the community.

Group therapy: A form of psychotherapy completed in a group setting.

Jargon Buster

Inpatient: someone who has been admitted to hospital.

Mental Health Act 1983 (MHA): A legal framework governing the treatment of people with mental illness in England and Wales.

MDT: The Multi-disciplinary Team.

Nearest relatives: The spouse, co-habitee, child or parent (in that order) that has certain rights in relation to having their relative detained under the Mental Health Act.

KMMH: Kent and Medway Mental Health Trust

Next of kin: The person nominated by the service user as their contact in case of emergency.

Occupational Therapist (OT): Person working to develop skills and confidence in everyday life, such as work, social and leisure activities and personal care.

Occupational Therapy Assistant (OTA): Support the OTs to lead groups and activities.

Outpatient: Someone who comes to hospital for an appointment to see a doctor, nurse, therapist or psychologist, but is not admitted.

Patient Advice and Liaison Service (PALS): Offers confidential advice, support and information on health-related matters.

Pharmacist: Someone with expert knowledge of medicines.

Pharmacology: The study of drugs and medicines, and their uses and effects.

EMDR therapy (Eye Movement Desensitization Reprocessing): A psychotherapytreatmentthatis designed tohelp people healfrom the symptoms and emotional distress or trauma, using side-to-side eye movements or bilateral stimulation.

DBT (Dialectical Behaviour Therapy: An evidence based psychoterapy that is designedto help people manage intense emotions, self-harm, nd relationship distress.

Psychological therapies: Also known as "talking therapies", is a way of helping people by talking through emotional problems with a trained psychological therapist.

Psychologist: Someone with a psychology degree and expertise in psychological therapies to help people with emotional or psychological problems

Psychosis: disorders involving distorted perceptions of reality – often with symptoms of hallucinations and delusions

Psychotherapist: A mental health professional who assesses and supports patients' emotional, behavioural, and psychological wellbeing. They use evidence-based therapies and psychological interventions to help individuals understand and manage their difficulties, promote recovery, and improve coping skills.

Psychotherapy: "Talking treatment" to help people to understand their mental or emotional difficulties and change behaviour, thoughts or emotions.

Social Workers: Supports patients with their social, family and safeguardign needs. They help individuals access appropriate services, advocate for their rights, assess risks, and work with families and agencies to promote wellbeing, recovery and safe discharge planning.

Talking therapy/treatment: General term for treatments that involve talking in individual or group sessions with a trained mental health professional.

Ward doctor: A trained doctor who is responsible for patients' daily medical care and for prescribing medication. They may stand in for a Consultant.

Informal patient: A person who is receiving assessment or treatment voluntarily and is not detained under the Mental Health Act.

