

Young People and Families Melville Inpatient Unit Welcome Information

Welcome to the NHS Lothian Child and Adolescent Mental Health Service (CAMHS) Melville Inpatient Unit Contents

Welcome to NHS Lothian Child and Adolescent Mental Health Service (CAMHS).

We hope that this welcome information resource answers a lot of the questions that you may have about the NHS Lothian CAMHS Melville Inpatient Unit. There may be questions that it does not answer, so please do ask a member of staff if there is any other information you need.

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What is the CAMHS Melville Inpatient Unit?

The Melville Unit is a Mental Health ward, where young people who are experiencing problems with their mental health & well-being are provided with treatment, care, and support. This can include lots of different mental health problems, such as eating disorders, depression, or psychosis. The CAMHS Melville Inpatient Unit is based on the ground floor of the Royal Hospital for Children and Young People (RHCYP) at Little France. There are 12 bedrooms in the ward and each room has its own toilet and shower facility.

At the Melville Unit we strive to create an inclusive communication environment, which is relevant to everyone.

This approach:

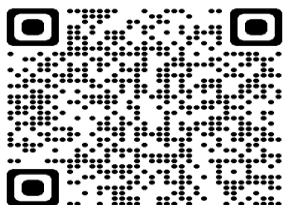
- Recognises that everyone uses many ways of communication.
- Encourages, supports, and enables everyone to use whatever ways of understanding and expressing themselves that they find easiest.

It does not relate only to a specific activity for a particular group. It is an inclusive approach which is relevant to:

- Everyone and in all situations, not just people with communication support needs.
- All modes of communication, e.g.,: face-to-face, telephone, photos, symbols, written, online.

The Melville Unit virtual visit

To take a virtual visit and see the Melville IPU, scan the QR code below or click on this hyperlink https://children.nhslothian.scot/departments-services/?_sft_category=melville-unit



What happens when I arrive?

When you are admitted to the Melville Unit, you will meet a doctor and a nurse. They will talk to you to find out about the difficulties that you have been experiencing and the reasons why you are being admitted to the Melville Unit.

You may be asked questions about:

- Your mental and physical health
- Your emotional well-being (e.g., how you are feeling).
- Who lives at home and what it is like for you at home.
- Your interests, hobbies likes and dislikes.
- Your thoughts and feelings on being admitted to the Melville Unit.

You are asked these questions so that the staff can get to know you and find out the best way to help you.

You will also be asked about your physical health and if you are taking any medicines. They will do some physical checks like taking your pulse, listening to your chest, and measuring your height and weight. As part of you being admitted to the Melville Unit, the doctor or nurse may need to take a sample of blood or urine.

Your parents or carers may be with you when the doctor and nurse meet with you, they may also ask to speak to you on your own (or your carers on their own).

You and your parents or carers will be asked to sign some forms when you are admitted to the Melville Unit. These forms are also known as “consent forms” to make sure that you understand why you have been admitted to the Melville Unit Inpatient Unit and that you agree to the care and treatment that is being provided to you.

A member of staff will show you round the Melville Unit, your room and introduce you to other members of the Multi-Disciplinary Team (MDT). Your family is welcome to visit, but unfortunately we are unable to have families stay overnight.

What should I bring with me?

- Bring the sort of clothes you feel most comfortable in. It is best to bring enough for at least a week. There is a washing machine and tumble dryer in the Melville Unit so you can wash your clothes
- You will need to bring your own toiletries and we can supply towels
- You might want to bring small personal items from home such as photographs to personalise your bedroom. Any items you bring in will need to be checked by staff.
- There is Wi-Fi at the hospital, and you can bring appropriate books, magazines, and personal devices such as laptops, tablets or reading devices. Your access to personal devices may be limited at times, such as when you go to bed at night or when you attend appointments
- Any electronic devices brought to the ward need to be safety tested or brought in new (in their original packaging) so staff can be sure the item is safe and not a fire risk. Please also make sure to bring your own chargers.

The hospital is not able to accept responsibility for anything that gets lost or damaged. If you do bring something valuable with you, please give it to a member of staff for safe keeping. You will be given a receipt and your property will be returned when you leave.

If you get pocket money you can keep a small amount in your room, but it is usually safer for staff to look after it for you.

At times, we may need to take personal items away from you to keep the unit safe for everyone. If we need to do this, you will be informed why we need to take this action and you will get your items back at a later date (if appropriate) or someone can take them home for you.

Can I bring my mobile phone?

Yes! You can bring your mobile phone and other electronic mobile devices, however for the privacy of all the young people on the unit, photographs or videos must not be taken and you can only use your phone in your bedroom. NHS Lothian has a mobile phone policy, which will

be explained to you, and you will be asked to sign a form that explains the rules about using phones.

We can offer to charge mobile phones and electronic devices overnight. This is because it can be difficult for staff to charge your phone during the day. In the Melville Unit we have a “sleep well” policy in place. At 10.30 at night, we ask you to hand in your phone so that you can get a good night’s sleep which is important for your mental health and well-being. For charging of devices, you will need to bring your own charger and we will encourage you to switch your device off..

Who will I meet?

The staff in the Melville Unit work together as a Multi-Disciplinary Team (MDT). This means that we are a group of professionals who all have their own roles, but we share responsibility for your care. You and your family will be invited to attend weekly review meetings with your care team. Weekly review meetings are the chance for everyone to think together about how things have been and review your care and treatment.

The people in your care team may include:

Nursing Team

The nurses and healthcare support workers provide the nursing care. There are a variety of different nursing roles in the Melville Unit. The different coloured uniforms worn by the nursing team reflect their clinical banding

When you are admitted to the Melville Unit, you will be allocated a registered nurse who will be your key worker throughout the duration of your admission. Your key worker will meet with you regularly to help to plan and co-ordinate your care. There may be times during your admission that your key worker will have planned leave. When this happens another trained nurse within the “care team” that you have been allocated to, will be your named nurse.

Medical Team:

The medical team are responsible for overseeing your mental health and physical health.

Psychology Team:

A member of the clinical psychology team can work with you and/or your family or carer to understand more about you and your experiences (like your thoughts, feelings, and behaviours) and think together if there are ways to make things better. This could include talking therapies or finding out more about what is going on for you through questionnaires or conversations.

Family Therapist

The family therapist meets with families to provide support during the admission in a way that is most appropriate to each family's unique circumstances.

Allied Health Professionals

Allied Health Professionals will provide you with a wide variety of additional care and treatment whilst you are in the Melville Unit. The Allied Health Professionals that may be involved in your care and treatment include:

Art Therapists

Art Psychotherapists (Art, Music, Drama) are psychological therapists who use creative interactions, as well as words, to build relationships. When feelings are confusing or overwhelming this approach can help you think about, make sense of, and communicate what is on your mind. You do not need any artistic skills to relate in this way.

Dieticians

Dieticians provide personalised and practical advice to enable you to be able to make appropriate lifestyle and food choices that will support your discharge.

Occupational Therapists (OTs)

Occupational therapists provide practical support and guidance that will help with activities (or occupations) that matter to you. These can include self-care tasks and managing routines, going to school or college, volunteering and doing leisure activities.

Social Worker

The social worker can offer a range of assessments, support, information and advice to children, families, and carers during admission, and where appropriate, at the point of discharge planning.

Teachers

A team of teachers are based in the hospital to support your learning and education.

Admin team

The admin team provide secretarial administrative services for Melville patients and staff and arrange all the meetings.

Students and trainees

As we are a teaching hospital, there will be students and trainees from all the professions noted above that may be part of your care team and involved in providing your treatment

Auxiliary Staff

There are other team members who help prepare your food and keep the unit clean.

Everyone who works in the Melville Unit wears a name badge that also has their photo on it. If you do not know somebody, you can ask to see their badge.

How are the decisions made about care?

When you are admitted to the Melville Unit, an Early Care Planning Meeting (ECPM) will be arranged for you within seven days of you being admitted to the Melville Unit.

The staff review your care and treatment every day.

There are weekly review meetings (WRM) where your care and treatment are discussed. You will be invited to attend your weekly review meeting along with anyone you want to come and support you. The staff involved in your care will attend your meeting. This can include people who work with you outside of hospital. In your meeting, you will be able to give members of your care team feedback, suggestions, and requests.

What happens at mealtimes?

Young people and staff eat and drink together in the dining room. Everyone is expected to attend meals to support their recovery and mental and physical health and well-being.

We request all young people be dressed for the day when they attend breakfast. Pyjamas are not allowed in the dining room.

Mealtimes are

Breakfast 08.30-9.00

Lunch 12.30-13.00

Dinner 17.00-17.30

Snack times 10.30-10.45, 15.00-15.15 and 19.15-19.30.

If you are vegetarian or need any special diet, please let us know.

If you are hungry or thirsty out with these times, please do let the staff know and they can arrange for additional snacks, food, or drinks for you.

Can I have visitors?

Yes! We know how important it is to see family and friends and NHS Lothian has a welcoming policy.

The care and treatment that is provided will include attending individual and or family appointments and groups.

We would encourage that any visits to the Melville Unit are out with clinical appointments and ward-based groups, as these are important treatment interventions that will promote your recovery.

Let your keyworker know if there are times when you do not want to have visitors.

Can I go out?

Unless you have been detained, you always have the right to leave hospital.

You may be able to go out for walks in the hospital grounds or beyond. We will recommend against passes that are not in your best interest.

If you leave the Melville Unit without permission, then it is our responsibility to inform the police who will return you back to the Melville Unit.

As part of your care and treatment you may get a 'pass' to go out or to go home. This can be for a couple of hours or longer. Passes are an important part of treatment and will be agreed at your weekly reviews.

On admission we recommend that you spend as much time in the Melville Unit. This will allow your care team to plan your individualised care, as it allows us to get to know you, complete a full assessment and ensure you are mentally and physically fit to be able to spend time at home or in the community.

Passes during the first two weeks of your admission are considered carefully. This will not affect your ability to have visitors and we would encourage family and friends to see you during your admission.

What about school?

There is a school on the 4th floor of the hospital which is attended by children and young people throughout the hospital. The school is divided into primary and secondary classrooms. During school terms we will do all we can to support your education. School is available for all school attenders. There are a limited number of subjects that are taught at the Little France School, but with your permission teachers will talk to staff from your school to make sure you are able to keep up with your work.

Education will be discussed at your Early Care Planning Meeting. Before you attend you will be given an opportunity to meet the teachers and visit the school.

What will I be doing while I am in the Melville Unit?

Besides school, you will also meet with different professionals and will be encouraged to attend therapeutic and activity-based groups to enable you to recover from your illness. There will be opportunities for you to rest and relax as well. There is an art room, a therapy kitchen, and a group room which can be used for groups, art, and relaxation. We also have a garden. .

We have a shared area that all young people can access. It has comfy sofas, a TV, and facilities to watch films, play games, and do arts and crafts.

How long will I be here for?

This is different for everyone, some admissions are for a few days, while other admissions to the Melville Unit may be longer.

From the beginning of your admission, we will be planning your discharge. The team will provide you with the treatment you need to help you to recover and return home as soon as possible.

Ward safety and locked doors

The doors on the unit are always kept locked. This is to keep everyone safe. This is a procedure, which is followed in many other wards that young people are admitted to throughout the hospital. This safety precaution ensures that no-one can access or leave the unit without staff knowledge.

All the staff access the Melville Unit using electronic swipe cards. This should not impede the movement in and out of the unit of any young person or their visitors.

NHS Lothian has policies in place for staff to follow if there is fire alarm activation to keep everybody safe.

My rights: What can I expect from CAMHS?

- To have your needs and values respected regardless of your age, disability, ethnicity/race, faith/ belief, gender, or sexual orientation
- To be involved in your care and treatment programme you will have at least one weekly meeting with a member of staff to review your care
- To voice your opinions about your care and to complain when you feel unhappy with it
- To have your complaint acknowledged and then answered fully within a reasonable time

- To expect all staff to act in your best interests, to stand up for your rights and to care for you, by helping you make the right decisions.

What are my responsibilities?

- To engage in the treatment that has been prescribed for you; this will include taking part in the unit programme and working with staff on your treatment
- To treat the staff and other young people with respect. Bullying behaviour is unacceptable
- The use of non-prescribed drugs, solvents, and alcohol is not allowed in the Melville Unit or anywhere in the hospital or grounds
- Posting information on social media about things to do with the other young people is not permitted
- Young people are not allowed to smoke inside hospital buildings or within the grounds. If you are a smoker, you can get help to stop. Ask a member of staff if you would like to know more about this

We ask that:

- You keep things that you hear on the unit private, unless you hear something that makes you seriously worried about your or someone else's safety. In that case, please speak to a member of staff
- You don't share information about other young people and their care.
- You do not post information on social media about things to do with the ward, staff, or patients.
- You treat all the staff and your care team with the dignity and respect we will treat you with.

Consent

All young people will be assessed to see if they are able to consent to decisions about their care. It might be that your mental illness affects your ability to make the best choices. A doctor will meet with you to see if you are able to make decisions about your care.

If you are unsure about consent and your rights, please ask a member of the team and they will be able to provide further information on this.

Definition of consent

Parent /Guardians cannot consent for a young person under 16 if they are believed to have capacity. If you are under 16 and do not have capacity, a parent/guardian can consent to some of your treatment (e.g., physical observations).

Consent means an agreement. In a health setting, you (or your parent or guardian if you are under 16 and lack capacity) must give consent before a doctor, nurse, or any other health professional can examine or treat you.

You can give consent if you can:

- Understand the treatment being recommended
- Understand what is involved

- Can think clearly about the advantages and disadvantages of having the treatment, any other available treatments, and no treatment
- Communicate your decision

You must be given enough information and time to make up your own mind without pressure from other people.

How to give consent

You will usually be asked to say whether you agree to staying in the Melville Unit and participating in treatment. Consent is often verbally obtained during conversations but there may be occasions when we ask you (or your parent or guardian, when appropriate) to provide written consent.

Consent in an emergency

In the event of an emergency, doctors can treat you without your consent if you lack capacity or are detained under the Mental Health Act.

Your care and treatment

The Melville Unit have the responsibility to ensure that the health care you receive should consider your needs and to ensure that care is provided to meet these. We will encourage you to take part in decisions about your health and wellbeing and will provide information and support for you to do so.

Sometimes, when people are very unwell, they are unwilling or unable to give consent to treatment. In some cases, you may be given treatment even if you do not want it.

Mental Health Act

If you do not agree to the treatment plan that is recommended to you, and all of several criteria are met, it is possible to legally make you stay in hospital, and for us to treat you against your wishes. This is covered by a law called the Mental Health (Care and Treatment) (Scotland) Act 2003. We usually just refer to it as 'the mental health act'.

Information is freely available to the public, but for ease the criteria are:

- Mental disorder – you have to have a mental health problem
- Risk – there has to be risk to your health, safety, or wellbeing, or the safety of another person
- Significantly Impaired Decision-Making Ability (Sometimes shortened to 'SIDMA') – the mental illness has to be affecting your ability to make decisions about the treatment of that illness
- Necessity – it has to be impossible to treat you without using the act (i.e., you don't consent)

There are some other criteria for specific types of legal order, but those listed above always have to be met.

Even if all criteria are met except one, the mental health act can't be used. This can sometimes lead to situations which don't make 'common' sense. An example is where a young person is at

risk of coming to harm, but doesn't meet the 'SIDMA' test, so the mental health act can't be used. Thankfully, that is very rare.

'SIDMA' isn't the same as having capacity. This often causes confusion for parents/carers and young people (as well as professionals!) SIDMA is specifically caused by a mental disorder, and only relates to the treatment plan. The criterion is either met or not.

Capacity is about a specific decision you need to make. While subject to an order under the mental health act, you can have capacity to make some decisions (even about your treatment), but not capacity for others. This can include decisions about who you want to visit and who you want us to share information with.

If the mental health act is used, you have several rights. These include getting help from advocacy, or a solicitor, at no cost. If you have capacity, your solicitor must 'take instructions' (proceed the way you want to legally) from only you, even if everyone else disagrees with your choice.

If you want to know more detail about how the mental health act works, you can ask a psychiatrist from your team to explain it more.

Requesting a second opinion

If you disagree with your diagnosis or treatment plan and can't reach an agreement plan with your treatment team, you can request a second opinion from another doctor by speaking to your keyworker or the medical staff on the unit. Although you do not have a legal right to a second opinion, the medical staff can try to and arrange this for you. You may also want to speak to the Mental Health Advocacy Service about this (further details below).

Will information about me be kept private?

The law says that anyone who has information about you must keep it confidential (private) unless you do not have capacity and we are worried about your safety; or we are worried about someone else's safety (regardless of your capacity). In the Melville Unit, we will respect your privacy and confidentiality, but to help us care for you best, we do share some information among your care team.

What else might you use my information for?

We may ask if we can use your information for training or research. If we do, we will always explain to you how we would like to use it and will ask for your permission first. Where possible, information is made anonymous before it is used for training or research.

Services also collect figures and statistics. This is called audit and evaluation and helps us find out whether a service is working well. This information is made anonymous when it is collected. This means that you cannot be identified from the information we use. Therefore, we do not generally seek permission if we use any of your information in this way

If there is anything about the sharing of information that you do not understand or that you would like to discuss, please ask a member of staff.

What is advocacy?

Advocacy helps you to make your voice stronger and to have as much control as possible over your life. Advocates do not work for the NHS or mental health services; they are independent. Anyone with a mental illness or a learning disability has the right to speak to an advocate.

An advocate is someone who will support you to say what you think, to understand what is being said and to make decisions. They will speak up for you if you do not feel able to speak up for yourself.

The Scottish Independent Advocacy Alliance offers independent advocacy support to. You can call them on 0131 510 9410 or email them at enquiry@siaa.org.uk

The Scottish Independent Advocacy Alliance is also available for parents and carers.

What support is available for my family?

There will be regular opportunities for family members to meet with your care team to discuss how you are doing and to ask any questions they may have.

Your family can also phone 0131 312 0033.

Due to clinical activity taking place on the ward it may be that staff ask for a convenient time to call family/carers back when they are more able to give family/carers the time they need.

Parent Support Group

There is a parents and carers support group that takes place weekly and is facilitated by members of the inpatient unit's team. This is a space for caregivers to meet and support each other as well as ask questions and seek advice. Please ask a member of the team for dates and times of the weekly parents and carers support group.

Family and Carer Support Groups

There are a range of family and carer support groups and services throughout Scotland. Ask a member of staff for information about what is available in your area and how to contact them.

Welfare Assistance

You and/or your family or carers may be entitled to claim benefits. Please speak to a member of staff who can advise you how you can seek welfare assistance advice.

There is also a fund called The Young Patient's Family Fund (2022). The fund can support families and carers with costs for transport and food while you are in hospital. Please ask our reception for a form or more details about this.

Accessing translation and interpreter services

If you or your family need help with written or spoken English, we will arrange for the services of a professional interpreter. We would not recommend that family or friends are used as interpreters.

Interpreters may be sought to:

- Assist in explaining your care and treatment, rights, and other specific information
- Ensure your symptoms and opinions are shared with the care team
- Support 1:1 time with staff

If the additional communication need is due to sight or hearing impairment, the Sensory Impairment Service can be utilised.

Statutory leaflets in many other languages and formats (e.g., Braille) can be made available where needed.

Spiritual care

Chaplains are available to provide spiritual care to you and your parents or carers. It does not matter which faith or religion you are, or even if you do not belong to any faith group. A chaplain can help you to contact a faith community or with other sources of support. Ask a member of staff if you would like to speak to a chaplain or call 0131 242 1990.

Please also let any member staff know if you have religious needs, for example if you need somewhere to pray. There is a quiet room available in the main hospital or space will be made available for you within the unit.

Fire alarms and other emergencies on the unit

Our staff, patient and visitors' fire action notice are in reception; this will provide you with full evacuation information.

Each Wednesday morning there will be a fire alarm test which will go on for a minute.

At any other time, if you hear a fire alarm and the sound is continuous this means there is a fire in our area and you should stand by to evacuate, the staff will be there to guide and reassure you. The staff will direct you to your nearest fire exit and assembly point.

When the fire alarm is intermittent this means the fire is not in our area and the Nurse in Charge will give you instructions and reassurance but will not evacuate at this point.

Staff wear pin-point alarms on them. This enables them to get assistance in any emergency. On occasions staff from other wards may attend the unit to assist if necessary.

The Royal Hospital for Children and Young People (RHCYP)

There is a large café on the 4th floor that can be accessed via the lifts and has an indoor and outdoor seating area.

Through in the Edinburgh Royal Infirmary, which can be accessed by walking directly through the RHCYP and into the building opposite, there are ATM's, a WHSmith, a Marks and Spencer's and a few other shops. There are also another 2 cafés that can be accessed.

Outside the hospital there is a wellbeing walk which is signposted and takes you along some of a cycle path heading out to Craigmillar Castle. This is a lovely walk on a dry day and is signposted all the way round.

The nearest shopping centre to the hospital is called Fort Kinnaird, which is approximately 10 minutes by car. There are many retail outlets, cafés, and restaurants here if you would like to visit with friends or family during a pass.

What happens when I leave?

While you are in hospital, your team will stay in contact with people who already work with you or who will work with you when you leave. We aim to hold a discharge planning meeting to prepare for leaving hospital. You and your parents or carers would be involved in this meeting and will work with the staff to come up with a plan for when you leave. Once you are discharged, you may be cared for by an outpatient or specialist team.

Making a suggestion, compliment, or complaint

We work hard to make sure you get the best quality of care, and we are always pleased to hear about what we are doing well. We also want to know if there are things that you think we could do better. If you tell us what you think about the care you receive, we can make changes so that the inpatient unit is better for you and for other young people. You can tell us about anything that is important to you.

You can speak to any member of your care team. If you want help to do this, just ask a member of staff or an advocate who can direct you to the Patient Experience Team if you wish to suggest, complaint, or compliment. You can also contact them directly on 0131 536 3370 or feedback@nhslothian.scot.nhs.uk and can have a look at their website at www.nhslothian.scot.nhs.uk/YourRights/PatientExperienceAndFeedback

What other young people have to say about the inpatient unit

'CAMHS is here to help when you're struggling'

'Nobody likes being in hospital but it's the best place to get help'

'You're living with other people, so you have to share. Don't just change the TV channel without asking'

'It's difficult because you miss home, but everyone is very kind and understanding'

'There are set times for snacks but if you're hungry tell the staff'

'There are groups such as art groups and Rec Group which all have different things going on, you can take part in lots of different activities while you are here'

'If you have any ideas about how you can be helped then tell the staff.'

Notes