

# Family Information Leaflet



**Top Tips on what to ask when your child has been admitted (or is to be admitted) to a secure hospital setting or an assessment and treatment unit**

**Written by Families for Families**

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## **Top Tips on what to ask when your child has been admitted**

This leaflet has been written by a group of parents from our Stronger Together Project.

All have lived experience of their child/young person being admitted into a hospital. At the time their child was admitted they felt that it would have been really helpful to have had some basic information to support them in the first 48 hours.

From our personal experience, we know how difficult this can be to go through. Having your loved one admitted to hospital in this way can be very distressing for the whole family and that's why we wanted to help.

We have developed a checklist to help you through the first few days that we feel may make it easier to get some of your questions answered about the process and keep you focused on the things that matter.

Developing a relationship and working in partnership with the professionals in the hospital will help with getting the best care for your child during the admission. We hope this checklist will help you navigate your way around this new and sometimes confusing situation. We recommend that you try and keep records as much as possible for future reference and it is always good to keep track of what happens, when, who and why.

Experience tells us that it is helpful to ask someone such as a friend, partner, or a professional you trust to help you fill this in.

## Pre-Admission

**Has your child had a pre-admission CETR** (Care, Education & Treatment Review)?

**Date of Pre-admission CETR:**

**Has there been a pre-admission Assessment from the Hospital?**

**Were you involved in pre-assessment?** Have you seen the pre-assessment?

**Reason for Admission**

**Will your child be admitted under a Mental Health Section?**  
If so, which one and do you know what this means?

**What information about your child is going with them?**

*Hospital Passport, One Page Profile, Wiki, other reports and assessments already completed, Communication Passport, PBS - Posiive Behaviour Support Plan*

**How will your knowledge (as parent carer) and that of your child's current support team be captured?**

**Has anyone sat with you and explained what is happening and why?**

If yes:

Who?

Their Role?

Their Contact Details?

**Will the Unit be using existing documentation to formulate your child's care plan?** If yes, do you know what documentation is being used?

## Local Contacts

### **CPA/Care Co-ordinator**

Name

Tel:

Email

### **Commissioner** (person paying for hospital bed)

Name

Tel:

Email

### **Social Worker**

Name

Tel:

Email

### **How will your child be transported to the unit?**

Type of Transport:

Who will go/went with them?

What is their role?

Does your child know that person?

Are you, or another person close to your child, able to go with them?

**Can you arrange for a family member or a support worker to support the unit to help them to get to know your child?**

If yes, when will this happen?

Date:

## About the Unit

**What is the place they are in called and what is the address?**

Name:

Address:

Ward Name:

Type of Ward:

Tel No:

**How will you know that this environment is suitable for your child and can meet his/her needs (Autism, mental health, learning disabilities)?**

The environment is suitable for...

**Is there a hospital welcome pack or admission booklet available?** If yes, have you received a copy?

**Are there any other family members/groups or forums you can get in contact with?** Someone to talk to?

**How many other young people are on the ward? Is it a mixed (male and female) ward?**

**Is there free access to bedroom or is bedroom locked during day?**

**What happens on arrival?**

**What's the daily routine?** Mealtimes, Bedtimes, etc

**What facilities are available on the ward**

**What can your child bring/not bring into hospital?**

**What can be the rules around phones and iPads? Social Media? Wifi?**

**How will your child's belongings be kept safe?**

**What are the policies around time off the Unit?** Community activities, appointments, home leave, etc.

**How often are MDT (Multi Disciplinary Team) meetings held?**  
Sometimes called ward rounds.

**Can families attend? How will you be supported & receive feedback?**



## Useful Contacts

Role	Name	Telephone	Email
Responsible Clinician			
Named Nurse			
Support Worker			
Support Worker			
Support Worker			
Independent Mental Health Advocate			
GP (whilst they are at the Unit)			
<i>Psychologist</i>			
<i>Occupational Therapist</i>			
<i>Speech &amp; Language Therapist</i>			

Responsible Clinician - also known as the RC. This is usually the psychiatrist with overall responsibility for Mental Health section, medication and leave).

Named Nurse. This is usually the person who will update you on decisions around your child's care.

Support Worker. your child may have a core support team working under the direction of their Named Nurse.

MDT (multi-disciplinary team). This is the group of clinicians that will be responsible for delivering your child's assessment and treatment and may include psychology, OT (occupational therapy), SALT (speech and language therapy).

## Visiting

**Can you be shown around the hospital?** When will this happen?

**Is there a family room for visits?**

**Will you be able to access your child's bedroom?**

**What time are visiting hours?**

**Are there protected hours (no visiting)?** e.g. lunchtime?

**Are there special arrangements for visits from family members under 18?**

**Are pets allowed?**

## Reasonable Adjustments

**Physical Health Issues?**

**Visual Supports?** i.e. pictures & roles of staff (and how they can be identified, e.g. some hospital staff wear different colour t-shirts according to their role), visual timetables, visual menus.

**Easy Read Documentation?**

**Environmental Adaptations to meet your child's sensory needs?**

**How will the Unit ensure continued involvement of current support staff who know your child well?**

**Religion, Faith and Cultural Adjustments?**

## Communicating with the Hospital

**Who will contact you when your child arrives at the hospital?**

**Who will contact you during their stay?**

**How will they contact you?** (e.g. email, telephone call)

**Frequency?** (e.g. daily at first, then every couple of days)

**Will your emails be acknowledged? Will there be "out of office" notifications?**

**What are staff shift patterns?** (e.g. do the staff working with your child change every 2 hours?)

**When can you meet the team?** (MDT and core support)

**How will you be informed following an incident?**

**How will your child be supported to keep in touch with family?**

## **Responsibility of Local Authority, Health and Educational Professionals**

**When and who will visit after admission, and going forward?**

**Will they see both your child and the MDT?**

**Who from local area will be attending your child's MDT meetings?**

**How will these people keep you updated?**

## **Education**

**Has contact been made with current school? Appropriate reports shared? (e.g. EHC Plan)**

**What involvement will your child's school have going forward?**

## Education Contacts

### Education - Hospital

Name:

Tel:

Email:

### Education - School

Name:

Tel:

Email:

## Discharge Planning

**How will you ensure discharge planning starts on admission?**

How will family be involved?

**Dates of planned meetings:**

**CETR** (within 2 weeks of admission)

**CPA** (Care Programme Approach - usually 6 weeks of admission)

**Discharge Planning:**

**Who needs to be present for these meetings?**

**List of contacts, helpful organisations and useful resources:**

**Meeting the Challenge - Mencap**

<https://www.mencap.org.uk/sites/default/files/2016-08/Meeting%20The%20Challenge%20support%20guide%202.pdf>

**For more information on Reasonable Adjustments see:**

<https://www.mencap.org.uk/sites/default/files/2018-06/Treat%20me%20well%20top%2010%20reasonable%20adjustments.pdf>