Welcome

Welcome to Cygnet, hopefully this booklet will tell you what you want to know about Cygnet Hospital Godden Green.

When I first got here I felt nervous, defensive and scared. I didn’t know what to expect, I think a booklet like this would have been really helpful.

My peers at Cygnet Hospital Godden Green made me feel welcome and relaxed and this made me feel much more comfortable.

Someone showed me around the ward, telling me where I could make a hot drink and where things were. In some Cygnet hospitals, existing service users act as buddies for new service users and they explain the ward routine and help you to settle in.
It really helps if we treat other service users and staff with respect and in a way that they would like to be treated. We want you to know that our hospital is a friendly environment and we are a community, we treat each other like family and turn to each other for support.

This booklet was produced by service users and staff together. We were all asked about what we thought should be included in it. We also had the opportunity to comment on the first draft and lots of changes were made.

Hopefully you will find Cygnet Hospital Godden Green helpful in your recovery. It is beneficial being here.

(This introduction was written jointly by service users and staff from a number of Cygnet hospitals following a series of meetings).
As one of Britain’s leading independent providers of mental health care, the nature of our business means offering **personalised care** to service users with psychological, emotional and addiction problems. We believe our experience in the provision of mental health services is **unrivalled**.

- Cygnet is the largest outsourcing provider to the NHS of acute and intensive care mental health services
- Cygnet is one of Britain’s largest providers of recovery focussed heroin detoxification services
- Cygnet is recognised by the NHS as a preferred provider of medium and low secure services throughout England and Wales

<table>
<thead>
<tr>
<th>13</th>
<th>17</th>
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<tbody>
<tr>
<td>The number of our clinics that care for acutely ill mental health service users suffering from a broad range of psychological and emotional disorders</td>
<td>The number of Cygnet centres operational nationwide</td>
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<table>
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<tr>
<th>1988</th>
<th>730</th>
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<tbody>
<tr>
<td>The year Cygnet was founded. We have built a business based on providing care with care</td>
<td>The number of beds we provide within our centres</td>
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Where to find us
Located on the eastern edge of Knole Park, Godden Green is an idyllic part of Kent, just 2 kilometres from Sevenoaks. Your team will work with you on how to access local amenities.

- Nearest shops (walking distance)
- Train timetable
- Bus timetables with routes
- Local library services
- Local General Hospital
- Local cinemas
- Areas of interest – sports centres, shopping centres
- Education establishments
Cygnet Hospital Godden Green

Cygnet Hospital Godden Green works on the principal that all people have the same value and the right to be treated as unique individuals. We aim to treat everyone with dignity and respect, including respect for diversity across culture, race, ethnicity, sexual orientation, religion and age.

We work in partnership with service users adopting a recovery based approach to our services. We believe that people should be enabled to develop their full potential in all areas of their lives, including social, leisure, community, work, and spiritual activities.
Care pathway
Your journey to recovery

We will support you along your care pathway as you leave behind the things that slow down your journey to wellness and recovery.

Cygnet staff will work in partnership with you on your journey to recovery.
First days

Welcome tour
One of us will greet you and show you your room where you can safely store your personal belongings. We will show you everything you need to know regarding bathroom, hot and cold drinks, TV, phone calls, smoking policy, sitting room, and introduce you to others when you feel up to it.

A member of staff allocated to you will be available to answer any questions you may have.

We understand that coming into hospital could be difficult and we will offer you the support and assistance that you may need.

Mental health
On arrival we will work with you to find a convenient time for a nurse and a doctor to assess you in private. We will discuss with you how you are feeling and together plan your stay.

If you come to Cygnet Hospital Godden Green because you have been detained under the Mental Health Act your rights under this Act will be explained to you.

You are able to appeal against your detention in hospital. You can do this by requesting a Hospital Managers’ Hearing and/or a First Tier Tribunal. You just need to ask your named nurse who will help you with this.
First days

Physical health
Physical health can affect how you feel generally. So with your consent, a doctor will check your physical health and may arrange routine checks such as blood and urine tests.

Please tell us if you are worried about your health. We’ll also ask you a few routine questions about your medical history in order to assist you and offer the best possible care.

Practical help
Please ask a nurse if you want to know anything about the ward or if there is anything you need help with.

If you come into hospital suddenly, there might be people you need to contact. We will make sure that you have the opportunity to make any necessary arrangements and discuss with you any issues which you need assistance with.
Your care
Who is involved in your care and recovery

Legal - Behind me: Solicitor or advocate who can support you with legal process related to your detention.

Commissioner - Behind me: Helping to manage the funding behind your care.

Me: I am at the centre!

Carers - Beside me: Friends, family, partners, and supporters who you would like involved.

NHS Home Team - Beside me: Helping to manage your care in the community.

Cygnet Team - With me: The multi-disciplinary team (MDT) at Cygnet Godden Green is here to help you and includes: consultant psychiatrist, ward doctor, psychology team, therapy team and a nursing team.
What do you need in hospital?

What should you bring?
You should bring with you what you need for day-to-day living. You will have room in your bedroom to store personal belongings but please be aware that space may be limited.

Valuables and money
We make every effort to ensure that all Cygnet Hospitals offer you care in a safe environment. We will provide safe and secure facilities for you to store your money and your valuables. There is also a service user safe available, and we have strict guidelines in place to protect your valuables. We advise you not to bring valuables or more money than necessary for day-to-day living.
What you shouldn’t bring

Restricted items
At Cygnet Hospitals we work on the basis of the least restrictive principle of access to personal property, however, there may be some restrictions on certain items. These items are referred to as **CONTRABAND** and details of the contraband items for your hospital will be provided to you. For your reassurance your property will be checked and recorded with you. Your property will be kept safely and securely until you are discharged.

Alcohol and illicit drugs
Alcohol and illicit drugs are not allowed on the ward. Illicit drugs will be confiscated and will not be returned on discharge.

Visitors under the influence of alcohol or drugs will not be admitted or will be asked to leave. In some circumstances Cygnet may request police involvement.
Ward facilities

Your space

Bedroom
You will have your own bedroom and do not have to share with other service users. All bedrooms have en-suite facilities which comprise of a basin, toilet and a shower.

Each bedroom has fitted furniture, and access to a small personal safe.

Appliances
You will be allowed some electrical items within your bedroom, but prior to these being used they will need to be PAT (Portable Appliance Testing) tested, this is to ensure they are safe to use.
Ward facilities

Shared space

Smoking
Whilst Cygnet Health Care do not promote smoking, we recognise this is a lifestyle choice for some service users. We provide outdoor smoking areas. Some wards have structured smoking times and these will be displayed on the ward.

For those of you who wish to be supported to give up smoking we provide a smoking cessation programme.

Telephone
There is a pay phone for service users to use. If there are restrictions on the use of the pay phone these will be set out in the Ward Handbook.
Ward facilities

Shared space

Food
Every Cygnet hospital has its own on-site kitchen where appetising meals are prepared daily by the catering team. We have regular themed food days and you will have the opportunity to influence the menus at your hospital through the Service User Involvement Group.

All menus take into account dietary needs and respect cultural and religious requirements.

Internet
Every Cygnet hospital has internet access in designated areas. If you want to have access to the internet you will need to agree this with your MDT.
Photo gallery

Entrance

Dining Area

Gardens

Activities Session
Photo gallery

Bedroom

Coaching Kitchen

Recreation Area

Communal Area
What happens on the ward

Assessment period
When you arrive at your new hospital there will be an assessment period, where you get to know us and we get to know you. During this time you may be required to undertake some assessments these will be completed with your named nurse and other members of the MDT. This will enable us to ensure that you get the treatment package which is most suited to your needs and to ensure that your hospital stay is as short as possible. If you want further information about the reason for these assessments please ask your named nurse.

You may already have a hand held Patient Portfolio, which will include documentation about your personal journey to recovery. You should bring this with you when you come into hospital. If you don’t have a Patient Portfolio don’t worry as your MDT at Cygnet will help you to produce one.

Ward round
On a weekly or fortnightly basis you will have the opportunity to meet with your MDT to discuss your treatment, progress and future plans. You have the right to know who will be at the meetings and can request a smaller group if you find it more useful.
What happens on the ward

Medication
We will provide information on any medication prescribed. Your doctor and a pharmacist can be accessed should you wish to seek further information. Any changes to medication will be discussed with you, your Responsible Clinician and clinical team.

Activities and therapies
There are a range of activities and therapies available at every hospital and we will work in partnership with you to design an individualised therapy plan that will support your recovery.
### Example therapy timetable

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<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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<tr>
<td>08.30 - 09.00</td>
<td>Breakfast</td>
<td>Breakfast</td>
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<tr>
<td>10.00 - 10.15</td>
<td>Planning Meeting</td>
<td>Planning Meeting</td>
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<tr>
<td>11.00 - 12.00</td>
<td>Lunch Cookery</td>
<td>Psychology Group</td>
<td>Express Yourself</td>
<td>Breakfast Club</td>
<td>Leisure Time/Community Activity</td>
<td>Leisure Time/Community Activity</td>
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<tr>
<td>12.00 - 12.30</td>
<td>Lunch</td>
<td>Lunch</td>
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<tr>
<td>13.00 - 14.00</td>
<td>Badminton Group</td>
<td>Recovery Star</td>
<td>Out and About</td>
<td>1:1 Sessions</td>
<td>Leisure Time/Community Activity</td>
<td>Leisure Time/Community Activity</td>
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<tr>
<td>15.00 - 16.00</td>
<td>Ward Round</td>
<td>Gym Session</td>
<td>Relaxation</td>
<td>Leisure Time/Community Activity</td>
<td>Leisure Time/Community Activity</td>
<td></td>
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<tr>
<td>16.00 - 17.00</td>
<td>Ward Job Pay</td>
<td></td>
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<tr>
<td>17.00 - 17.30</td>
<td>Dinner</td>
<td>Dinner</td>
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- **OT**
- **Psychology**
- **MDT**
- **Nurse**
- **Activity Co-ordinator**
- **Advocacy**
- **Self Directed Activity**
Visitors, advocacy and leave

Cygnet understands the important role that friends and family can have in helping you on your journey to recovery. There are rules about visits which must be observed for your safety and the safety of others.

Visiting times are flexible but must be booked in advance. Visits should not be booked during therapeutic groups.

Further details about arrangements for visitors can be found in the Ward Handbook.

Advocacy
There is an advocacy service that is free, confidential and independent from the hospital. The advocate can provide support and help to get your views and choices heard, or improve your confidence to speak. You can contact them or ask staff, to contact them for you.

Leave
Leave may be granted while you are in hospital this is different depending on whether you are a ‘formal’ (detained under a section of the Mental Health Act) or ‘informal’ (voluntary admission) service user.
Diversity

Religious observance and spiritual needs
A number of local spiritual leaders are able to come to the ward to meet you if that would be useful to you. If you require a particular item for your devotional practices, ask the nurses to help you.

Cultural preferences
There may be dress or codes of behaviour that are important to you and to your family. Staff on the ward will have some knowledge of these practices and will discuss your needs with you; however they may not be aware of all your requirements. Please let them know what you need and they will do their best to make sure that your preferences are respected.

Translation services
Cygnet Hospital Godden Green has access to a variety of interpreters in most languages. If you are a relative/friend of a service user who has limited English, please advise the staff of their needs.

Interpreters can also be arranged for people utilising British Sign Language.
At first: I was very nervous, but also quite excited as it was something new. I had mixed emotions.

After a few days: I found the ward welcoming and quite settled and I found the patients welcoming too. After a week or so I felt like I did not need to be here but as time has passed I now know it’s been beneficial.

This helped me: distraction, support from peers and staff. Don’t be scared to ask. I find the therapy timetable good as it works as a distraction.
At first: I felt scared, alone, worried about the new environment. Following admission I was isolative and kept to myself.

After a few days: I felt more comfortable but thought that I could have been told about contraband items as I could have brought more belongings to help me settle in faster. I was bored until the therapy timetable started. It is beneficial being here.

I say: Don’t be isolative; seek support from staff or peers.
I found that: it is good to distract myself by listening to music, tidying my room and seeking support from staff and peers.

About Recovery: So I feel like one of the lucky ones, and you could be too if you put in the time and effort and let the Recovery Star turn your life around.
When I was first told that I was moving to Cygnet I thought that I would have to start from the beginning again. It was something that I didn’t relish…I was very anxious about the move as I didn’t know what to expect when I got there.

There were various of things that I needed to ask about like; what happens to my property, when can I get Section 17 leave, what sort of occupational therapy do they have, what happens about medication.