

# Information for Family, Friends and Carers

Cygnet Hospital Woking

Low Secure Inpatient Wards

(Greenacre Male Ward & Oaktree Female Ward)



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## Who are we?

Our low secure wards aim to balance the needs of therapy and security while preparing service users to lead full and independent lives in the community. Our **comprehensive care plans are tailored to each individual's needs and are regularly monitored and updated through the Care Programme Approach (CPA)**. Both wards provide an extensive therapy programme incorporating Medical treatment, Psychology, Occupational Therapy and social activities. Both wards operate a locked door policy. This means that service users cannot freely leave the building unless this has been agreed with the multi-disciplinary team.

Our teams across our secure services support a focus on recovery, reducing the time people have to spend on the ward. Minimising length of stay is a key focus and our secure wards benefit from being part of our integrated pathways of care, which aim to smooth transitions and shorten lengths of stay. These pathways include our on-site female mental health rehabilitation service, Picasso Ward, and our neighbouring male mental health rehabilitation service, Cygnet Lodge Woking.

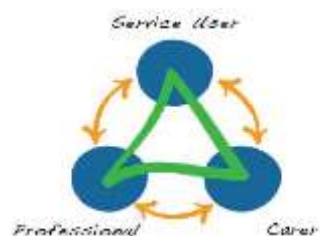
**Oaktree Ward** is our 11 bed female low secure service, where women can receive assessment and treatment for mental illness; we can also work with women who need more intensive rehabilitation. We provide care for women who may have complex needs, co-morbidity and those who may experience behaviours that challenge

**Greenacre Ward** is our 18 bed male low secure service. Men on Greenacre may experience behaviours that are challenging, including self-harm or aggression and may be considered a risk to others or have been involved in the criminal justice system.

## The Triangle of Care

The Triangle of Care guide was launched in July 2010 by The Princess Royal Trust for Carers (now Carers Trust) and the National Mental Health Development Unit to highlight the need for better involvement of carers and families in the care planning and treatment of people with mental ill-health.

This is a therapeutic alliance between carers, service users and professionals. It aims to promote safety and recovery and to sustain wellbeing in mental health by including and supporting carers. Cygnet Woking is committed to using this approach



# Meet the Team

Our low secure wards are supported by their own multidisciplinary team (MDT) that works to provide our service users with the best quality of care.

The staff team includes: a Consultant Psychiatrist (Responsible Clinician), Associate Speciality Doctor (Ward doctor), Ward Manager, Nurses (RMN's), Support Workers, Psychologists (Forensic/Clinical & an Assistant), Occupational Therapist (Qualified & Assistant) and a Social Worker.

## Consultant Psychiatrist

A medically trained and particularly experienced doctor in mental health who has completed specific additional training who provides a diagnosis following a period of assessment/ evaluation and prescribes psychiatric medication. The consultant psychiatrist has the role of Responsible Clinician (RC) under the Mental Health Act and provides information and advice to statutory bodies including the courts and mental health tribunals regarding service user care and treatment.

## Speciality Doctor

Support the Consultant Psychiatrist and ward staff by completing physical and mental health assessments, order and interpret laboratory results.

## Ward Manager

The ward manager is the most senior nurse in charge of running the inpatient ward.

## Nurses - Primary, Associate and Allocated Nurses

Trained mental health nurses work on each ward. Nursing staff are responsible for meeting with individuals to review their health and anything they might need on that day. Each ward shift is co-ordinated by a Charge Nurse who is the most senior nurse for the shift.

## Mental Health Support Workers (MHSW), Graduate Mental Health Workers and Student Nurses

The delivery of nursing care is supported by a team of additional workers and professionals in training who also provide care with mentoring and supervision by registered professionals.

## Psychologists

The Psychology team includes a Clinical, or Forensic Psychologist and an Assistant Psychologist. At times we also have Trainee Psychologists and psychology students. Psychologists provide individual and group therapy. Psychologists can also refer to appropriate psychological therapy services in the community upon discharge.

The psychology team offer support to carers through the organisation of the quarterly Family, Friends & Caregiver (FF&C) events

## Occupational Therapists (OT's)

The OT team includes Qualified OT's, OT Assistants and OT students. OT's work with patients to help them carry out every day activities that they need or want to do in order to manage at home and in the community. This may include domestic tasks such as cooking, leisure pursuits and linking in with social and vocational resources. The OT's will work with people to identify which skills they would like to develop and agree a plan to help achieve their goals with moving on from hospital.

## Social Work

The social work team is made up of qualified social workers and social work assistants. The social work team provides support to patients to enhance financial wellbeing including access to benefits, advice and support with debt often working alongside relevant agencies including advocacy, Citizens Advice Bureau, housing, community teams to achieve this. They have a role in promoting family contact and contact with wider support networks in home locations as well as including these relevant people in a holistic assessment to understand the social circumstances of patients.

The social work team are also here to assist families or carers to understand any legal role they may have under the Mental Health Act as well as signposting **carer's to specific support** – both emotional and practical. Further to this the team can provide advice and guidance on legal issues such as Mental Capacity Act, Children Act and Care Act and take an active role in supporting discharge planning to promote a timely discharge from hospital. The Social Work team also take a lead role in Safeguarding Adults and Children, being the point of liaison between the patient and other relevant agencies in order to promote the wellbeing of those at risk of experiencing harm or abuse.

## Am I a Carer?

The word "carer" refers to a friend, relative or partner of a service user. A carer may provide practical or emotional support to the service user. They may or may not live with the service user.

The legal definition of an adult carer according to Section 10 of Care Act (2014):

***“someone 18 or over who provides, or intends to provide, care for someone but is not contracted to provide care or provide the care as formal ‘voluntary work’”***

You may not want to consider yourself a carer and call yourself a parent, partner, relative or friend instead. We use the term carer to cover all family and friends who provide significant support to a service user. It is the word used in government policies, law and by professionals so there may be benefit in recognising that it applies to you even if you choose not to use it.

## What are Carers rights ?

As a carer, you have legal rights and entitlements. These rights include:

1. The right not to provide care ... No adult is obliged to care for another adult, not even a spouse. Parent Carers have a duty to care for their own children under 18.
2. The right to a separate Carers Assessment where there is an appearance of need (this is no longer dependent upon the carer providing regular and substantial care or on the carer making a request)
3. The right to services and support from the Local Authority if they have been assessed to have their own eligible needs as a carer (Care Act 2014 & Children and Families Act 2014)
4. The right to be involved in the process of hospital discharge (NICE guidance 2015; Regulations accompanying the Care Act 2014 reinforces right to Carers Assessment; Surrey NHS Carers Care Pathway)
5. The right to be supported to get back into employment or remain in employment (Employment Relations Act 1999; Work & Families Act 2006; The Equality Act 2010; The Care Act 2014)

Many carers can now expect to be identified as a carer by their GP practice via Carer Registration Scheme (Modernising Health and Social Services White Paper 1998)

## What can I do to support myself?

Supporting your relative/loved one whilst they are in hospital and/or during times of crisis can be a very difficult period for carers. Sometimes a crisis episode can be building and carers can already be exhausted by the time services intervene. As a carer you may then be faced with a variety of emotions during these times, such as worry, relief, guilt and sadness.

During these times it is essential that you look after your own health and wellbeing. We have found that often carers report that their main priority is their relative/loved one (service user), thus often neglecting their own needs. Here are some key things that may help during these times:

- Try to eat regularly and exercise when you have the opportunity
- Monitor your sleep and ensure you have enough rest
- Try to give some time to yourself to do things you enjoy
- Balance your daily activities and try to cut down on non-essential tasks
- Seek support from friends, family, or join a local support group
- If you begin to feel low, you can speak with your GP - Talking therapies are often available via your GP
- Try not to put too much pressure on yourself



## Why is my family member/ friend here?

Your family member has been referred to our service so that they can be supported to move back into the community. We offer an environment where people can learn and understand from their past behaviours, develop new ways of dealing with their feeling and emotions and learn new skills to support them when they leave hospital.

Whilst your family member is here, they are detained under the Mental Health Act 1983 (amended 2007).

## How will my family member/friend be supported in their recovery?

Recovery is a uniquely personal journey empowering individuals to live life with purpose, meaning and hope for the future. Recovery can mean different things to different people and there are a number of ways in which the service user can take an active role in their own recovery journey.

We aim to support your family member/ friend to take back control of their life, which is an important aspect of recovery. They will be supported to identify what helps them stay well, how to manage their ups and downs, how rises can be managed and how they can use their support network to maintain their

## Maintaining contact with my family member/ friend

We recognise the importance of maintaining relationships during the recovery process and actively encourage and provide our service users with the opportunity to do so. You can contact your family member/friend in the following ways:

- Phoning the ward phone and asking to speak to your family member/friend
- Phoning/texting your family member/ friends' mobile phone (if assessed to be able to have one on the ward)
- Email (if assessed to be suitable)
- Letters/ Parcels
- Visits

Please note that your family member/friend is unable to use social networking sites whilst on the ward, however, they are able to access these whilst on leave & in the Recovery Corridor.



## What can I do to help my family member/ friend during their admission to hospital?

It can be difficult to know how best to support your relative/loved one during times of crisis, especially if you see them experiencing acute distress, self-harm, extreme changes in their behaviour or suicidal thoughts. These are some key things to keep in mind during these times:

- **Mental health charities** can provide information on how best to support individuals. Unfortunately however there is no "one size fits all" solution
- It may be useful to **note the helpful and not so helpful approaches** you have already tried in supporting the individual
- Sometimes, it is valuable to **understand the individuals diagnosis** and how mental health problems affect them
- **Keep a note** of their medication, changes to treatment and any questions you may have for the professionals involved in their care
- Sometimes **keeping a diary of all appointments** and meetings can be helpful
- When possible **encourage** the individual to continue to do shared daily activities with you (where possible)

We recognise the importance of working collaboratively with family, friends and/or carers to support the recovery and wellbeing of our service users. Our service users are actively encouraged to invite individuals from their social network, where they feel appropriate, to various parts of their care planning. This may include:

- Attending **ward rounds**
- Attending **Care Programme Approach (CPA) meetings**
- Attending **Managers Hearing Meetings and Tribunals**
- Attending **health appointments**
- **Providing history/background information** about your family member/friend
- Requesting or agreeing to **Home visits**
- Engaging with **family sessions or assessments** with either psychology or occupational therapy
- Attending **Family, Friends & Caregivers (FF&C) events**
- Meeting your family/friend **during agreed leave**
- Completing the **Cygnnet Family and Friends Satisfaction Questionnaire** (<https://www.surveymonkey.com/s/family-and-friends>)

## Ward rounds

Ward rounds are held fortnightly. The ward round includes the Consultant, ward staff and if appropriate community professionals (e.g. the service users care coordinator). The ward round aims to develop care plans and move patients towards discharge.

Ward rounds can sometimes feel daunting for both carers and service users. Service users can be supported in ward rounds by a MATRIX advocate who is independent from those providing their care.

You are welcome and encouraged to attend ward rounds if the service user agrees. If the ward round times are unclear or if you need to attend at a specific time during the week please telephone the ward. You can also request to speak on a 1:1 basis if necessary before a ward round.

## Advocacy

An advocate is someone who can both listen to your family member/friend and speak for them in times of need. They may help to access relevant information or attend meetings or interviews with your family member/friend. Advocates can write letters on behalf of your family member/friend or speak for them in situations where they don't feel able to speak for themselves



Independent Mental Health Advocacy (IMHA) services within Cygnet Woking are provided by Matrix SDT an independent organisation. Staff from Matrix SDT visit the wards regularly to offer individual, confidential support. Every service user is entitled to a free, independent and confidential advocacy service.

## Confidentiality & Information Sharing

We recognise the importance of information sharing between service users, professionals and yourself (as noted in the Triangle of Care). However service users must consent to information being shared with you, and this may vary. For example, they may choose to share information about their diagnosis and care plan with you but not more sensitive, personal information. We understand that it can be upsetting and worrying when service users decide to withhold information from you, and we consciously review this service users, as this decision is likely to change during their admission. We at Cygnet Hospital Woking aim to support you during these times.

Clinical teams will be ready to focus on aspects of care which specifically relate to you (e.g. overnight leave from hospital if you live with the service user). Clinical staff have a duty of care to disclose any appropriate risk information with you following a risk assessment.

Although we may not always be able to share information with you, we do welcome any information provided by you. You can provide 'third party information' which is kept confidential and not disclosed to service users. Service users cannot prevent clinical staff from receiving information from carers.

Top tips for sharing information between you and staff:

- Share your views on your own needs as well as the services users.
- Inform the clinical team of the areas of care you wish to be involved in.
- Always state if you want anything you say to be kept confidential.
- If you wish to discuss issues or concerns with senior staff, please ask for this. Appointments with senior staff may need to be booked in advance. Any written information provided by the carer in advance of discussion is welcome.

## Treatment Pathway

Our secure wards offer a treatment pathway which provides three core treatment phases:

1. Assessment in safe and supportive environment
2. Treatment and engagement
3. Recovery and rehabilitation

The final pre-discharge stage focuses on recovery and rehabilitation work and includes daily living skills, offence related work and further psychological interventions. In this phase service users make significant use of community placements and services.

We use a model of treatment based on the principles of the recovery model of care including psychological therapies, occupational therapy, social therapy, physical healthcare and medication. Risk assessment tools are used and a clinical formulation is developed to inform the management plans for each patient.

## Hospital leave

Your loved one/relative may be granted Section 17 leave following a risk assessment. For some service users this can only be granted following approval from the Ministry of Justice. Initially, service users will be offered 'escorted leave' which means a staff member will accompany them whilst they are on leave. Over time, the amount of leave they are granted is likely to increase, as well as being granted unescorted leave, with the aim of helping the service users to prepare for discharge.

Sometimes carers may accompany their loved one/relative whilst they are on leave. This can be useful to support and maintain the service users usual day-to-day activities. If there are any special events that require additional leave, please speak with ward staff so this can be discussed with the multidisciplinary team.

## We are Smokefree

Cygnets is dedicated to the recovery of our service users physical health and not just their mental health, as such Cygnets Woking has been a smoke free service since 4th January 2017. Service Users, staff and visitors are not permitted to smoke in the hospital or on hospital grounds. Nicotine Replacement Therapy (NRT) is provided for service users and disposable e-cigarettes are permitted.

# Visiting the Ward

Family, friends and carers are an important part of our service user's lives. Greenacre and Oaktree ward both actively encourages visitation from anyone who would like to visit.

*Prior to visiting* - We ask for 24 hours-notice when planning a visit. This is to allow us to assess the service user to ensure that they are comfortable with the visit and we can confirm room availability Furthermore it means that planned sessions and activities can go ahead as normal. All visits are booked at the discretion of the nurse in charge.

Visiting times are as follows:

10am - 6pm

Due to protected times for meals and medication, we cannot facilitate visits between 12:30 - 13:30 and 17:00 - 18:30

If you wish to visit outside of visiting times please arrange this with staff prior to your visit.

The hospital has a written policy on the arrangement for patients receiving visits from children. In some cases visits from children may require an assessment by our social worker prior to them being able to visit. A visit by a child should only take place following a decision that such a visit would be in the child's best interest. All children's visits must be booked and approved in advance.

There is a dedicated visitor's room for your visits. Visits may need to be supervised, more so when the service user is new on the ward or there may be other factors that call for this. In such cases a member of staff will/ may sit outside of the room, observing the visit. This is purely for safety and is not usually the case.

Gifts are welcome for service users, where appropriate. We do have a contraband list and we ask visitors to not bring any items listed as contraband. The contraband list is available in this booklet, however this list is not exhaustive. These items are contraband to ensure the safety of our service users, staff and visitors to the wards. Visitors may be asked to consent to being searched on entry to the ward.

Sometimes visitors may be refused entry if they behave in an abusive or threatening way, or seek to bring banned items such as drugs onto the ward.

*Day of visit* - On arrival to Cygnet Hospital Woking you will need to walk around to the reception area, and press the buzzer and await to be let in. On entering, please inform reception staff who you are there to see and for which ward.

Please sign in the visitors book and obtain a visitors badge and locker key from reception. You will also be asked to store your personal items in the locker (e.g. mobile phones with camera/recording capabilities). If you are taking items onto the ward to give to your loved one, you may be asked to allow us to search your bag to ensure no such items are there. This is a safety and security measure for you and the people on the unit.

## Restricted / Prohibited Item List

Cygnets Hospital Woking is a Secure Mental Health Hospital and as such we embrace the principle of least restriction for our service users. We review our **“blanket restrictions” regularly to ensure that any restriction is necessary and proportionate.**

All Service users, staff and visitors are entitled to expect that Cygnets Hospital Woking will provide a safe and secure environment whilst they are within the building.

Due to the hospital being secure we do not allow access to some types of items. These items below are not allowed because it would not be safe for them to be used in this environment:

### Prohibited

- ⇒ Pirate DVDs and CDs.
- ⇒ Cameras and visual recording equipment or devices.
- ⇒ “Hardcore” or “extreme” pornographic material (Non BBFC rated films).
- ⇒ Flammable materials such as explosives, petrol and lighter fuels.
- ⇒ Firearms or imitation firearms. Other weapons including knives and baseball bats.
- ⇒ Alcohol of any kind including hand gel.
- ⇒ Prescribed and non-prescribed medication.
- ⇒ Illicit or illegal drugs including legal highs.
- ⇒ Tools of any sort e.g. screwdrivers, hammers, scissors, blades, nail files, cutting tools, any kind of needles/pins/staples or anything with a sharp edge.
- ⇒ Blu Tack, adhesive putty and chewing gum
- ⇒ Non-breakable lanyards
- ⇒ Foil, Plastic bags and Clingfilm
- ⇒ Cans (Food or drink). Glass including bottles, jars, mirrors, photo frames
- ⇒ MP3 players\ iPod's with voice recorders or cameras
- ⇒ Personal bedding or curtains

## Restricted

Restricted items are items where access is controlled and maybe directed according to policy and individual risk assessment.

- ⇒ All computer equipment and storage devices, this includes handheld computers, laptops and personal organisers
- ⇒ Non hospital issued mobile phones and SIM cards
- ⇒ All toiletries including aerosols and rollerball deodorants'
- ⇒ Lighters should be stored in the nursing station and when going on Section 17 leave handed to patients. On return from leave, lighters must be handed back to staff and stored appropriately.
- ⇒ Soft pornographic materials (BBFC rated movies)
- ⇒ Cigarettes or other tobacco products including E-cigarettes (to be kept in Nursing Station).
- ⇒ Caffeinated drinks including stimulant energy drinks, such as Red Bull.
- ⇒ Disposable razors
- ⇒ Batteries
- ⇒ Hair dye and hair removal creams
- ⇒ All solvents (nail polish and remover)
- ⇒ Games consoles
- ⇒ Scissors
- ⇒ Sewing or knitting equipment
- ⇒ Stringed instruments
- ⇒ Hair clippers
- ⇒ Bank cards, cheque books and money
- ⇒ Videos depicting extreme violence
- ⇒ Wooden or metal coat hangers

This list is NOT exhaustive. Items other than those above that are brought into the hospital may be assessed as being potentially compromising to the security of the Hospital or to the safety of staff and service users. In instances such as this, these items will be removed by Hospital staff and stored in lockers for the duration of the visit.

Items can be added or removed at staff's discretion and are based on individual as well as environmental risk assessment

There are some items that are only allowed after checking or have to be kept in a special area.

# Compliments & Complaints

At Cygnet Woking we strive to provide the best service possible. Whether it be from our service users or their families, friends and/or carers. We welcome all types of feedback, both positive and negative. If you feel you want to make a comment, a compliment or a complaint then please feel free to do so.

It is possible for you to voice your concerns or compliments verbally, either in person or over the phone. If you are visiting Cygnet Hospital Woking and have something you want to mention then speak with either the nurse-in-charge or the ward manager directly.

## Compliments

To share positive feedback with us please contact the ward direct either in writing or by phone. Feedback can also be provided online by using the Contact Us page, be sure to mention which service you want to feedback on

## Complaints

We see complaints as a valuable source of feedback and we try to learn from problems to improve services for everyone. Whatever you think about our services or staff we want to hear from you.

Wherever possible we encourage local resolution of complaints. Often complaints are able to be resolved effectively by talking to those involved in the delivery of care, for example a nurse, ward manager or doctor. Local resolution is overseen by the Unit Manager and classed as Stage 1 of the Complaints process.

If individuals do not feel that their complaint has been resolved satisfactorily they may wish to use Stage 2 of the Complaint process and seek a review with the Cygnet Operations Director responsible for that service. In most cases it is possible to agree a resolution at Stage 1 or 2, however in the event that an individual is not satisfied they may wish to use the 3rd Stage of referring their complaint to the Chief Operating Officer. There is also a further opportunity for NHS patients to take their complaint to the Health Service Ombudsman.

Further details of our Complaints Procedure is readily available at each of our services.

Alternatively you can contact the Care Quality Commission (CQC).



# Glossary

We hope that this glossary will be useful for you, in understanding some of the terms in the booklet, as well as terms you may come across during your interactions with individuals at Cygnet Hospital Woking (& other mental health services)

## *Advocate*

An advocate is someone who helps to support a service user or carer through their contact with health services.

## *Affect*

Behaviour that expresses a subjectively experienced feeling state (emotion; affect is responsive to changing emotional states, whereas mood refers to a pervasive and sustained emotion. Common affects are euphoria, anger, and sadness.

## *Anti-psychotic medication*

Medication used to treat psychosis. There are several different types of anti-psychotic medication.

## *Assessment*

When someone is unwell, health care professionals meet with the person to talk to them and find out more about their symptoms so they can make a diagnosis and plan treatments. This is called an assessment. Family members should be involved in assessments, unless the person who is unwell says he or she does not want that.

## *Autism*

A Pervasive Developmental Disorder (PDD) that affects a person's ability to communicate, form normal social relationships and respond appropriately to the external world. Some people with autism can function at a relatively high level, with speech and intelligence intact. Others, however, have serious learning problems and language delays, and some never speak.

## *Bipolar Disorder*

Also known as manic-depressive illness. A serious illness that causes shifts in a person's mood, energy and ability to function. Dramatic mood swings can move from "high" feelings of extreme euphoria or irritability to depression, sometimes with periods of normal moods in between. Manic episodes may include such behaviours as prolonged periods without sleep or uncontrolled shopping. Each episode of mania or depression can last for hours, weeks or several months.

## *Bizarre delusion*

A delusion that involves a phenomenon that the person's culture would regard as totally implausible.

## *Blunted affect*

Significant reduction in the intensity of emotional expression.

### *Care Coordinator*

A Care Coordinator is a trained health professional that helps to manage a patient's care. They monitor and coordinate patients' treatment plans, educate them about their condition, connect them with health care providers, and evaluate their progress.

### *Care pathways*

This is the route someone who is unwell follows through health services. The path starts when someone first contacts health services – through their GP or an accident and emergency department, for example. The path continues through diagnosis, treatment, and care.

### *Care plan*

Care planning is essentially about addressing an individual's full range of needs, taking into account their health, personal, family, social, economic, educational, mental health, ethnic and cultural background and circumstances. It recognises that there are other issues, in addition to medical needs, that affect a person's total health and well-being. It is therefore a holistic process, treating the person "as a whole" with a strong focus on helping people, together with their carers, to achieve the outcomes they want for themselves.

### *Care Programme Approach (CPA)*

A way of assessing the health and social care needs of people with mental health problems, and coming up with a care plan that ensures people get the full help and support they need.

### *Carer*

A friend or relative who voluntarily looks after someone who is ill, disabled, vulnerable, or frail. Carers can provide care part-time or full-time.

### *Challenging behaviour*

Behaviour that puts the safety of the person or other people at risk, or that has a significant impact on the person's or other people's quality of life.

### *Chronic condition*

A condition that develops slowly and/or lasts a long time.

### *Clinician*

A health professional who is directly involved in the care and treatment of people. Examples include nurses, doctors, and therapists.

### *Cognitive behavioural therapy (CBT)*

This is a way of helping people to cope with stress and emotional difficulties by encouraging them to make the connections between how we think, how we feel, and how we behave.

### *Consent to Treatment (CTT)*

Must be completed after three months of detention. It lists all the psychiatric medication that can be given either on a form T2 (patient consents) or on form T3 (no consent), which the SOAD completes.

### *Comorbidity*

The simultaneous appearance of two or more illnesses, such as the co-occurrence of schizophrenia and substance abuse or of alcohol dependence and depression. The association may reflect a causal relationship between one disorder and another or an underlying vulnerability to both disorders.

### *Compulsion*

Repetitive ritualistic behaviour such as hand washing or ordering or a mental act such as praying or repeating words silently that aims to prevent or reduce distress or prevent some dreaded event or situation. The person feels driven to perform such actions in response to an obsession or according to rules that must be applied rigidly, even though the behaviours are recognized to be excessive or unreasonable.

### *Concrete thinking*

Thinking characterized by immediate experience, rather than abstractions. It may occur as a primary, developmental defect, or it may develop secondary to organic brain disease or schizophrenia.

### *Crisis*

A mental health crisis is a sudden and intense period of severe mental distress.

### *Delusion of control*

The belief that one's feelings, impulses, thoughts, or actions are not one's own but have been imposed by some external force.

### *Delusion of reference*

A delusion whose theme is that events, objects, or other persons in one's immediate environment have a particular and unusual significance. These delusions are usually of a negative or pejorative nature, but also may be grandiose in content. This differs from an idea of reference, in which the false belief is not as firmly held nor as fully organized into a true belief.

### *Delusion*

A false belief strongly held in spite of evidence that it is not true, especially as a symptom of a mental illness.

### *Depersonalization*

Feelings of unreality or strangeness concerning either the environment, the self, or both. This is characteristic of depersonalization disorder and may also occur in schizotypal personality disorder, schizophrenia, and in those persons experiencing overwhelming anxiety, stress, or fatigue.

### *Depression*

In psychiatry, a disorder marked especially by sadness, inactivity, difficulty with thinking and concentration, a significant increase or decrease in appetite and time spent sleeping, feelings of dejection and hopelessness and sometimes suicidal thoughts or attempts to commit suicide. While standing alone as a mental illness, depression also can be experienced in other disorders such as bipolar disorder. **Depression can range from mild to severe, and is very treatable with today's medications and/or therapy.**

### *Depot injections*

Long acting medication often used where people are unable or unwilling to take tablets regularly.

### *Dialectical Behavioural Therapy (DBT)*

The goal of DBT is to help people learn to manage difficult emotions by letting themselves experience, recognise and accept them. As they learn to accept and regulate their emotions, they will develop skills to change harmful behaviour.

### *Disinhibition*

Disinhibition is a lack of restraint manifested in disregard of social conventions, impulsivity, and poor risk assessment. Disinhibition affects motor, instinctual, emotional, cognitive, and perceptual aspects. Reduced control over one's impulses, or urges, which means being unable to stop, delay, or change ("inhibit") an action that is not appropriate for the situation they are in.

### *Dissociation*

A disruption in the usually integrated functions of consciousness, memory, identity, or perception of the environment. The disturbance may be sudden or gradual, transient or chronic.

### *Dual diagnosis*

When two or more problems or disorders affect a person at the same time.

### *Dysphoric mood*

An unpleasant mood, such as sadness, anxiety, or irritability.

### *Elevated mood*

An exaggerated feeling of well-being, or euphoria or elation. A person with elevated mood may describe feeling "high", "ecstatic", "on top of the world", or "up in the clouds".

### *Euthymic mood*

Mood in the "normal" range, with implies the absence of depressed or elevated mood.

### *Experts by/through experience*

A more recently coined term used by the recovery movement to draw attention to expertise of people with mental health problems gained through personal experience, and their expertise about their own mental health. It is used within a participative approach to treatment that acknowledges a person's ability to work in partnership with the mental health services/professional towards their own recovery.

### *Flat affect*

Absence or near absence of any signs of affective expression.

### *Flight of ideas*

A nearly continuous flow of accelerated speech with abrupt changes from topic to topic that are usually based on understandable associations, distracting stimuli, or plays on words. When severe, speech may be disorganized and incoherent. Flight of ideas is characteristic of manic episodes, but it may occur also in organic mental disorders, schizophrenia, other psychoses, and, rarely, acute reactions to stress.

### *Forensic services*

Services that provide support to offenders with mental health problems.

### *Formal patient*

A formal patient is a person who has been detained in hospital under a section of the Mental Health Act (1983).

### *Formal thought disorder*

An inexact term referring to a disturbance in the form of thinking rather than to abnormality of content

### *Grandiosity*

An inflated appraisal of one's worth, power, knowledge, importance, or identity. When extreme, grandiosity may be of delusional proportions.

## *Hallucination*

Hallucinations are where someone sees, hears, smells, tastes or feels things that don't exist outside their mind. They're common in people with schizophrenia, and are usually experienced as hearing voices

- Auditory hallucination: A hallucination involving the perception of sound, most commonly of voices.
- Tactile hallucination: A hallucination involving the perception of being touched or of something being under one's skin. The most common tactile hallucinations are the sensation of electric shocks and formication (the sensation of something creeping or crawling on or under the skin).
- Visual hallucination: A hallucination involving sight, which may consist of formed images, such as of people, or of unformed images, such as flashes of light. Visual hallucinations should be distinguished from illusions, which are misperceptions of real external stimuli.

## *Hypomania*

Mild mania without much change in behaviour, but accompanied by sound associations and distractibility.

## *Inappropriate affect*

Discordance between affective expression and the content of speech or ideation.

## *Intervention*

An 'intervention' describes any treatment or support that is given to someone who is unwell. An intervention could be medication, a talking therapy, or an hour spent with a volunteer.

## *Labile affect*

Abnormal variability in affect with repeated, rapid, and abrupt shifts in affective expression.

## *Loosening of associations*

A disturbance of thinking shown by speech in which ideas shift from one subject to another that is unrelated or minimally related to the first. Statements that lack a meaningful relationship may be juxtaposed, or speech may shift suddenly from one frame of reference to another. The speaker gives no indication of being aware of the disconnectedness, contradictions, or illogicality of speech.

## *Low secure mental health services*

Low secure units deliver intensive, comprehensive, multidisciplinary treatment and care by qualified staff for patients who demonstrate challenging or disturbed behaviour in the context of a serious mental disorder, usually with complex co-morbidities and who require the provision of security.

### *Mania*

A form of psychosis characterized by excessive excitement, exalted feelings, delusions of grandeur, elevation of mood, psychomotor over-activity and over-production of ideas.

### *Mental Disorder*

A health condition characterized by alterations in thinking, mood or behaviour (or a combination of the three). Mental disorders are mediated by the brain and associated with distress and/or impaired functioning. They can be the result of family history, genetics or other biological, environmental, social or behavioural factors that occur alone or in combination.

### *Mental health*

Someone's ability to manage and cope with the stress and challenges of life, and to manage any diagnosed mental health problems as part of leading their normal everyday life.

### *Mental Health Act (1983)*

The Mental Health Act is a law that allows for the compulsory detention of people in hospital for assessment and treatment of a mental illness.

### *Mental Illness*

Refers collectively to all diagnosable mental disorders. Can refer to a disease of the brain with predominant behavioural symptoms as in acute alcoholism or a disease of the mind or personality that results in abnormal behaviour as with hysteria or schizophrenia. .

### *Multi-disciplinary team (MDT)*

A team made up of a range of both health and social care workers combining their skills to help people.

### *National institute for clinical excellence (NICE)*

An organisation responsible for providing guidance on best practice and the prevention and treatment of ill health.

### *Negative symptoms*

Most commonly refers to a group of symptoms characteristic of schizophrenia that include loss of fluency and spontaneity of verbal expression, impaired ability to focus or sustain attention on a particular task, difficulty in initiating or following through on tasks, impaired ability to experience pleasure to form emotional attachment to others, and blunted affect.

### *Paranoia*

Paranoia is thinking and feeling as if you are under threat even though there is no (or very little) evidence that you are. Paranoid thoughts can also be described as delusions. Paranoid thoughts could also be exaggerated suspicions.

### *Paranoid ideation*

Ideation, of less than delusional proportions, involving suspiciousness or the belief that one is being harassed, persecuted, or unfairly treated.

### *Persecutory delusion*

A delusion in which the central theme is that one (or someone to whom one is close) is being attacked, harassed, cheated, persecuted, or conspired against.

### *Personality Disorders*

Personality disorders are conditions in which an individual differs significantly from an average person, in terms of how they think, perceive, feel or relate to others.

Changes in how a person feels and distorted beliefs about other people can lead to odd behaviour, which can be distressing and may upset others.

Common features include:

- being overwhelmed by negative feelings such as distress, anxiety, worthlessness or anger
- avoiding other people and feeling empty and emotionally disconnected
- difficulty managing negative feelings without self-harming (for example, abusing drugs and alcohol, or taking overdoses) or, in rare cases, threatening other people
- odd behaviour
- difficulty maintaining stable and close relationships, especially with partners, children and professional carers
- sometimes, periods of losing contact with reality
- Symptoms typically get worse with stress.

People with personality disorders often experience other mental health problems, especially depression and substance misuse.

Personality disorders are grouped into three categories:

- Suspicious – paranoid, schizoid, schizotypal and antisocial.
- Emotional and impulsive – borderline, histrionic and narcissistic.
- Anxious – avoidant, dependent and obsessive compulsive.

### *Poverty of speech*

Restriction in the amount of speech: spontaneous speech and relies to questions range from brief and unelaborated to monosyllabic or no response at all. When



the amount of speech is adequate, there may be a poverty of content if the answer is vague or if there is a substitution of stereotyped or obscure phrases for meaningful responses.

### *Pressured speech*

Speech that is increased in amount, accelerated, and difficult to impossible to interrupt. Usually it is also loud and emphatic. Frequently the person talks without any social stimulation and may continue to talk even though no one is listening.

### *Primary Care Trust (PCT)*

Primary Care Trusts are responsible for planning and securing health services in their local area.

### *Psychiatric intensive care unit (PICU)*

A locked ward in a hospital where some people detained under the Mental Health Act may stay. They stay in the unit because they have been assessed as being at risk to themselves or others on an open acute inpatient care ward.

### *Psycho-educational groups*

Group work, using psychological therapy techniques, that address mental and emotional problems such as anxiety, depression, trauma, and severe stress.

### *Psychosis*

Psychosis is a mental health problem that causes people to perceive or interpret things differently from those around them. This might involve hallucinations or delusions.

The two main symptoms of psychosis are:

- hallucinations – where a person hears, sees and, in some cases, feels, smells or tastes things that aren't there; a common hallucination is hearing voices
- delusions – where a person believes things that, when examined rationally, are obviously untrue – for example, thinking your next door neighbour is planning to kill you

The combination of hallucinations and delusional thinking can often severely disrupt perception, thinking, emotion, and behaviour. Experiencing the symptoms of psychosis is often referred to as having a psychotic episode.

### *Psychotropic*

In mental illness, a medication prescribed to treat the illness or symptoms of that illness.

### *Recovery*

A process by which people who have a mental illness are able to work, learn and participate fully in their communities. For some individuals, recovery is the ability to

live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms.

### *Rehabilitation*

A programme of therapy that aims to restore someone's independence and confidence and reduce disability.

### *Schizoid*

A pervasive pattern of detachment from social relationships, social isolation and a restricted range of expressing emotions in interpersonal settings. Pattern begins in early adulthood. Does not occur exclusively with schizophrenia, but may also appear with another psychotic disorder or a pervasive developmental disorder.

### *Schizophrenia*

A psychotic disorder characterized by loss of contact with the environment, noticeable deterioration in the level of functioning in everyday life and disintegration of feeling, thought and conduct. Individuals with schizophrenia often hear internal voices not heard by others (hallucinations) or believe things that other people find absurd/unusual (delusions). The symptoms also may include disorganized speech and grossly disorganized or catatonic behaviour. Individuals with schizophrenia have marked impairment in social or occupational functioning.

### *Second Opinion Approved Doctor (SOAD)*

Appointed by the Care Quality Commission (CQC) a SOAD will decide whether patient consent is able to be given and whether or not the treatment should be given. They will complete a T3 form. The RC (Responsible Clinician) provides details of the treatment plan and the SOAD will interview the patient. They also discuss treatment with a nurse and another professional (often a pharmacist) involved with the patient's care about the appropriateness of treatment.

### *Section*

When someone is sectioned it means they are compulsorily admitted to hospital, because it was felt by either the court of law or the prison authorities that they would benefit from time spent in hospital to assess or treat their mental health problem

### *Service User*

Someone who uses health services. Some people use the terms patient or client instead.

### *Stressor, psychosocial*

Any life event or life change that may be associated temporally (and perhaps causally) with the onset, occurrence, or exacerbation of a mental disorder.

## Useful Contacts & Resources

There are many different sources you can get more information from. This includes asking staff about anything you would like to know, checking notice boards and websites.

Below are some helpful websites that you could find more information from.

- ⇒ [Action for Carers](#) - Carer-led organisation providing information and support for carers | [Web: www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)
- ⇒ [Advocacy in Surrey](#) - Is for people who face difficulties being involved, having their voice heard or have no other independent person to help them do so | [Web: Advocacyinsurrey.org.uk](http://Advocacyinsurrey.org.uk) | [Tel: 0800 335 7330](tel:08003357330)
- ⇒ [Care Act 2014](#) - outlines the way in which local authorities should carry out carer's assessments and needs assessments; how local authorities should determine who is eligible for support; how local authorities should charge for both residential care and community care; and places new obligations on local authorities | [Web: http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted](http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted)
- ⇒ [Carers Allowance](#) - You could get £66.15 a week if you care for someone at least 35 hours a week and they get certain benefits. | [Web: https://www.gov.uk/carers-allowance](https://www.gov.uk/carers-allowance)
- ⇒ [Carers Credit Information](#) - You could get Carer's Credit if you're caring for someone for at least 20 hours a week | [Web: https://www.gov.uk/carers-credit](https://www.gov.uk/carers-credit)
- ⇒ [Carers UK](#) - Provide information, support and advice to carers covering a range of subjects including benefits, carers employment rights, carers assessments and services available to carers | [Web: https://www.carersuk.org/help-and-advice](https://www.carersuk.org/help-and-advice) | [Tel: 0808 808 7777](tel:08088087777)
- ⇒ [Carers Net](#) - Surrey County Council site for carers information, updated policy and links to local Carers Support schemes in Surrey | [Web: www.carersnet.org.uk](http://www.carersnet.org.uk)
- ⇒ [Carers Trust](#) – This is the result of the merger of Crossroads and Princess Royal Trust for Carers. Lists Carers centres and policy information, it is also the national site for local schemes providing domiciliary respite. | [Web: www.carers.org](http://www.carers.org)

- ⇒ [Crossroads Care Surrey](#) - Crossroads Care Surrey is the leading provider of support for carers in Surrey. Providing carers with a regular break from their caring responsibilities | [Web](#): [www.crossroadscaresurrey.org.uk](http://www.crossroadscaresurrey.org.uk)
- ⇒ [Cygnet Health Care](#) - Cygnet Hospital Woking website containing additional information | [Web](#): <https://www.cygnethealth.co.uk/locations/cygnet-Hospital-woking/> | [Tel](#): 01483 289 999
- ⇒ [Elefriends](#) - Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, but now there's a safe place to listen, share and be heard. | [Web](#): [elefriends.org.uk](http://elefriends.org.uk)
- ⇒ [Families Anonymous](#) - Families Anonymous is a world-wide fellowship of family members and friends affected by another's abuse of mind-altering substance or related behavioural problems. FA has groups, spread throughout the country which meet regularly | [Web](#): [famanon.org.uk](http://famanon.org.uk)
- ⇒ [First Steps](#) - Provided by Virgin Care on behalf of the local authority. Trained mental health advisors with backgrounds in a variety of professions offer a range of self-help resources, educational sessions and signpost people to other relevant local services. | [Web](#): [www.firststeps-surrey.nhs.uk](http://www.firststeps-surrey.nhs.uk)
- ⇒ [Hub of Hope](#) - The Hub of Hope is a first of its kind, national mental health database which brings together organisations and charities, large and small, from across the country who offer mental health advice and support, together in one place. | [Web](#): [hubofhope.co.uk](http://hubofhope.co.uk)
- ⇒ [Jointly App](#) - Jointly is a mobile and online application created by carers for carers. It combines group messaging with other useful features including to-do lists, medication details, calendar and more. | [Web](#): [www.jointlyapp.com](http://www.jointlyapp.com)
- ⇒ [Kent and Medway Carer's Emergency Card Scheme](#) - The Carer's Emergency card enables immediate access to pre-arranged planned care, giving the care the peace of mind they need. To join the scheme sign up via [Web](#): [www.kentcarersemergencycard.org.uk](http://www.kentcarersemergencycard.org.uk)
- ⇒ [Local Council](#) - Your local council will have information and resources specific to your area about what support and help they may be able to access. Find the website for your local council using [Web](#): <https://www.gov.uk/find-local-council>

- ⇒ [Mental Health Act 1983 Information](#) - The Mental Health Act (MHA) 1983 is the law in England and Wales which was updated in 2007 | [Web: https://www.mind.org.uk/information-support/legal-rights/mental-health-act-1983/#.XW\\_Vw2aG\\_IV](https://www.mind.org.uk/information-support/legal-rights/mental-health-act-1983/#.XW_Vw2aG_IV)
- ⇒ [Mental Health Foundation](#) - A charity for everyone's mental well-being. They work to improve the mental health of everyone | [Web: www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)
- ⇒ [MIND](#) - A mental health charity which includes a lot of information about many different diagnoses | [Web: www.mind.org.uk](http://www.mind.org.uk)
- ⇒ [NHS Carers Direct](#) - Free national service offering information and advice to carers. | [web: www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)
- ⇒ [Recovery Colleges](#) - Offer courses designed to support people in their recovery. They help people to improve their health and wellbeing through courses on a range of mental and physical health conditions
  - [Brighton and Hove web](#): <https://www.southdown.org/how-we-help/mental-health-recovery/recovery-college-brighton-hove>
  - [Camden & Islington web](#): <https://www.candi.nhs.uk/our-services/education-and-employment/recovery-college>
  - [Central and North West London web](#): <https://www.cnwl.nhs.uk/recovery-college/>
  - [Norfolk & Suffolk web](#): <https://www.nsfh.nhs.uk/Get-involved/Pages/Recovery-College.aspx>
  - [South London and Maudsley web](#): <https://www.slamrecoverycollege.co.uk/>
  - [South West London & St Georges web](#): <https://www.swlstg.nhs.uk/south-west-london-recovery-college>
  - [Surrey and Borders Web](#): [www.sabp.nhs.uk/recovery/recovery-college](http://www.sabp.nhs.uk/recovery/recovery-college)
  - [West & East Sussex web](#): <https://www.sussexrecoverycollege.org.uk/>
- ⇒ [Rethink Mental Illness](#) - A charity that believes a better life is possible for millions of people affected by mental illness. They have information and give advice to over 500,000 people. | [Web: www.rethink.org.uk](http://www.rethink.org.uk)

- ⇒ [Richmond Fellowship](http://www.richmondfellowship.org.uk) - National mental health charity making recovery reality for thousands of people every year. | [Web:](#) [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)
  
- ⇒ [Secure Carers' Toolkit](https://www.england.nhs.uk/wp-content/uploads/2018/05/secure-carers-toolkit-v2.pdf) - Carer support and involvement in secure mental health services toolkit. Developed by NHS England in partnership with UCLAN. The most up-to-date version can be found on the weblink | [Web:](#) <https://www.england.nhs.uk/wp-content/uploads/2018/05/secure-carers-toolkit-v2.pdf>)
  
- ⇒ [The Surrey Hubs](http://www.thesurreyhubs.org.uk) - The Surrey Hubs in each of the eleven district and borough areas provide information and support to help people stay independent. The Hubs offer access to advice and signposting to services for disabled people, older people, carers and families. | [Web:](#) [www.thesurreyhubs.org.uk](http://www.thesurreyhubs.org.uk)

## How to find us

Cygnets Hospital Woking is located within easy reach for family, friends and carers to visit either by public transport or by car. Woking is located just half an hour from London, is close to the M3 and motorway networks and is supported by a vast public transport network.

### Directions by Public Transport (from London)

Train from London Waterloo to Woking Station From Woking Station get the No 91 bus to the Vine. The Vine is situated on Redding Way, if you follow the road with the park on your left, you will see Cygnets Hospital Woking after just a couple of minutes.

### Directions by car

Leave the M3 at Junction 3. Take the A322 towards Guildford and Woking. Continue on the A322 for approximately 5 miles. You will pass a Sainsbury's supermarket on your left. At the next set of traffic lights at a crossroads, turn left on to Brookwood Lye Road. Follow this road, over a canal, to a roundabout. Take the first exit on to Redding Way. Cygnets Hospital Woking is approximately 500m on the right

Unfortunately, we only have a few spaces for visitor's parking at the main hospital site, however the Alexandra Gardens Car Park is a large free car park and is a short 5-minute walk across the park from the hospital. Disabled parking is available at the main hospital site.



## Contact us

**Address:** Cygnets Hospital Woking, Redding Way, Knaphill, Woking, GU21 2QS

**Tel:** 01483 795 100

**Fax:** 01483 795 150

**Dedicated Email:** [Friends&FamilyWoking@Cygnethealth.co.uk](mailto:Friends&FamilyWoking@Cygnethealth.co.uk)

**Cygnets Woking Carers Leads:** Paréce Bell & Dr Charlotte Keeling

**Dedicated Survey:** <https://www.surveymonkey.com/s/family-and-friends>



*Working Together*