

Whether you have just arrived at The Coborn Centre for Adolescent Mental Health or are thinking about coming here, we hope that this leaflet will provide you with the essential information you need to settle in as easily as possible. On arrival you will have plenty of opportunities to ask the staff any questions or discuss any worries you might have.

About the Unit

The Coborn Centre for Adolescent Mental Health is a service specially set-up to look after young people between the ages of 12 and 18 years old, who are experiencing significant emotional and/or mental distress. It is mixed gender and provides a service to young people from Hackney, The City, Tower Hamlets and Newham.

Facilities include separate male/female areas, mixed gender areas, 12 bedrooms, sitting rooms, dining rooms, multi-faith prayer room, games rooms and garden/outdoor recreation areas. There are facilities for outdoor sports activities as well as activity and schoolrooms. Some young people stay over night while others return home at the end of the day.

The team here will work with you and your family/carers to understand the nature of your difficulties and ways of making things better. We will then support you in returning home or in moving on to somewhere that can look after you on a longer-term basis.

The Coborn Centre for Adolescent Mental Health aims to provide you with the best possible care. This includes respecting your views, beliefs and culture. We will also recognise and build on your strengths and interests, rather than only focusing on your difficulties.

Your Nurse/Doctor

You will be allocated a Primary Nurse and an Associate Nurse. Your Primary Nurse will be one of the main people responsible for your care and will help to make links between the unit and the community. In the absence of your Primary Nurse, you will be allocated a named nurse for the day. You will also have a named Consultant psychiatrist who will be responsible for your overall treatment, and you will meet with other doctors on a regular basis.

Care Programme Approach (CPA)

The Care Programme Approach (or CPA) describes the way in which young people, their family/carers, hospital staff and community services work together to make sure you have the best possible support in place when you leave hospital. Usually your carers, community adolescent mental health team representatives and other professionals will be invited to C.P.A. meetings. You will be able to say how things are going and write down your views.

Safety and Security

Please help to promote safety for yourself and others on the ward by bringing any concerns about safety to a member of staff. The fire alarm is tested every Friday morning before lunch. If you hear the alarm at any other time please follow instructions given by staff.

Routine and Activities

Each young person has his or her own individual programme and care plan. This will usually involve a combination of education classes and tutorials, and groups and individual sessions with different members of the team. This also includes meetings with your family/carers.

A Typical Day:

8.00am – Wake up

8.00 – 9.00am – Breakfast

9.30am – Start of the day

10am – Education

11am – Groups

12pm – Lunch

2pm – Education

3pm – Groups

6pm – Dinner

11pm – Lights out

Families are welcome to bring in additional food for health or religious needs but this will need to be discussed with the nursing team.

Visitors

Visiting times are:

Monday to Friday 5.30pm – 8.00pm

Saturdays and Sundays 12.30pm – 8pm

While we encourage visiting there may be times when visitors are asked to leave the unit. This only happens where it is felt to be in the best interests of the young person or of the unit as a whole and an explanation will be given. It is also important for you to let us know if there is someone you do not wish to visit.

In the initial stage of your admission you may request a relative to stay with you overnight. There is a room set aside for this purpose.

Smoking

The smoking area is in the garden. Please do not smoke in any other part of the building. If you smoke and wish to give up, please speak to a member of the team who will organise some support to help you. Lighters and matches must be given to the staff for safe keeping.

Telephones

There is a phone on the ward that can be used to make or receive calls. If you need to phone someone urgently please let the nursing staff know. The number of the telephone is **020 7540 6789**.

Ward Expectations

- No physical violence to people or property.
- No behaviour of a threatening nature.
- No behaviour that may put the safety of others at risk
- No intoxicating substances (drugs, alcohol etc.) to be consumed or brought onto the ward
- No bullying, intimidation or abuse of any kind.
- No entering the rooms of other young people.
- For safety purposes do not obscure observation windows with posters etc.
- No knives, razor blades, scissors or other sharp items.
- No lighters or matches to be brought or kept on the ward
- No sexual contact between young people.

Rights, Responsibilities and Rules

You will be given detailed information on these on arrival. In summary, your rights to the best possible care, to be involved, respected, complain and have access to your records will be fully respected. Alongside this, you are expected to do all you can to respect the rights and needs of others. Please adhere to the expectations listed above and be aware that violent conduct may result in police involvement and put your place here at risk. Any young person who wishes, is entitled to the support of an independent advocate to help explain their views and wishes.

Comments, Suggestions or Complaints

As a service dedicated to providing high quality care, we welcome any comments you would like to make about the services.

If you have any comments, suggestions or complaints, please speak to a member of staff.

Independent Informal Advice

If you would like independent, informal advice please contact The Patient Advice & Liaison Service (PALS). PALS offers information, advice and support on health care services to patients, carers and relatives when they need advice or have concerns.

Freephone: 0800 783 4839
E-mail; PALS@elcmht.nhs.uk

Formal Complaints

If you wish to make an informal complaint about the services provided by the trust, contact the Consumer Relations Manager on Freephone **0800 085 8354**

Welcome to the Coborn Centre for Adolescent Mental Health

General Information for Patients and Carers.

Glen Road, Cherry tree Way
London E13 8SP

Tel: 020 75406789 (Switchboard)
020 75406793 (Acute ward)
020 75406792 (Intensive care unit)
Safe Haven Fax: 020 75406799