

INFORMATION FOR PATIENT VISITORS



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Information for Patient Visitors

1. WELCOME TO THE STATE HOSPITAL

The Hospital welcomes you as a visitor, whether you are someone who is fully involved in the patient's recovery journey as a Named Person / 'carer', a member of his family or one of his friends who visits on occasion. We value the role you play in supporting the patient during his time with us.

This information pack has been developed by a group of people who, like you, have had experience of visiting the Hospital for the first time, and who have helped us to improve our services to offer you support when you need it.

If you have any questions or are looking for more detailed information, please don't hesitate to contact the Person Centred Improvement Team on 01555 842054.

You will find a leaflet with directions to the Hospital at the back of this information pack.

Contact Details

- Person Centred Improvement Team on 01555 842054 or email tsh.personcentredimprovementteam@nhs.scot
- The Hospital switchboard: 01555 840293 (for all wards).
- Visit Bookings: 01555 842021 (please leave a message on the voicemail if we're unable to answer) or email us at TSH.securityinformation@nhs.scot
- Complaints Officer: 01555 842200 (please leave a message on the voicemail if no-one answers) or email TSH.ComplaintsAndFeedback@nhs.scot
- Chief Executive via Board Secretary: 01555 842009 or email margaret.smith34@nhs.scot

Supporting Communication

The State Hospital's Board recognises the need to ensure all stakeholders are supported to understand information about the services we provide. Based on what is proportionate and reasonable, we can provide information / documents in alternative formats and are happy to discuss with you the most practical and cost effective format suitable for your needs.

Some of the services we are able to access include interpretation, translation, large print, Braille, tape recorded material, sign language and use of plain English / images.

If you require information in another format, please contact the Person Centred Improvement Lead on 01555 842072.



2. VISITING THE HOSPITAL

Before You Visit

You must submit a Visitor's Application Form, stating your relationship to the patient. This form is returned to the Security Department who shares the information with the relevant Clinical Team as part of the authorisation process.

We will write to you as soon as possible to let you know the outcome of your application, enclosing information which will help to inform your initial visit if you are approved. In order to support you to enjoy your visits, please let us know about any access needs you may have e.g. wheelchair user, sensory impairment, language barriers. It is also helpful for us to know about other aspects such as pregnancy, plaster casts.

A Healthy Environment

As we're sure you'll appreciate, we take infection control very seriously and try to reduce the risk of illnesses being passed from one person to another. We would prefer that you don't visit if:

- You are feeling unwell.
- Have an infection such as Covid-19, flu or are suffering from a heavy cold.
- You have had diarrhoea or vomiting within the past 48 hours.



If you are unsure whether you should visit, please telephone and check with the Person Centred Improvement Team prior to making the journey.

Visiting

All visits need to be booked in advance through the dedicated visit booking team on 01555 842021. Please ensure you arrive at least fifteen minutes before the time you have booked to allow sufficient time for you to access the visiting area. The recommended maximum number of visitors per patient at any time is two.

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Visiting for the First Time

You will access the Hospital via the Visitors' Reception Area, located within the main Hospital Reception building, on the left as you enter. There are personal lockers available for items you are not taking into the Hospital.

The first time you come to the Hospital to visit, you will need to provide two forms of identification, one of which must be photographic. Your photograph will be taken at the Visitors' Reception. You will then be provided with an identification badge authorising you to access the Hospital environment. The badge must be attached to your clothing and clearly visible at all times. You will be required to return the badge to the Reception as you leave the Hospital.



Adult Visiting

In order to orientate you to the patient's living environment and enable you to meet his care team, your initial two visits will take place within the patient's ward. You will be transported to the hub where the Receptionist will ensure that you reach the ward safely. Your visit will normally take place in the ward dining room, where tea / coffee is provided and access to a cold water drinks dispenser is available. Following the initial two visits, if the patient is settled, your visits will take place within the dedicated visiting area, remote from the ward.



We encourage patients to make use of the hand cleaning products available via the hand dispensers, which help us to minimise the risk of infection. As part of your responsibility to support us to maintain a healthy environment, we ask you to use these products prior to entering the visiting area and again on leaving the area. During your visit, if you have concerns about the cleanliness of the Hospital environment or are unsure about any infection control issues, please speak to staff supervising the visit or ask to speak to the Senior Nurse for Infection Control.

Staff will observe throughout your visit, and are happy to provide any support you need throughout your time in the Hospital. If you wish to terminate a visit at any point, please don't hesitate to speak to supervising staff, who will ask you to share your rationale so that they can consider how we might support you to enjoy future visits.

What Can You Do to Help?

- Ensure you have pre-booked your visit.
- Arrive at least fifteen minutes before the time you have booked.
- Bring any paperwork / photographic I.D. which has been requested.
- Leave any items in your car / locker provided which you don't require for the duration of your visit.
- Ensure items coming into the visit fit into one of the scanning trays provided.
- Be aware of and comply with the Restricted / Prohibited items list.
- Remove outer clothing prior to approaching the scanner.

We do everything we can to support you to arrive at the visiting location on time. However, as a High Secure Hospital, we do occasionally experience issues, resulting in visits being delayed and on very rare occasions, requiring to be cancelled at very short notice.

Family Visiting

We are committed to supporting visits and ongoing contact with children and young people (under the age of 16) when it is considered to be in the best interests of the child / young person. Please note under no circumstances will children or young people who have not been approved be permitted entry to the Hospital.

Prior to any child or young person being considered for visiting, a Child Contact Application Form must be completed by the parent/guardian. This form can be obtained from the Social Work Service (tel. 01555 842146) or the Security Department (tel. 01555 842021). The patient's Social Worker will contact you to discuss your application. If approved by the Clinical Team, visits should be booked through the centralised visit booking team. A minimum of 72 hours' notice is required, however two to three days' notice is preferable.

Any adult accompanying a child or young person also requires to be pre-approved. A maximum of two adults can accompany a child or young person. Any additional adults will be asked to wait in the Visitors' Reception, swapping place with another adult during the course of the visit. The parent(s) / legal guardian(s) will remain with the child or young person throughout the visit.

The identity of all new child / young person visitors is verified using the passport style photo, endorsed by the Social Worker, during the home visit, undertaken as part of the child contact assessment process.

Children and young persons must adhere to security procedures, which entails passing through the tubestyle and metal detector. All their belongings will be scanned by an x-ray machine.



Where it is deemed necessary to undertake a fully clothed search, authorisation will be obtained from the parent(s) / legal guardian(s), in addition to obtaining the child or young person's agreement where appropriate. The search will be undertaken in the presence of the parent(s) / legal guardian(s), by a staff member of the same gender as the child or young person, and witnessed by a second member of staff. Entry to the Hospital will be refused should permission to search be denied.

Visitors will be permitted to bring any baby foods required during the visit however these will be subject to the above security procedures. Powdered baby milk is not permitted however a maximum of two bottles of prepared baby milk is allowed. Facilities are available for nursing mothers to breastfeed in privacy in one of the side rooms.

We can accommodate a maximum of three families per visiting session.

The dedicated visiting area is close to Reception, remote from the wards, with an outdoor area which you are welcome to use, weather permitting. In order to mitigate the risk of cross infection, a toy box is provided for individual child use. Children are encouraged to bring favourite toys / games / books to be retained in their box for future visits. This area includes a WC with dedicated baby changing areas and tea and coffee making facilities. A wide range of information is on display and there is a suggestion box through which visitors are encouraged to share comments, concerns, compliments and complaints.

Appearance

As with staff and volunteers, access to the Hospital may be declined if you are wearing:

- Clothes that are see through.
- Short skirts / low cut tops.
- Excessively high heels.
- Clothes that may cause offence, e.g. with a provocative or insulting slogan.
- Clothes which expose the midriff.
- Camouflage clothing.
- Football colours.

Behaviour

The Hospital adopts a zero tolerance approach to any behaviour which may cause distress and / or is disrespectful to others. Such behaviour may result in your access being suspended or, where appropriate, terminated.

We reserve the right to decline entry to the Hospital if there are concerns about a visitor who may be under the influence of illicit substances, or whose behaviour is considered to pose a risk to the visitor and / or anyone else.

Please remain with escorting staff, comply with their instructions at all times, respect everyone in the Hospital by ensuring that you don't raise your voice, and refrain from using bad language.

Security Procedures

The Hospital is a high secure setting, with a responsibility to provide a safe and secure environment for our patients, staff, volunteers and visitors. Therefore, each time you visit the Hospital you will be required to comply with the search procedure which includes:

- The removal of all outer clothing, watches and belts; on occasion you may be asked to remove your footwear.
- Placing your belongings in a tray which is scanned by the x-ray machine; these items will also be searched.
- You walking through a metal detector. There are no health risks for pregnant visitors.
- A rub-down search being undertaken by a member of staff of the same sex. This search is undertaken sensitively, with consideration for your personal dignity. You can choose to have the search in a screened off area if you prefer.
- You potentially coming into contact with search dogs, occasionally working in the Hospital.



Following the preliminary screening process, you will transfer to the secondary waiting area, where you will be collected and transported to the location of your visit.

You will be refused entry to the Hospital if you fail to give consent to yourself and / or your belongings being searched. Security staff will clarify any queries you may have about excluded and / or restricted items and what to do if you think you need to bring such an item into the Hospital.

What You Can and Cannot Bring into the Hospital

Restricted / Prohibited Items

In order to maintain a safe and secure environment for everyone, The State Hospital's Board has exercised its powers under the National Health Service (Scotland) Act 1978, the Mental Health (Care and Treatment) (Scotland) Act 2003 and the Mental Health (Safety and Security) (Scotland) Regulations 2005 to restrict or prohibit certain items from entry to the Hospital.

In order to ensure safety and security, a number of items are not permitted in the Hospital, including:

- Items that may be used to cause or be adapted to cause injury e.g. metal items, sharp items, glass, umbrellas.
- Items that could assist in an escape e.g. maps, sat navs or other Global Positioning System, rope, blue tac, chewing gum.
- Substances that may be abused e.g. drugs, alcohol.
- Items that can be used to access funds e.g. cash cards, bank books.
- Items that can be used to create or support an identity e.g. passport, driving licence, ID cards.
- Items that aid unauthorised communication e.g. mobile phones, items with a SIM card, pagers.
- Items that can be used to take a photograph e.g. cameras, phones, iPods, handheld games.
- Electrical items that can connect to the Internet via a wireless connection / Bluetooth facility e.g. computers, smart phones & watches, Activity Trackers (with screen) computer games.
- Any item that is illegal to have or use.
- Items that can be used as pornography and have not been authorised by the Clinical Team.

- Items that assist in the use of tobacco related products including tobacco e.g. tobacco, cigarettes, electronic cigarettes, lighters, gas, matches.
- Electronic devices that can record or playback recorded media e.g. dictaphones, tape recorders, DVDs, CDs, memory sticks.
- Any item that could be used to undermine security and / or for the purpose of trading.
- Items that may trigger the Hospital's smoke alarm system, e.g. aerosols.

This list is not exhaustive and staff will therefore take decisions on an individual basis about other items that may pose a risk.

You will be refused entry to the Hospital if you fail to give consent to yourself and / or your belongings being searched. Security staff will clarify any queries you may have about excluded and / or restricted items and what to do if you think you need to bring such an item into the Hospital.

Medication

You should not bring any medication into the Hospital. In exceptional circumstances, where you require to take medication during your visit, please contact the Person Centred Improvement Team in advance, who will liaise with colleagues to make the necessary arrangements and advise you of the process.

Gifts

You are welcome to bring gifts for the patient when you visit. However, all electrical items, shoes and belts must be approved by the Clinical Team **prior** to being brought into the Hospital. There are no storage facilities available if you bring an item which has not gone through the pre-approval process.

Please use gift bags rather than wrapping Christmas or Birthday presents. Reception staff need to be able to quickly verify the contents of a gift and are unable to do this if it has been wrapped. It is likely that the wrappings will be damaged during the process of identifying the item if it is not in a gift bag.

We are happy to accept money for a patient to deposit into his Hospital bank account. Please complete the details on the cash envelope available from the Visitors' Reception and post it in the secure box in the waiting area.

Photographs

If you wish to bring photos of children to a visit to share with the patient, you must ensure that approval has been given by the Clinical Team before they are brought into the Hospital.

Food and Fluids

The State Hospital's Board has a duty of care for the physical health of patients as well as their mental health. The majority of our patients are within the overweight or obese category; on average patients gain 15% of their body weight in the first year of their admission to the Hospital, rising to 25% within three years of admission.

We recognise that weight gain is due to a combination of some of the prescribed medication, a sedentary lifestyle, access to unhealthy snacks and reduced motivation.



In addition to enjoying healthy meals cooked on site, many of our patients consume a large amount of unhealthy snacks, some of which are gifts of food and fluids from visitors. We appreciate your support in promoting healthy lifestyle options with the patient you visit. You can do this by encouraging him to participate in physical activity, discussing the health risks associated with obesity e.g. diabetes, heart disease, stroke and by choosing healthier options when bringing in gifts of food and fluids; see the Bringing in Food and Fluids section for further information.

Sharing Feedback About Your Visit

If you have concerns regarding any aspect of your visit, please advise staff in the visiting location at the earliest opportunity. We encourage you to share your feedback with staff on duty at the time of your visit, who will try to resolve any issues you may have. However, we understand that you may wish your feedback to be anonymous and if this is your preference, we urge you to share your views using the Suggestions / Feedback box located within the Visitors' Reception.

Alternatively, you may wish to offer positive feedback which is always welcome to acknowledge the input of staff caring for patients within this environment.

Lost Items

If you lose anything whilst in the Hospital, please report it immediately to a member of staff who will help you to complete a form, which is processed by our Finance Dept.

Travel Arrangements

We understand that, due to the location of the Hospital, and the distance some visitors travel, making the journey can be costly. We therefore offer financial assistance to reimburse you for some of your travel expenses:

- Own transport @ 7.5p per mile.
- Public transport @ 50% of the total cost, using the most economical means of travel.
- Attendance at patient care review meetings, consultation / involvement forums or at the request of a member of the Clinical Team @ 24p per mile or full cost of public transport.



Travel claim forms are available from the Visitors' Reception, where completed claim forms, including public transport receipts, should be put in the dedicated box. Expense claims are processed once a month and, on approval, a payment is made either to your nominated bank account or via cheque.

Visitors of patients from Northern Ireland receive financial support from the Irish Health and Social Services Board, who fund the cost of the journey to Scotland, including accommodation.

Please contact the Person Centred Improvement Team should you require tailored support to help you to access the Hospital.

In exceptional circumstances, e.g. health issues, travel distance / location, a request can be submitted via the Key worker / Social Worker to the Clinical Team for additional support. The Clinical Team will determine the exact nature of the issue, how regular the visits are likely to be and the level of support required. Following discussion, the team will complete an application for 'support to visit' and refer the request to the Person Centred Improvement Lead for consideration. Given the limited budget available, Clinical Teams are asked to provide robust rationale in support of additional support requests.

Occasionally, visitors have no other means of accessing the Hospital, at which times, we rely upon the Voluntary Sector to provide input e.g. Red Cross Drivers. However, as there is a cost attached to this service, visitors may be asked to share the transport provided on a monthly basis.

3. ABOUT THE STATE HOSPITAL

The State Hospital is one of four high secure hospitals in the UK. Located in South Lanarkshire, in central Scotland, it is a national service for Scotland and Northern Ireland and one part of the pathway of care available for those who require to be treated in a high secure psychiatric environment.

The principal aim is to provide high quality care and treatment which supports patients to rehabilitate, ensuring safe transfer to appropriate lower levels of security.

There are 140 high-secure beds for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability.

Twelve wards, each of which has twelve en-suite bedrooms, are located within four hubs: Arran, Iona, Lewis and Mull.

Patients are encouraged to access outdoor spaces including ward and hub gardens.

There are also extensive grounds with walking paths and sports facilities for patients who are able to access outdoor areas within the wider Hospital environment.



Hub and Hospital Grounds

The Hospital, including all car parks, is a smoke free zone and all visitors are therefore expected to restrict smoking to areas outwith the Hospital boundary.

CCTV is currently in operation within the grounds, including the car parks. The Hospital is considering extending this to wider areas within the Hospital and will ensure you are informed of any changes in this respect.

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4. NAMED PERSON, CARER OR VISITOR?

We have historically used the word 'carer' to describe anyone who visits State Hospital patients. We recognise that information you require might be different from others, depending on whether you:

- Are someone who visits infrequently.
- Are a regular visitor.
- Are fully involved in the patient's care and treatment planning.
- Attend care review meetings.
- Have been appointed by the patient as a Named Person.

The Mental Health (Care and Treatment) (Scotland) Act 2003 gives patients the right to nominate a Named Person who can act independently of the patient. Named Persons have access to paperwork, meetings and Tribunals which help them to support the patient. This person can be a family member or a friend whom the patient knows well and trusts.

We understand the value of involving carers in the work we do and the unique insight they can offer in terms of supporting the patient's recovery journey. The Hospital is committed to ensuring that carers are supported to share their views and that this feedback is used to improve services.

In order to ensure the views of carers are fully considered, membership of the Person Centred Improvement Steering Group includes carer representation. Carers are also invited to join short life working groups which undertake pieces of work supporting service development.

We are in the process of introducing the Triangle of Care tool, which aims to involve carers throughout all stages of the care experience, offering a unique perspective of the patient when he is well. The concept of a triangle was proposed by carers who wish to be included as active partners, collaborating with the care team and the patient. This approach recognises the bond between patient and carer, which pre-exists new therapeutic relationships when a patient is admitted to the Hospital.

Carers are also fundamental to the success of a number of social events which take place in the Hospital every year. These events provide an opportunity for you to socialise with other carers who experience similar challenges in terms of supporting a patient through the high secure journey:

- Festive events, including Christmas Lunch and the Carol Concert.
- Patient Achievement Awards.
- Ecumenical Services of Worship.
- Sportsman's Dinner.
- National Carers' Week.



5. KEEPING IN TOUCH WITH THE PATIENT

Telephone

Due to the nature of the environment, telephone calls are closely monitored by staff and can be recorded. We will advise you in advance if your call will be recorded.

Patients can only telephone people who have been pre-authorized by requesting to add a number to their list. As part of the approval process, you will be contacted to ensure you are happy to have telephone contact with the patient. For purposes of confidentiality and safety, telephone contact with the patient must only be with you, as the person approved for contact. This means that you should not allow anyone else to speak with the patient during your call. A robust process is in place to approve telephone contact with anyone under the age of 16, which requires consent from the child's parent or guardian.

As staff require to monitor telephone activity, patients may only call you at pre-determined times. In order to ensure that every patient who wishes to make a call can do so, call durations are limited and we ask for your co-operation to support this practice.

We appreciate that there are times when telephone contact with a patient may be necessary outwith the agreed times. If you need the patient to contact you urgently, please contact the ward via the main switchboard.

Due to the nature of the patient group, there are times when staff are fully occupied supporting a clinical situation and, as a result, may be unable to answer the telephone immediately. In order to ensure that staff have uninterrupted time with patients at particularly busy times of the day, visitors are asked to refrain from calling the ward before 9.30am, between 11.30am and 1pm and 4.30-6.00pm.

If you need to communicate any information to the patient which may be upsetting, e.g. a bereavement, it is helpful to contact the ward in advance to enable them to support the patient.

Letters and Parcels

Any mail you send to a patient is always opened in the presence of staff. Depending on the patient's risk management plan, the contents may be read by staff, who may require to withhold the item. In addition to ensuring a safe and secure environment for everyone entering the Hospital, we have a duty to support patient health and wellbeing. As part of the Hospital's Supporting Healthy Choices initiative, and in consideration of potential infection control issues, the Hospital reserves the right to destroy any food / fluid items sent to patients.

Email

Patients do not have access to the Internet and are therefore unable to communicate with you electronically.

6. PERSON CENTRED CARE

The purpose built living accommodation for patients is bright, airy, and many of the wards have views to the countryside including Tinto Hill.

Ward Environment

Within each hub, the three wards share a central activity area enabling group activity and access to a range of leisure facilities including a small gym, pool table, Occupational Therapy kitchen, and a small garden. Six monthly Care Programme Approach (CPA) meetings are facilitated within the hub case conference room.



All wards have laundry areas to enable patients to wash and iron their own clothes, a day room with TV, a quieter day area for patients who wish to read, a dining room and a small ward garden. There is ample space in the en-suite bedrooms for patients to have TVs, music facilities, and storage for a reasonable amount of personal possessions.

Ward Routine

Time	Activity
7.30am	Shower, shave etc
8.00am	Breakfast
8.45am	Medication
9am	Skye Centre placements / grounds access / hub activities
12 noon	Lunch
12.45pm	Medication
1pm	Skye Centre placements / grounds access / hub activities
5.00pm	Evening Meal
6pm	Medication
8pm	Supper
9pm	Medication
Bedtime	

The weekend schedule differs from week days offering a later start to the day and more leisure time. It is important for everyone to have a routine however sometimes timings may need to change depending on clinical activity.

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Clinical Team

A group of professionals are responsible for providing consistent input to support the recovery journey. These individuals make up the Clinical Team:

- Consultant Forensic Psychiatrist, who leads the Clinical Team and is also the patient's Responsible Medical Officer (RMO).
- Supporting Doctors who are normally trainee Psychiatrists.
- Lead Nurse.
- Senior Charge Nurse who manages the ward nursing team.
- Charge Nurses.
- Key Worker and Associate Nurse.
- Ward based nursing staff.
- Psychologist.
- Security Manager.
- Skye Centre staff.
- Pharmacist.
- Occupational Therapist.
- Dietitian.
- Social Worker.

Forensic Network

As part of the Forensic Network, the Hospital works closely with colleagues in step-down services, as well as national organisations including the Carers' Trust and Support in Mind to ensure that, when the patient is ready to transfer, you continue to receive support as a Carer.

The information in the Family and Friends Information Pack, which you'll find at the back of this pack, may be of interest to you throughout your journey as a Carer.



Supporting You as a Carer

The Person Centred Improvement Team is responsible for supporting Carers to be meaningfully involved in helping us to develop our services.

Effective communication therefore continues to be a key priority. The Person Centred Improvement Advisor ensures that Carers are kept well informed through regular newsletters, dedicated information leaflets and other relevant materials. Individual meetings with Carers and patient visitors can be arranged, and there is also the opportunity to join the Carers' Support Group.

Carers are represented through a number of forums including the Person Centred Improvement Steering Group, consultation groups and focus groups. The Carers' Support Group is central to supporting and facilitating active consultation and engagement.

Carers are involved in supporting individual patients through the Care Programme Approach (CPA) process which applies to all State Hospital patients throughout their care pathway.

We have an electronic Carers' Forum, through which we share information e.g. social events, changes to visiting / transport arrangements, request your support to complete a questionnaire and share draft policy documents for your comment.

We also produce a quarterly Carers' Newsletter and welcome contributions from Carers. The newsletter is sent out electronically to those who have signed up to receive communications in this way. If you prefer to receive the newsletter in the post, we will be happy to arrange this for you.

Sharing your Feedback

In order for us to respond quickly, you should share with staff, as soon as possible, any concerns you may have about your experience. The majority of issues can be dealt with satisfactorily if you speak to a member of staff at that time. This type of information, which could be a comment, concern or compliment is recorded as feedback, from which learning opportunities arise which enable us to enhance your future experience. The comments / suggestion box is located in the Visitors' Reception Area where you will also find forms available for you to share your views. You can also share your feedback through the Person Centred Improvement Team.

This pack has been developed in collaboration with carers, however we are keen to ensure that the content meets your needs. If you feel there is anything missing or have suggestions to improve the content, please contact the Person Centred Improvement Team.

In some cases you may wish to share your feedback by way of a formal complaint with the Complaints Officer. You can do this in person, by phone, by email or in writing. Your complaint will be processed in line with NHS policy. You will find information about the complaints process at the back of this information pack.

The State Hospital's Board recognises the need to ensure all stakeholders are supported to understand information about services we provide. Based on what is proportionate and reasonable, we can provide information / documents in alternative formats and are happy to discuss with you the most practical and cost effective format suitable for your needs. Some of the services we are able to access include interpretation, translation, large print, Braille, tape recorded materials, sign language, use of plain English / images. If you require information in another format, please contact the Person Centred Improvement Lead on 01555 842072.

7. BRINGING IN FOOD AND FLUIDS

Having a healthy lifestyle helps patients to feel good – physically, mentally and emotionally. We work closely with patients, supporting them to balance how much they eat with how much they exercise. We rely on visitors working with us to support patients to make positive changes to their lifestyle, particularly around access to snacks.

In addition to enjoying nutritionally balanced meals cooked on site, our patients currently supplement their intake via the Hospital shop with gifts of food and fluids from visitors. Patients can also access a monthly takeaway meal as a treat.

Prohibited Food and Fluid Items – due to Security, Food Hygiene and Pharmaceutical restrictions

- Alcohol or products containing alcohol (e.g. chocolates, cakes, pies, some festive products such as liqueur chocolates / mince pies or mouthwash).
- Any products in a metal, tin or glass container (including coffee).
- Chewing / bubble gum.
- Any item without a manufacturers' heat seal (e.g. supermarket bakery items, cakes in bakers' box, home baking, items from Greggs or Subway etc.).
- Any item containing grapefruit or grapefruit juice as this can adversely react with some medications.
- Raw meat, fish, poultry or eggs.
- Supplements such as protein powders / bars, energy drinks, multivitamin and mineral supplements or other similar items.
- Any products that require freezing at point of purchase or after opening.
- Any products that require refrigeration (excluding fruit) at point of purchase are **only** permitted to be consumed during a visit (see below).

Foods Permitted for Consumption during the Visit

Any item that requires refrigeration will only be permitted for immediate consumption at the visit. These items **cannot** be stored at ward level and **cannot** be shared during high supervision visits. Any items that are not consumed during the visit will be disposed of or given back to you to take away.

These items must be bagged separately prior to being scanned and identified as being for consumption during the visit.

You may bring in a manufacturer heat sealed 'meal deal' for each person attending the visit. These meal deals are regularly available in supermarkets, garages, and convenience stores and usually consist of a main meal items, a snack and a drink.

An example of this could be a selection from:

- Main meal items - Sandwich / Wrap / Meat Salad / Baguette.
- Snack items - Scotch egg / Pre-prepared fresh fruit / Cream Doughnut / Yoghurt.
- Drink items - Smoothie / Iced coffee / Milk shake / Diet fizzy juice.

A selection from the following list may be brought into the Hospital per visit (not per person) to be consumed at a later stage)

- Fruit with peeling skins (e.g. apples, oranges, satsumas, bananas, pears). No large fruits such as watermelon or pineapple are allowed as these cannot be prepared for patients on site.
- One container of soft fruit (which may require refrigeration) e.g. blueberries / strawberries / plums / cherries. **Please remove any net bags used to transport fruit.**
- One individual bag of dried fruit or nuts (maximum 500g).
- Three bottles (maximum 1.5 litre each) no added sugar drinks (squash, fizzy drinks and water).
- Six UHT (long life) cartons of fruit juice / smoothie (maximum 250ml each).
- Teabags, coffee and other manufacturer sealed sleeves of hot drinks (e.g. malted milk, hot chocolate, Bovril).
- Four individual pots of UHT (long life) desserts (e.g. custard, yoghurts, rice, fruit tubs).
- One plastic container of preserves e.g. jams, spreads (chocolate, peanut, honey) – **which do not require refrigeration after opening.**
- Four standard chocolate bars or packets of sweets (e.g. mints, gums).
- One packet of sweet/savoury biscuits or crackers.
- One small pack / box of individual cakes / cereal bars (maximum 6 items/portions)
- Six individual standard bags of crisps / savoury snacks (e.g. Bombay Mix, mini crackers).
- One box of breakfast cereal.

Special Occasions

The items below can be brought in addition to the above items:

- One manufacturer sealed birthday cake (no fresh/artificial cream unless consumed at visit) may be brought in during the two-week period before / after a patient's birthday.
- One Christmas /seasonal item (e.g. selection box, chocolate Santa, box of biscuits {in a cardboard/plastic container} etc.) during the month of December.
- One standard size chocolate egg in the two-week period before or after Easter.



Internal tray dimensions: 430mm x 350mm x 170mm

For security reasons, all food / fluid items must not rise above the height of the tray that goes through the scanner. Only one tray containing food / fluid items can be accommodated per visit (not per visitor).

September 2023

8. USEFUL INFORMATION

1. Directions to The State Hospital
2. Travel Expenses Claim Form
3. Application to Receive Expenses via Bank Transfer
4. Suggestion / Feedback Form
5. Complaints Process
6. Useful Links



USEFUL LINKS

NHS Inform provides valuable information about mental health conditions and the medication used to treat them.

<https://www.choiceandmedication.org/nhs24/>

The Scottish Independent Advocacy Alliance (SIAA) promotes, supports and defends the principles and practice of Independent Advocacy across Scotland.

<https://www.siaa.org.uk/>

Carers Trust is a national charity for, with and about carers. We work in partnership with a Network of local carer services to ensure unpaid carers are recognised, valued and heard at local and national levels.

<https://carers.org/country/carers-trust-scotland>

Traveline is Scotland's national public transport information service – the 'one-stop' for all bus, rail, coach, air and ferry times for Scotland.

<https://www.travelinescotland.com>

Rowanbank Clinic

133 Balornock Road, Balornock, Glasgow, G21 3UL

Tel: 0141 232 6400

<https://www.nhsggc.org.uk/patients-and-visitors/main-hospital-sites/stobhill-campus/rowanbank-clinic/#>

Rohallion Clinic

Murray Royal Hospital, Muirhall Rd, Perth, PH2 7BH

Tel: 01738 414465

<https://www.nhstayside.scot.nhs.uk/OurServicesA-Z/RohallionClinic/index.htm>

Orchard Clinic

Royal Edinburgh Hospital, Morningside Place, Edinburgh, EH10 5HF

Tel: 0131 537 6000

<https://services.nhsllothian.scot/ForensicUnit/Pages/default.aspx>

Scottish Government - Guide to Named Persons

<https://www.gov.scot/publications/mental-health-law-scotland-guide-named-persons>

person-centred
respect
communication
dignity
individual
consult
engagement
safe
rights
partners
diversity
involved
effective
equality
voice