



**Isle of Man
Government**

Reiltys Ellan Vannin



The patient's guide to Manannan Court



V0.1 December 2016

Inside this booklet

Welcome from the Inpatient Services Manager	4
About this booklet	4
Introduction to Manannan Court	4
What is Manannan Court?	4
Safety & Security	5
Your healthcare	5
What is a patient?	5
Are mental health problems common?	5
Where can I find out more information about mental health problems?	5
Who will be looking after me?	5
Your admission	7
On arrival	7
Care Plan	8
How can I help?	8
How long will I have to stay in Manannan Court?	8
Relatives, friends or carers	8
Observations	8
Physical Health	19
Confidentiality	10
Can I see my records?	10
Staying in Manannan Court	10
Patient bedrooms	10
What can I bring in to Manannan Court?	11
Drugs	11
Alcohol	11
Searching of Personal Property	11
Medication	12
Can I smoke?	12
Do I have to tidy my own room?	12
Can I wash my own clothes?	12
Can I use a telephone?	13
Can I use my mobile phone?	13
Why are there cameras?	13
Can I have visitors?	13
Visiting times	13
Can I have visits away from Manannan Court?	14
Manannan Court Routines	14
Ward rounds	14
Fire	15
Medication Administration	15
Community Meetings	16
Activities	16
Meals and mealtimes	16

Sleep	16
Spiritual Needs	17
Discharge from Manannan Court	17
Expectations, Rights and Responsibilities	17
How am I expected to behave while I am in Manannan Court?	17
My rights as a patient	17
Mental Health Commission	18
Manx Advocacy Project	19
Suggestions, Feedback, Compliments and Complaints	19
Other Information	20
Gifts	20
Car Parking	20
Useful Contact Numbers	20
My notes pages	21

Welcome from the Inpatient Service Manager

About this booklet

This booklet will give you information about Manannan Court. It aims to answer any questions that you might have and tell you about the things that are available for you while you stay at Manannan Court. Manannan Court has policies and procedures in place to protect all patients, staff and visitors from harm and to promote patient recovery. Some of these are identified in this booklet. If there is anything that you do not understand, please do not hesitate to speak to any member of staff on your ward. We hope that you feel welcome while you are here with us.

Introduction to Manannan Court

What is Manannan Court?

Manannan Court is a service for men and women who are experiencing a relapse or crisis of their mental health and wellbeing and who require an inpatient admission. It is a place where people can receive treatment, support and care to help them recover as quickly as possible.

Manannan Court is part of the Department of Health and Social Care, Mental Health Service. It consists of two inpatient wards for people who are experiencing acute mental health problems.

The two wards are:

- **Harbour Suite** - Adult Ward
- **Glen Suite** - Older Persons' Ward

There is also a de-escalation area called the Cushag Suite.

Manannan Court is divided into three zones. This helps us to promote everyone's safety, privacy and dignity. The different zones are:

- **Private** - for example, the wards and bedrooms – usually only patients and staff can access these areas
- **Semi-private** - for example, the upper ground floor – patients and staff can access these areas as well as some visitors
- **Public** - for example, the main entrance, reception, café, visitors' area.

Manannan Court's name is inspired by Manannan Mac Lir. Legend tells us that Manannan Mac Lir was a Celtic sea god who protected the people of the Isle of Man by shrouding the island in his cloak. It is also said to be where the Isle of Man's name comes from.



Safety & Security

Manannan Court operates a controlled access system to all entrance and exit doors within the open ward areas. This is one of the measures the service takes to minimise risk to patients, staff and visitors.



Controlled access allows ward staff to ascertain who is attempting to gain entry or exit to the wards and also make an assessment as to whether or not they should be permitted in or out the ward areas. All visitors to the ward are met by a member of the ward team.

Your healthcare

What is a "patient"?

A "patient" is someone staying in Manannan Court for treatment of a mental health illness. Throughout this booklet we use the term patient, but we are aware that some people prefer to be known as service users or clients.

Are mental health problems common?

Research tells us that one in four people will experience a mental health problem in a given year.

Where can I find more information about mental health problems?

If you would like to know more about mental health you can ask any of the staff involved in your care. They will be able to talk to you about specific mental health issues as well as provide you with written information and resources about specific mental health illnesses. We would also encourage you to discuss the information you obtain from leaflets with your named nurse or doctor.

Who will be looking after me?

The care team in Manannan Court is multidisciplinary. This means that there are staff working from lots of different professional backgrounds who may be involved in your care. These staff make up the multi-disciplinary team or MDT and can include:



- **Psychiatrists**

The Consultant Psychiatrist will be your responsible clinician and will be in overall charge of your care. The Consultant Psychiatrist will work with other ward doctors who are also psychiatrists.

Psychiatrists are medical doctors who have special training to assess a person's mental state. They use a range of assessments to diagnose a mental illness and can use a variety of psychological treatments and prescribe medication to help a person recover.

Some patients have to stay in Manannan Court under the Isle of Man Mental Health Act. When this happens, your responsible clinician will also have some special extra duties and will make decisions around letting you have leave from the ward, checking that you understand and agree to your treatment and that you have capacity and consent to make decisions about it.

- **Nurses**

During your stay you will be allocated a named nurse who will be responsible for working with you and planning and evaluating your care. Your named nurse will work closely with you and will be in charge of your everyday care. Your nurse will try to develop a good relationship with you and will encourage you to participate in your care. This is very important as it will help to ensure that you understand and are involved in all decisions and subsequent discharge planning. If your named nurse is off duty you can speak to any member of the nursing staff team.

There is always a nurse in charge on each ward on every shift. The name of the nurse in charge will be displayed on the ward.

The role of your named nurse

Your named nurse will:-

- ❖ Work within his or her professional body's code of practice
- ❖ Carry out assessments with you
- ❖ Plan and evaluate your plan of care with you
- ❖ Liaise with other professionals involved in your care ensuring there are common goals and that effective communication is maintained
- ❖ Ensure that formal review occurs within the multi-disciplinary framework
- ❖ Ensure the accurate, regular and comprehensive updating of your records
- ❖ Act as an identified point of contact for you and your carer within the team
- ❖ Work with you and others on planning your discharge.

- **Psychologists**

There is a clinical psychologist and an assistant psychologist. Psychologists are not medical doctors so they do not prescribe medication. Psychologists might carry out assessments to help understand how best to meet your needs.

The psychology staff might suggest and deliver different therapeutic approaches such as talking therapy, dialectic behaviour therapy and they might meet you on a one to one basis or in a group. Sometimes the psychologist might work closely with others involved in your care to help them understand how best to meet your needs.



- **Occupational Therapists**

The Occupational Therapist may work with you to help you to identify any strengths and difficulties that you might have and support you to work out practical solutions. The Occupational Therapy can help you do things and activities that you might want to do to help you to enjoy your life. The Occupational Therapist will see patients on a one to one basis as well as in groups and can offer programmes such as help with anxiety management, relaxation and desensitisation.

- **Health Care Assistants**

Health Care Assistants actively support the registered nurses in the assessment, planning and delivery of your care plan. HCAs play a major part in the delivery of patient care on the wards and can make a difference to your experience as a patient. They provide practical care and support on the ward. You will be allocated a specific person each shift as your primary contact. One key task often performed by HCAs is the close observation of patients considered too at risk to be left on their own.

- **Pharmacist**

The pharmacist is available to provide special advice about any medication you might be taking, how it works and its side effects. If you have any questions about your medication you can also speak to your named nurse or doctor.

- **Dietician**

Your physical health can have an impact on your general wellbeing. The dietician can give you lots of advice on healthy nutrition, diet and weight management. However, not everyone will need to see the dietician.



- **Keyworker**

Every patient will be allocated a Senior Health Care Assistant as a key worker by the named nurse. The Senior Health Care Assistant (SHCA) will be responsible for ensuring tasks are completed as specified within the recovery Program checklist. The SHCA is a member of the multi-disciplinary team and is responsible for delivering a package of care that has been directed by the Registered Nurse, or Care Coordinator with specific responsibilities as indicated within their role.

Your admission

On arrival

When you arrive in Manannan Court you will be welcomed by a member of the clinical team looking after you and you will be introduced to the admitting nurse.

You will have an assessment and where possible, this will be carried out jointly by a doctor and a nurse. The assessment will involve taking a background history as well as the details of your presenting mental health problems. Physical tests will also be planned.

A member of the team will show you around the ward and give you information about it. You will also be shown your bedroom and the member of staff will stay with you to help you settle in.

Care Plan

While in Manannan Court your treatment will be organised and set down in writing and you will be able to receive a copy of your care plan. Your care plan will be tailored specifically to your needs. This means you will be involved in talking about and agreeing what your own health and social care needs are and how these can be best met.

Your named nurse will be able to give you any information you need about your care plan and there is also a Care Programme Approach leaflet available.

How can I help?

To help you gain the most from your stay in Manannan Court please:

- Become involved in the preparation of your care plan, so it meets your needs
- Take advantage of and engage in the care package which is offered
- Discuss your care plan with your nurse and point out any areas which you are not happy with
- Request a review of your care plan if you feel your needs have changed.



Please remember that staff are here to help you. Be honest with them and let them know what you are feeling and thinking.

How long will I have to stay in Manannan Court?

Everyone's needs are different and the length of your stay will depend on your needs. However, staff will begin to discuss your discharge with you as soon as possible after your admission as we try to keep your time in hospital to a minimum. It is important to us that you do not remain in hospital any longer than you need to.

Relatives, friends or carers

We encourage carers/relatives to be involved/aware of your care plan. If you agree, staff will meet with them to keep them informed of your treatment and care. With your agreement they can come along to the ward round and be included in the discussions around your care. If you do not agree then the confidential details of your care will not be shared. For further details please speak to your named nurse or refer to the Confidentiality and Consent Leaflet.

A Carers Information leaflet is available as part of your admission. If your carer has not received one, please ask a member of the Manannan Court team for a copy.

Observations

Observation is a welfare check that is carried out on all patients in Manannan Court and there are different levels of observation that can apply. For example, if staff are concerned that you might want to harm yourself or because you are physically unwell, then your observation levels

might be increased. Following any increase in observation levels nursing staff will carry out a room search to further ensure your safety. All types of observation are a positive opportunity to talk and engage you in activities.

Deciding which observation is needed

Staff will always try to ensure that you are observed using the least intrusive observation possible and will try to strike a balance between your dignity and privacy and your safety and that of those around you. All decisions about your level of observations will take into account your current risks and your mental and physical health needs, your history and any medication you are on. As far as possible your views will be taken into account and your observation will be reviewed by staff at least daily.

Observation levels information

There are four types of observation depending on the assessed level of need/risk. At least once during the shift, a Nurse will set aside dedicated time to engage positively and collaboratively with you to assess current risks and your mental state. The assessment will always include an evaluation of the current risks, your mood, thoughts and behaviours which will be recorded in your clinical notes.

General Observations: This is the minimal observation for all people admitted to hospital. Staff will check on your whereabouts every 30-60 minutes but they don't have to be able to see you all the time.

Intermittent Observation: This observation is used when staff are concerned about your level of risk, either to yourself or to others. Staff will check on where you are at specified intervals between 15 and 30 minutes. As far as possible, this must be done without disturbing you whilst respecting your privacy and dignity. If you are subject to intermittent observation, you will generally not be able to leave the ward environment without appropriate escort, unless this is part of your agreed and documented care plan.

Within Eyesight: This observation will be used if there's a risk you could try to hurt yourself or another person at any time. Staff must keep you within eyesight at all times. This includes when you are using lavatory and bathroom facilities. If necessary, anything that you could use to harm yourself or others will be removed. Staff may need to search you and your belongings, though they must do this in a sensitive way and must keep your legal and human rights in mind. To ensure patient safety and best practice a formal process of review must be followed when reducing the intensity of observation.

Within Arm's Length: This observation means that one or more members of staff will stay close to you. This includes when you are using lavatory and bathroom facilities. This observation will be used if you're likely to hurt yourself or another person if you get the chance. If necessary, anything that you could use to harm yourself or others will be removed. As far as possible your privacy and dignity must be respected. You must be asked your opinions on different aspects of being under this type of observation (for example, would you prefer to be observed by staff of the same gender as yourself where possible).

Physical Health

Your physical health is important to us. Should you feel physically unwell, please speak with your named nurse or any member of the nursing team.

Occasionally there are times when a patient's physical health needs are more important than their mental health needs. When this happens, the doctor in charge might arrange for you to be seen in hospital.

Confidentiality

All staff employed by the Department of Health and Social Care have a legal obligation to keep records and information about you confidential. The information that you share with Mental Health Service staff is used in the assessment, planning and provision of your individual treatment and care. This forms part of your health care record which is retained by the Service in electronic and/or paper format.

It may be necessary to share information about your illness or care with other professionals. The person receiving such information is also legally obliged to respect your confidentiality.

Information such as your name, address and brief details about your situation and the reason for referral may be accessed when required by the Social Services teams to assist them in providing a service to you. Information without personal details may be used for research or audit purposes to monitor the quality of the services we are providing.

If you would like further information regarding your records, please discuss this with your named nurse. The storage and use of information within the Mental Health Service is compliant with the requirements of the Data Protection Act (2002).

Can I see my records?

You may wish to access your health records under the Data Protection Act. Your records contain the details of your care needs and the service we provide to you and are updated regularly. Your health records are strictly confidential and will not be seen by anyone who is not involved in your care. If you wish to access your medical records, please speak to your named nurse who will guide you through the process.

Staying in Manannan Court

Patient bedrooms

All patients have their own bedrooms which are private. Other patients may not go in to your room and there are lounges and activity rooms where you can meet with others on the ward in your free time. Your bedroom will have:

- A bed
- A bedside cabinet
- A built in wardrobe and shelves
- A desk / dressing table and chair
- A light above your bed
- A small safe

Your bedroom will also have an adjoining toilet and shower.

What can I bring in to Manannan Court?

We publish a general list of things that you are not allowed to have with you while you stay in Manannan Court. The nursing team will be able to talk to you about what items you can have.

You can bring some personal property in to the ward. However, we advise you not to bring large amounts of money or things that cost a lot of money. Patients have a personal safe in their bedrooms but we cannot accept responsibility for any personal property or cash brought in unless it is handed in for safe keeping.

For safety reasons, the following items are not allowed in Manannan Court. Please be aware that the list is not exhaustive:

- Any cutting edged item
- Weapons of any description
- Alcohol
- Both prescribed and over the counter medication
- Illicit drugs
- New Psychoactive Substances (NPS's) i.e. Legal Highs
- Plastic bags
- Unsealed drinks bottles
- Glass bottles
- Matches or lighters
- Pornographic material

If you have a query about property you should ask the staff for clarification. Sometimes items which could prove to be harmful, such as clothing or jewellery, may be removed from patients depending on their levels of observation. Staff will keep an inventory of any items which are removed or handed over for safe keeping.

Drugs

You are not allowed to bring in or use non-prescribed or illegal drugs. Failure to follow this may result in you being discharged. At staff discretion, the Police are invited at intervals to undertake searches of Manannan Court for illicit substances. If you are found to be in possession of any illicit substance the Police will be informed.

Alcohol

We do not allow the use of alcohol in Manannan Court and we would ask that you do not use alcohol during your stay. Mixing medication and alcohol may have adverse side effects. The use of alcohol may result in you being discharged from Manannan Court.

Searching of personal property

It is routine to search every patient's property on admission and when returning after any period of leave. Staff may carry out searches if they are concerned regarding your safety or that of others. Searches are carried out to ensure that dangerous items or substances are

not brought in to Manannan Court. The consent of a patient will be sought before a search is attempted and the patient will be informed of the rationale for the search.

Searching visitors is not usual practice. However, visitors who may be suspected of bringing harmful substances or items into Manannan Court will be asked to consent to a search.

Medication

Please bring all your medicines into Manannan Court with you if your admission is planned. If your admission was unplanned, please ask someone to bring them in as soon as possible. All medicines should be handed in to the nurse in charge.

It is important that any medication brought in is in its original and labelled container. Bringing your medication with you will help for the following reasons:

- Informing the care team what medicines you are taking and when
- Ensuring that your medicines can be continued while you are in hospital
- It will help us to complete your discharge prescription more quickly allowing you home sooner.

Can I smoke?

Smoking is only allowed within the designated smoking areas. For patients on the Harbour Suite and Glen Suite, the designated smoking area is the central courtyard.

Lighters and matches are not allowed in Manannan Court, but there is an electronic 'Ciglo' lighting device available inside the courtyard. E-cigarette devices may also be used in this area however, charging of these devices on any of the wards is not allowed.

There is a 'Stop Smoking' service which provides nicotine replacement therapy, information, support and advice if you are considering giving up or cutting down smoking either permanently or while you are in hospital. If you would like help to stop smoking, please ask a member of the nursing staff who will arrange for one of our specialist trained smoking cessation advisers to talk with you.

Do I have to tidy my own room?

The housekeeping staff will keep your room clean but you should keep your room, your clothes and your own things tidy and make your own bed.

Can I wash my own clothes?

We encourage those who are able to do their own laundry, but if you are unable then the nursing staff will discuss options with you. You can have use of the washing machine and dryer located in the laundry room and this is negotiated with staff for outside of scheduled activities, an iron is also available on request. When using the washing facilities, please look after your laundry as your clothes remain your responsibility.

While washing powder is provided, if you have allergies you can bring in your own laundry powder. This will need to be handed in to staff on admission or when received during your stay.

Bed linen and towels are provided for you during your stay and these items will be washed by the laundry service.

Can I use a telephone?

Although there is not a public telephone available on the ward, staff will help you make calls if you need to keep in touch with relatives or friends.

Can I use my mobile phone?

You may use your mobile phone but it should be switched to silent or vibrate while you are in Manannan Court. Please be respectful of other patients while using your phone and take calls in a quiet area.

Phones, iPads, laptops, tablets etc. must not be used to record or photograph whilst you are in Manannan Court as this infringes the rights and confidentiality of others. Staff will remove your phone or other device if it is felt that it is being used inappropriately. If your phone or other device requires charging you will need to hand it in to staff for charging – devices may only be charged overnight from 10.00pm.

Why are there cameras?

There are closed circuit television (CCTV) cameras covering some communal areas of Manannan Court but the private areas do not have cameras. CCTV is used for the safety of patients, visitors and staff and is registered for the prevention and detection of crime. You are welcome to talk to any member of staff about how it is used.

Can I have visitors?

Please talk to your named nurse regarding visits from your friends and family members.

Children can visit you if they are your brother or sister or your own children. However, they must be accompanied by another adult and will see you in a family room away from the ward.

There are designated visiting areas on each of the wards for other visits.

Visiting Times

To help us promote a structured day and enable you to participate in daily therapeutic activities visiting times are as follows:

Harbour Suite Visiting Times

5.30 pm to 7.30 pm	Daily
2.00 pm to 4.00 pm	Saturday and Sunday

Glen Suite Visiting Times

Visiting on the Glen Suite can be accommodated most times of the day but needs to be discussed with the nursing staff.

Please note, visits may not be allowed if your care team feel that you are not well enough to see visitors at that time.

If your visitors have any difficulties in visiting at these times, please see a member of the nursing staff, who will discuss options/alternative times with you/them.

All visitors must report to reception on arrival.

Can I have visits away from Manannan Court?

All visits away from Manannan Court, either with or without a member of staff or relative, need to be agreed by your doctor.

Manannan Court Routines

Ward Rounds

Every week there are two ward round meetings on the Harbour Suite and one on the Glen Suite. Your named nurse will let you know on which days these are held.

The purpose of the ward round is for the staff involved in your care to meet with you, and your carer if you wish, to discuss your care plan, treatment and progress with you. Your named nurse will be able to answer any questions you might have before your ward round meeting. Some questions you might want to ask could include:-

- What is my diagnosis?
- What are the plans for my treatment?
- What happens if I refuse treatment?
- Will my family/carer be involved in discussions about my treatment/medication?
- Why do I need medication, what is it and what are the side effects?
- Is there any other treatment/medication I could take?
- How long do I have to stay on medication for – what will happen if I stop?
- Can I have leave to go home?
- When can I be discharged?
- What care will I receive after discharge?
- Am I physically well?

These are only examples that you may wish to ask and you may have other questions of your own. Many people find this difficult. Please, do not worry, your named nurse will help you and guide you if you wish. If you do not wish to attend, this is acceptable. However, it is in your best interest to attend and discuss your care. Staff will encourage and support you to do this.

Fire

A fire alarm test takes place every Tuesday and sometimes there are practice fire drills. You will be informed ahead of any planned practice drills.

In the event of a fire alarming sounding, some doors will close automatically - **do not panic**. Staff are fully trained to handle such events. Please follow their instructions and remain in the designated area until otherwise informed.



In the interest of your safety and that of others, you will be required to inform Manannan Court staff when you enter or leave the building.

Medication Administration

Part of your treatment may involve being prescribed other medicines. It is important that you are informed about the medicine you are taking and what it is for.

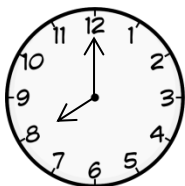
Your Consultant Psychiatrist is responsible for your treatment and is the main person to decide on and prescribe medication for you. However, the Specialty Doctors can make adjustments to your medication. We encourage you to discuss your medication at ward rounds. You can obtain written information about your medication, and what it does.

Some of the medicine you may be given might give you some side effects. When you are prescribed medicine, you should be informed of the possible side effects. Nursing staff will be monitoring you for any such effects. If you feel that your medication does not suit you, you can discuss this with your doctor, named nurse or in the ward round. Other medication may be available that might suit you better and there are also medications available to reduce common side effects.

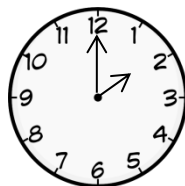
In the interests of safety and to avoid possible drug inter-actions **do not** take any medication other than that prescribed for you by the ward medical staff.

Medication is given out at the following times and is dispensed from the Clinic:

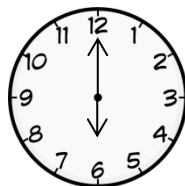
8.00 am



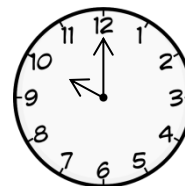
2.00 pm



6.00 pm



10.00 pm



It would be helpful if you can be present at these times.

Please hand in all medication on admission or on return from leave. You will be issued with either medication or a prescription on discharge.

Community meetings

A weekly meeting is held for patients and staff on the Harbour Suite. These meetings usually take place each Thursday at 4.00pm. The purpose of the meeting is to talk about general ward routines and activities and any other issues and to give you a chance to tell staff what you think. There is also a meeting every morning at 9.45am for patients in order to organise your day.

Activities

During your stay you are encouraged to participate in the recreational activities and therapeutic groups to gain the most benefit from your stay here. A timetable of activities will be provided and you can discuss this further with your named nurse. Most activities will take place in the Activities Rooms.

All wards have a Day Space/Lounge area. On the Harbour Suite, please note that the television is turned off during the day. On the Harbour Suite, access to bedrooms is normally restricted throughout the day.



Meals and mealtimes

There are a range of hot and cold meal options available. However, if you have any special dietary requirements, please talk to a member of the nursing staff.

Hot drinks are available throughout the day at allocated times and there are posters on each ward detailing the times these are served. Meals are served in the Dining Room at the following times:

Breakfast	Lunch	Tea	Supper
7.30 am to 9.00 am (Monday to Friday) and to 10.00 am on Saturdays and Sundays.	12.00 noon.	5.00 pm	9.00 pm

Sleep

It is well documented that sleep is important to our health and that poor sleep can have a negative impact on our mental health and wellbeing. To help you in establishing a regular and healthy sleep pattern, you will be asked to retire to your bedroom no later than:



- 11.00 pm Sunday to Thursday
- 1.00 am Friday and Saturday and on evenings before a Bank Holiday.

During the week we ask that you be up for 08.00 am, with more flexibility at the weekends.



Spiritual needs

Spiritual or religious beliefs and guidance may be particularly important to you when you are experiencing mental health problems. Staff will respect your religious and spiritual beliefs and these will be accommodated wherever possible. Please talk to staff about your needs including space to pray or to observe other spiritual practises; they will do their best to meet these needs. There is a multi-faith Chapel located in Noble's Hospital (please ask Manannan Court staff for details).

Discharge from Manannan Court

Discharge planning will consider how best to enable you to leave hospital. Part of this planning will likely involve talking with your carers or other providers who are involved in your care. Towards the end of your admission, a discharge planning meeting will be held to talk about what arrangements will be needed to enable your discharge. The care team in Manannan Court will ensure that any professionals involved in your care will be invited to attend along with your carer.

At the point of your discharge, you and your carer will be given a copy of your care plan. This will also include a risk management plan. It will detail what support will be provided for after you leave Manannan Court, when, what, where and by whom this will be provided.

A discharge summary will be sent to your GP on the day of discharge which will also provide information about any medications you have been discharged with or which you might need.

Expectations, Rights and Responsibilities

How am I expected to behave?

Everyone has the right to be treated with dignity and respect. You are expected to treat all staff, other patients and visitors in a respectful manner and to speak politely.

Please consider other patients by ensuring that any noise from televisions, radios etc is kept to a minimum for the comfort of all.

Manannan Court has a Zero Tolerance approach to violence and aggression and this includes verbal aggression. Any reports of aggression including incidents of racism or homophobia etc will be taken seriously and may be referred to the police. Any incidents of physical aggression or wilful damage to property will result in staff contacting the Police.

My rights as a patient

Mutual Code of Conduct for Ward behaviour

This code applies to everyone (patient, staff and visitors)

If we adhere to these principles, we can keep our environment a positive, safe and therapeutic one.

BEHAVIOUR: We will all not:

Display violence or aggression to others or wilfully damage property

Use abusive language, harassment or threats to others

Abuse people on the grounds of their sexuality, gender or race

Use alcohol or illicit drugs

Make unnecessary noise

Display any other behaviour that embarrasses or makes others feel uncomfortable.

RESPECT AND CONSIDERATION: To respect each other we will:

Dress appropriately and modestly

Switch off mobile phones when appropriate

Work together to keep the ward clean and tidy

COMMUNICATION: It is in everybody's interests to communicate as well as we can so:

Respect and keep confidential any information you learn about others, unless it would place someone at risk of harm. In that case, please tell staff

Communicate openly and respectfully at all times and during one to one sessions

Be helpful, polite and give time to those wanting to communicate with us

Please feedback on your experiences and offers suggestions relating to your time on the unit by using the suggestion box.

PRIVACY AND DIGNITY:

It is not always a good idea to share too much information about yourself with other patients and visitors

Respect the privacy of others – bedrooms are private areas

If you have to stay in Manannan Court under the Mental Health Act you will have other rights. These will be explained to you by a member of staff and you will also be given some further written information.

Mental Health Commission

The Isle of Man Mental Health Commission (MHC) is concerned with safeguarding the rights and welfare of people being cared for under the Mental Health Act in the Isle of Man.

Details of how to contact the commission are available on the ward or from any member of staff and also in the back of this booklet.

What does the commission do?

- Checks that you are lawfully detained and well cared for
- Checks that the Mental Health Act is being used properly
- Checks that you are informed about your rights under the Mental Health Act
- Arranges for an independent doctor from the United Kingdom to provide a second opinion if you are not able or willing to consent to your treatment in certain circumstances
- Investigates certain types of complaint.

How does the commission do it?

- Visits all places where patients are detained under the Mental Health Act

- Meets and talks to detained patients in private. Any information you provide will not be passed on without seeking your agreement
- Checks that all your complaints are taken seriously
- Checks that all detained patients have an equal chance to receive good services and treatment
- Meets with Managers and other staff to talk about those things that affect your care and treatment
- Checks that the Mental Health Act Code of Practice is being followed. You can ask the ward staff to let you see a copy of the Code of Practice
- Checks that the right plans are made for you before you are discharged from hospital.

What the commission cannot do:

- Discharge you from your Section under the Mental Health Act
- Discharge you from hospital
- Transfer you to another hospital
- Offer individual medical advice
- Offer individual legal advice.

Mental Health Advocacy Project

Advocacy is when you get support to say what you want. There is a Mental Health Advocate who can help to support you to have your say if you are not happy with your care, listen to your views and concerns and give you information to help you make decisions. The advocate is independent and is not employed by the Department of Health or Social Care. You can ask for support from the Advocate at a time while you are a patient – speak to your named nurse who will help you to do this.

Suggestions, Feedback, Compliments, Complaints

Our aim is to provide a high quality service, but recognise that there may be times when you or your relatives may not be fully satisfied. If you have a comment, or suggestion for service improvement, or perhaps a complaint to make regarding any aspect of your care, please initially discuss them with the Ward Manager, so that matters are dealt with as quickly as possible.

Let us know what you think of our service. Help us to improve services by giving us your views, good as well as bad. Examples of ways to do this include talking to staff, filling in surveys or participating in focus groups.

If for any reason you are unable, feel uncomfortable or would prefer not to speak to the person in charge; or perhaps wish matters to be dealt with more formally, you may want to put them in writing via the complaints procedure. Information about the complaints procedure can be found on the ward or you can ask any member of staff. All formal complaints will be acknowledged and your concerns investigated. You will be informed of the progress.

Other Information

Gifts

Individual members of staff cannot accept money or gifts from you or your relatives. However, should you or your family wish to give a token of appreciation - e.g. a small non-monetary gift, this may be given to the Manannan Court team as a whole, with the consent of the ward manager. There are also two local mental health charities – the Ballamona Association for Mental Health and the Service Users Network.

Car parking

There is visitor parking available at the main public entrance to Manannan Court. There is also public transport near to Manannan Court. Please ask on the ward for the time table.

Useful Contact Numbers

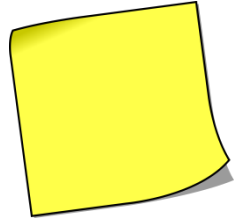
Noble's Hospital	650000
Manannan Court - Harbour Suite (Adult)	642871
Manannan Court - Glen Suite (Older Persons)	642856
Crisis Response & Home Treatment Team (CRHTT)	642860
Drug and Alcohol Team (DAT)	617889
Manx Advocacy Project	487545
Markwell House – Benefits	685685
Mental Health Commission	mhcom@manx.net
Older Persons Mental Health Service (OPMHS)	642879
Praxis	619803
Peel and District Carers' Group	843153

My care team

The ward I am on	
Named Nurse	
Responsible Clinician	
Care Co-ordinator	
Psychologist	
Occupational Therapist	
Ward Manager	
Inpatient Services Manager	

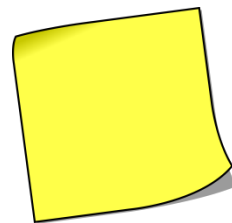


My Notes Page



A large, empty rectangular box with a black border, intended for writing notes.

My Notes Page

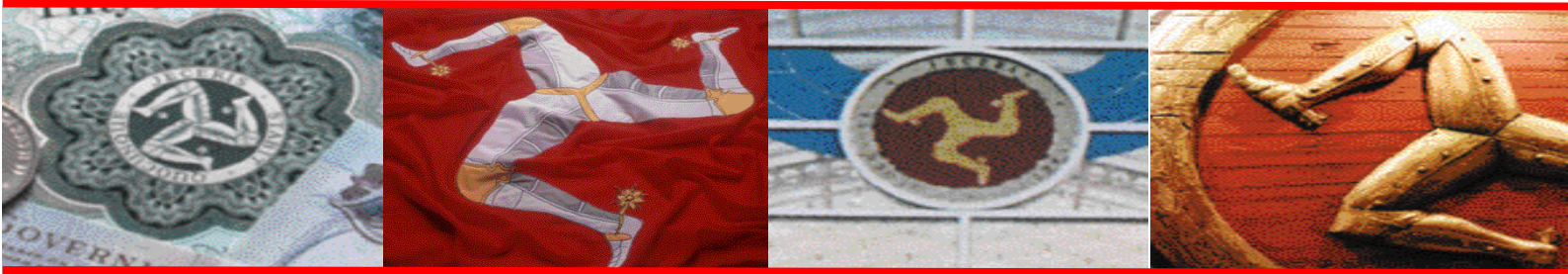




Isle of Man
Government

Reilts Ellan Vannin

This information in this leaflet can be provided in large print or audio tape/CD,
on request.



Department of Health and Social Care
Mental Health Service
Manannan Court
Noble's Hospital Estate
Strang, Douglas
IM4 4RJ
www.gov.im/health