

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY K.G. PAMPLIN OF ST. SAVIOUR
ANSWER TO BE TABLED ON TUESDAY 10th DECEMBER 2019**

Question

Will the Minister update the Assembly on any improvements that have been made to Orchard House in 2019 as a result of the most recent health and safety report and, furthermore, on any changes made in terms of the therapy provided there?

Answer

Health and safety improvements to Orchard House

There is extensive and detailed work planning in place in relation to improvements to Orchard House. I will provide an overview of the main areas covered, but my department can provide any extra detail that is required.

- **Flooring, decoration and internal renovation:** this is broadly on track to be complete this year. Some slippage has been caused by managing extreme pressure on the ward in November.
- **Personal alarms:** the new personal alarm system for staff has been introduced and is being reviewed for effectiveness.
- **MAYBO training:** All staff at Orchard House are now MAYBO trained. This is training which aims to reduce the risk of behaviours of concern and workplace violence through the provision of engaging, outcome-focused training programmes.
- **Additional management of violence and aggression:** the policy for managing violence and aggression is in place. We are in the process of completing a standard operations procedure for this policy to ensure that it translates into effective working on the ward.
- **External:** scoping works for the installation of external CCTV have now been completed. A planning application has been submitted.
- **Infection control and Legionella:** all necessary items from the risk assessment have been addressed.

Changes in therapy provision

The service is working towards more formalised activity planning and provision. An activities co-ordinator role, dedicated to the ward, is to be advertised shortly. At the moment, the qualified Occupational Therapist on the ward engages patients on a 1:1 basis to complete assessments of need. Currently there is input from a clinical psychologist on two half-days each week. The offer includes:

- Psychology assessments and formulation to inform care plans and treatment plans
- Staff supervision groups
- Staff training.

Therapeutic activities are offered in the form of green activities (exercise and walking). Ward staff and community social workers have also begun some activity groups such as baking and meditation sessions. There is one full-time social worker based on the ward to support discharge and the provision of therapeutic interventions. In addition, there is now a psychology assistant based at Orchard House who is engaging people on a 1:1 basis four days per week focusing on psycho social education. We are now offering [Decider skills](#) groups on three days each week. [Teaching the skills to enable people to understand and manage their own emotions and mental health.] We are also working to develop bibliotherapy resources on the ward.

We will be asking the nursing and therapy team to document what activity is offered to people and whether or not it is being accepted. Using a recovery-based co-produced approach to care, everyone is offered the opportunity to work through the 'My Journey' resource with staff support.

There is also an increasing amount of work with outside agencies. An individual who works with MIND recently came onto the ward to talk about their own mental health journey. Going forward, we hope that MIND can provide a regular part of the offer to inpatients. Jersey Recovery College is visiting the ward and doing sessions with both patients and staff to ensure that both groups are aware of the services it provides.

My Journey

Name:	
Your named nurse:	
Your consultant or responsible clinician:	

Staff can help you complete this book



The aim of this 'My Journey' workbook is to help you develop an understanding of the difficulties which have brought you into hospital, your strengths, and significant life experiences. This is to help you plan your journey towards recovery.

This book belongs to you. You can use it to express your ideas, thoughts and feelings about your life and what has brought you to hospital.

Include things which are important to you such as:

- **Your life story**
- **What support you want**
- **Things you find difficult**
- **Things you want us to do**

Only write what you are comfortable with. While you can keep this private if you wish, sharing this book with your clinicians will help them to get a better understanding of who you are and how they can support you.

You can keep the workbook with you during your admission and then take it home when you are discharged. It includes details of things you need to do once you get home.

You might find it helpful to share this book with your family and community care teams.

A member of staff can help you complete this book.

The feelings, thoughts and behaviours that brought me to hospital *(presenting factors)*

My understanding of why I have come into hospital

What do I do or say when I am distressed, angry, frustrated or overwhelmed?

How my care team can help/support with these problems?

My important early life experiences (*predisposing factors*)

Important things from my childhood and teenage years including family, friends, school, employment and relationships

Things that have upset me recently (*precipitating factors*)

Thoughts and feelings that have upset me recently

Things that have happened recently that have upset me

Things I've done recently that have upset me

Things that get in the way of my journey towards recovery
(perpetuating factors)

My biggest difficulty is

I notice I feel worse when

When I feel distressed, angry, frustrated or overwhelmed I tend to think

Things that get in the way of my journey towards recovery
(perpetuating factors)

I try to make myself feel better by

Other people try and help me by

My strengths and support *(protective factors)*

My strengths and achievements

How I like to spend my time, what do I like to do

Things I do to keep me well

My strengths and support *(protective factors)*

People, animals, activities and other things which help me cope

Groups, agencies and services which help me cope

Plan for my journey towards discharge and recovery

What are my goals? What do I want out of life?

Things I would like to do or learn while I am in hospital

Plan for my journey towards discharge and recovery

What support I need to be ready to leave hospital, including specific tasks

My journey to recovery will continue when I leave hospital

Going home information

On-going health problem or clinic appointment	Action needed (e.g. contact GP)	Date	Location

Medication	Action needed (e.g. repeat prescription)	Review date and who by
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My Safety Plan (can be completed with the support of staff)

Patient TRAK Label

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What is the risk?

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Step 1: Identify the early signs or indicators that a risk may arise

1.	
2.	

3.	
4.	

Step 2: Do what has helped me manage these successfully on my own in the past.

1.	
2.	
3.	
4.	

Step 3: Spend time with people and be socially involved/connected with others

1.	
2.	
3.	
4.	

Step 4: People who I can ask for help about my thoughts/feelings/problems

1.	Name:	Contact details:
2.	Name:	Contact details:
3.	Name:	Contact details:
4.	Name:	Contact details:

Step 5: Contact professionals or other agencies

1.	Named Clinician:	Contact details:
2.	Other Clinician:	Contact details:
3.	Samaritans:	Contact details:

Ensuring you make your environment safe

1.	
2.	
3.	
4.	
5.	

Completed by:	
Date:	

Agreed by:	
Date:	

Useful Contact Numbers

Orchard House
(01534) 443360

Mind Jersey
0800 7359404
Email: help@mindjersey.org

Independent Patient Advocate Services
07797716447
Email: p.winchester@mindjersey.org

Samaritans
08457 909 090
Website: www.samaritans.org

Relate
(01534) 734980
Email: relatejersey@jerseymail.co.uk

Community Bereavement Service
(01534) 876555/285144
Email: bereavement@jerseyhospicecare.com

Alcohol & Drug Service
(01534) 445000
Email: a&dservice@health.gov.je

Alcoholics Anonymous
(01534) 726681
Email: info@aajersey.org

Narcotics Anonymous
0800 735 7810
Website: www.ukna.org

Victim Support
(01534) 440496
Website: www.victimsupportjersey.co.uk

Citizens Advice Bureau
(01534) 724942/617508
Email: advice@cab.org.je

Useful Contact Numbers (continued)

Social Security

(01534) 445505

Email: socialsecurity@gov.je

Andium Homes

(01534) 500700

Email: enquiries@andiumhomes.je

Shelter Trust Jersey

(All age homeless projects)

Homeless Helpline: (01534) 730235

Women's Refuge

0800 735 6836

Email: info@jerseywomensrefuge.org.je

YES (Youth Enquiry Service)

(01534) 280530

yes@youthservice.yc.je

Independent Domestic Abuse Service

07797818324 / 07797818327

Victim Support

(01534) 440496

Website: www.victimsupportjersey.co.uk

Sanctuary House (men's shelter)

(01534) 743732

Silkworth Lodge (Addiction Specialist Centre)

(01534) 729060

Email: info@silkworthlodge.co.uk

TOPS (Triumph over Phobia)

(01534) 608008

CUSTOMER FOCUS CONSTANTLY IMPROVING ALWAYS RESPECTFUL WE DELIVER BETTER TOGETHER

