

1. How can I arrange a visit to see my relative/friend?

To visit your relative or friend during their stay, you must submit a visitor request application to the Hospital's Security Officer explaining your relationship and why you wish to visit. The form is then forwarded to the relevant Clinical Team to authorise your visit. As this is a secure hospital this enables us to keep a list of approved visitors and helps maintain a safe and secure environment.

Following your application, we will write to you as soon as possible to let you know the outcome. Requests are only refused in very exceptional circumstances. However, if you are a close relative of the patient, for example Nearest Relative or Named Person, you will be given clearance while your relative or friend is in the admission stages. Visiting newly admitted patients to the hospital is restricted to nearest and closest relatives for the first 12 weeks.

Due to the high numbers of visitors we request that you inform the ward at least 48 hours before you intend to visit. This enables us to ensure the visitor's room is free and the visit is not interrupting any therapy. We understand that there may be times when you need to arrange a visit quickly. If this is the case, please phone the ward and the Nurse in Charge will try to arrange the visit.

2. Is there any help with travel costs?

Visitors who are in receipt of Income Support may claim reimbursement of travel expenses from the Department of Work and Pensions and should not claim from the Hospital. Forms can be obtained via the internet or from your local job centre plus office.

For those families travelling long distances there is a hotel situated next to the hospital (Premier Inn). Who have a special rate for families at £29.00 per room per night subject to availability.

3. How many visitors are allowed to visit at any one time?

The recommended maximum number of visitors per patient at any time is 3. However more than this number may be allowed at the discretion of the Nurse in Charge of the ward. Please phone the ward in advance and provide the Nurse in Charge with the names of all visitors. Those who have not booked will not be allowed access into the hospital.

4. Does the Hospital have any provision for disabled visitors?

Yes, access to the visitor's room is on the ground floor. There are suitable access and amenities throughout the Hospital.

5. What are the visiting times?

St George Healthcare Group provides families with flexible visiting times rather than set times. However we would like all visits to be completed by 7.00pm. No visits are permitted during meal times (12-1pm and 4-5pm).

6. Can I arrange to speak to the doctor of my relative/friend?

The Responsible Clinician (RC) is the Senior Doctor who is responsible for deciding which treatment is the most suitable for each individual patient. The RC leads the clinical team for all decisions regarding the patient's care and treatment, and the patient's detention under the current Mental Health law. You can make an appointment with the patient's RC through the RC's Medical Secretary via reception.

7. Can I bring children in to visit?

Children may visit the hospital. However this has to be agreed through the Clinical Team who will make a referral to social services on the child's behalf. The process can take several weeks and in some cases your local social services will visit you to complete a child in need assessment.

Child visiting takes place in the Family visiting room. Please book in advance as demand for these rooms high. If a patient is allowed leave we encourage visits to be away from the hospital in an area that is considered child friendly.

However if the patient's mental health is not considered stable at the time of the visit no child contact will be allowed. Child contact has to be assessed in the interests of the child.

8. Will I be able to go into the community with my relative/friend during the visit?

In some circumstances leave is allowed outside of the hospital if agreed by the clinical team. For patients on their initial 12 weeks assessment period no visits are allowed outside the hospital.

9. What am I allowed to bring in for my relative/friend?

There are a number of things you can bring in including magazines, books, clothing, footwear or money which can be deposited into the patients hospital bank account. All items must be security checked before the patient is allowed to have access to them. No alcohol is allowed under any circumstances. Please inform the Nurse in Charge on arrival what items you have brought with you.

10. Will I be able to attend the Care Program Approach Review of my relative/friend?

Every six months a Care Program Approach (CPA) meeting is arranged with the clinical team, family, patient and the funding commissioner to review the patient's progress. If the patient wishes you to attend the meeting, you will receive an invitation in writing. For the purpose of the report the Hospital Social worker will contact you for your views and these will be placed in the CPA report which the patient has access to.

11. Will I be able to attend the tribunal of my relative/friend?

As the Nearest Relative (determined by law) you have certain rights under the Mental Health Act. This includes applying for your relative to be discharged from their section. This must be put in writing to the RC and a copy to the Mental Health Act Administrator who are based in the hospital.

At each Mental Health Review Tribunal your views will be sought and placed within the social circumstances report and submitted. If the patient agrees, you may attend the tribunal to give your views. However if you wish that information disclosed to remain confidential from the patient you must inform the hospital social worker.

12. How can I raise an issue/complaint/comment or compliment?

You can do this by:

- Speaking to a member of staff on the patient's ward.
- Contacting the hospital social worker
- Contacting Hospital Manager

St Mary's Hospital
Floyd Drive
Warrington
Cheshire, WA2 8DB

Tel: 01925 42 33 00
Fax: 01925 42 33 07
Email: info@stgeorgehealthcaregroup.co.uk
Website: <http://www.stgeorgehealthcaregroup.co.uk>

St George Healthcare
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