

ADDICTIONS UNIT

An admission guide for inpatients



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YOUR ADMISSION

WE UNDERSTAND HOW DAUNTING IT CAN FEEL WHEN YOU ARE FIRST ADMITTED INTO A HOSPITAL UNIT. OUR AIM IS TO HELP YOU TO SETTLE INTO THE HOSPITAL AS QUICKLY AS POSSIBLE AND HELP EASE ANY ANXIETIES THAT YOU MAY HAVE. THIS BOOKLET SETS OUT ALL THE INFORMATION YOU WILL NEED DURING YOUR STAY WITH US, BUT IF YOU HAVE ANY QUESTIONS, PLEASE DON'T HESITATE TO LET US KNOW.

WHEN ARRIVING AT NIGHTINGALE HOSPITAL

Depending on the time of your arrival, you will either be greeted by a member of our Patient Services Team or by a nurse on your ward.

Following this, you will be taken to your room, before being taken on a tour of the ward, introduced to the wider nursing team and given an overview of the hospital. A nurse will then undertake an initial nursing and risk assessment. You will also be seen by the ward doctor, who will conduct a current mental state and physical examination. Depending on your condition, the ward doctor will take blood tests, and then may also carry out an ECG if required.


Your consultant psychiatrist, nurse and doctor will collaborate with you to agree your level of risk and formulate a care plan. In the interest of your safety, nurses will continue to complete regular assessments throughout your stay to identify any risk factors that may affect you. If a specific issue or risk is identified in your assessments, we request you to comply with searches of your room and property, or a body scan using a metal detector at any time during your stay.

TREATMENT AT NIGHTINGALE HOSPITAL


All inpatients at Nightingale Hospital are under the care of a consultant psychiatrist, who will oversee your treatment.

The hospital has separate wards for general psychiatry, eating disorders and addiction treatment. **You will be staying on the addictions unit (ADU), which is a 10-bed unit.** On the ADU we support people aged 18 years and over who have a dependency on alcohol, drugs or behavioural addictions. Our addictions treatment team are also skilled in supporting patients with dual diagnosis.

Nightingale Hospital has a multidisciplinary team (MDT) consisting of consultant psychiatrists, doctors, therapists, occupational therapists, dietitians, nurses and healthcare assistants. Our team are expertly trained with experience working in a variety of disciplines and locations all over the world.



I crawled into Nightingale Hospital three years ago, and today, I celebrate my three-year clean birthday, thanks to all of you. Life is so wonderful and I am free. I could never imagine a way out, but with hard work, determination, courage, and strength, one day at a time, here I am celebrating three years clean.



WHAT TO PACK

WE RECOMMEND THAT YOU BRING THE FOLLOWING ITEMS WITH YOU TO MAKE YOUR STAY AS COMFORTABLE AS POSSIBLE.

- Comfortable clothing for day wear
- Footwear that is comfortable and appropriate
- Appropriate nightwear such as pyjamas (including slippers)
- Appropriate exercise attire for the hospital gymnasium (including trainers)
- Any personal belongings that may support your recovery, such as photos or reading materials
- Any medication you are currently taking
- Personal hygiene products/toiletries
- Weapons or imitations
- Corrosive/flammable items
- Glass objects (i.e. mirror or glass bottles)
- Needles or injecting devices*
- Sharp instruments
- Metal items e.g. coat hangers
- Adhesives (e.g. glue or masking tape)
- Chewing gum
- Pornographic material
- Office supplies (e.g. notebooks with metal coil binders, paper clips)

Valuable belongings

We prefer that you don't bring highly valuable items or significant amounts of cash into the hospital. Patients are encouraged to bring no more than £50 to the unit. However, we do encourage you to bring a bank card for external travel to local fellowship meetings.

There is a safe located in the Patient Services Team office where you are able to store and access money during 9:00am – 4:30pm from Monday through to Friday.

Please note that Nightingale Hospital does not take any responsibility for the loss or theft of personal belongings. We also strongly advise that patients do not loan money to one another throughout their stay.

Contraband and restricted items

Nightingale Hospital considers some items as contraband. These items are strictly prohibited. Additionally, some items are restricted. All restricted items must undergo a risk assessment and may be removed by staff if deemed to be potentially unsafe.

Contraband items include:

- Alcohol and illicit substances (including alcohol-based substances, such as mouthwash)

Restricted items include:

- Aerosols (including deodorant or perfume)
- Any medicines or herbal remedies**
- Chargers, wires or long cords
- Animals***
- Belts and/or neckwear (scarves, ties)
- Umbrellas
- Steel combs, manicure kits
- Plastic bags of any kind
- Canned items
- Detergents or chemical products
- Electrical items

Please note this list is not exhaustive. If items brought in are deemed to be potentially unsafe to the hospital and patients, they may be removed and kept by staff for the duration of your visit.

If you are found in possession of any illegal or prohibited substance, you may find your position in the hospital compromised, and the police may be notified in accordance with legal requirements.

**If injecting devices are for medical purposes, i.e. insulin, please make staff aware*

***Medicines of any kind must be handed to staff during admission*

****Other than certified and approved service dogs*

Room and property searches

On admission, you will be asked to declare any property in the presence of a staff member. Items which are legal but may be harmful to yourself or others will be taken from you for safe storage until you are discharged. Alternatively, they can be handed to a family member or friend for safe keeping during your programme with us.

During the admission, if there are any concerns raised by members of the team related to your safety or the safety of others, we may carry out a room and property search. If you are not detained under the Mental Health Act, your consent is needed to conduct a search. The reason for staff carrying out the search will be explained to you, and you will be encouraged to be present during the search.

Nursing staff will ask for consent to search your bag when you return to the unit from any form of leave. In addition, if you receive parcels or gifts, these will need to be opened in front of a nurse. This is always to ensure the safety and security of the ADU.

If you have been detained under the Mental Health Act, Nightingale Hospital has the legal right to search your property and your room without your consent. You will be encouraged to be present during the search.

Bringing electrical items into the hospital

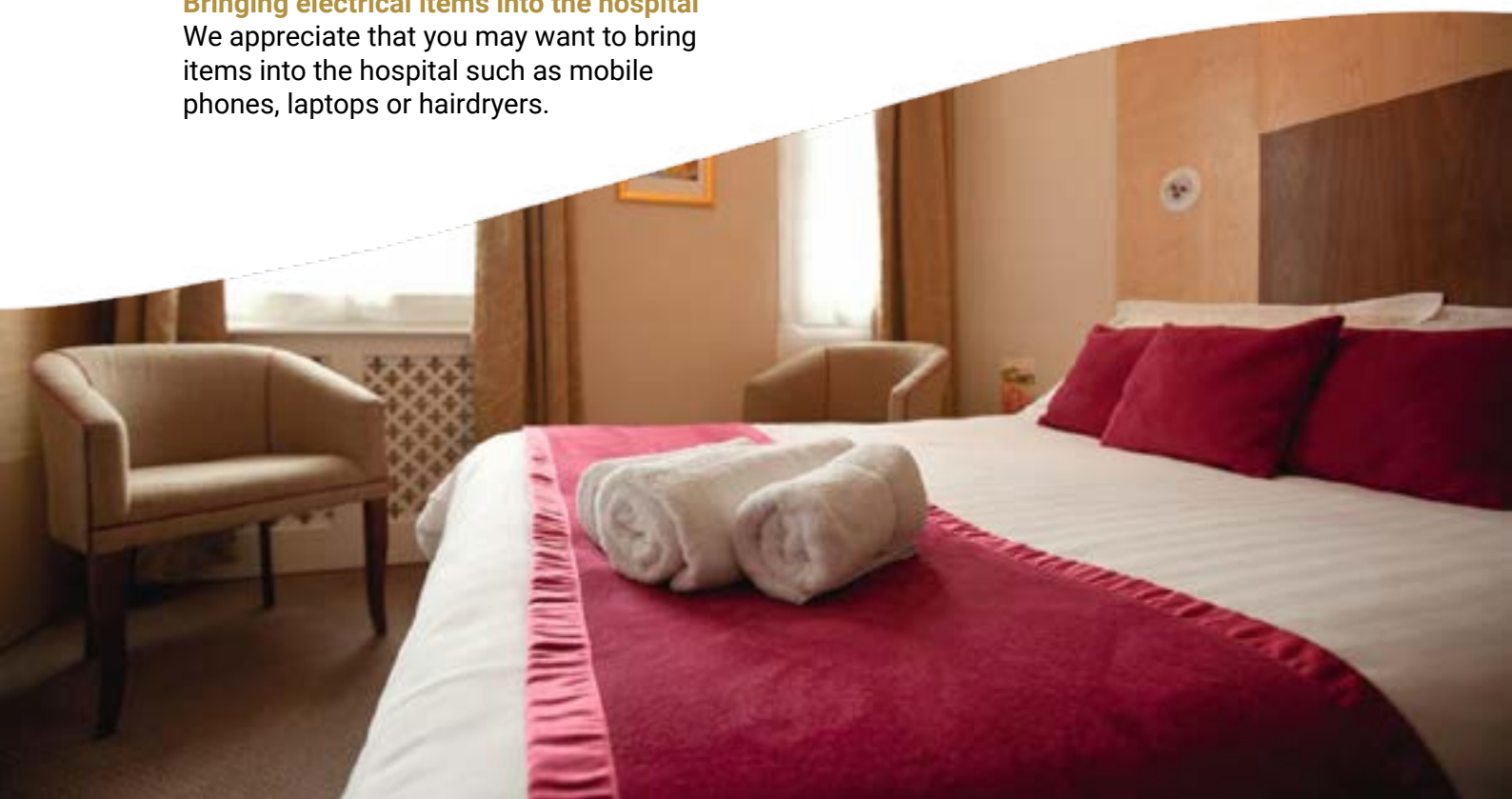
We appreciate that you may want to bring items into the hospital such as mobile phones, laptops or hairdryers.

These items can be brought into the hospital, however upon admission, you will be required to relinquish any mobile, electronic and/or network devices you have. These will be stored safely by the nursing team, and your use of these devices will be restricted. Please refer to the **'Addiction unit (ADU) 28-day rehabilitation and detox programme: Patient contract and regulations'** for an outline of these restrictions. Please note that items with long cords cannot be stored in your own room.

For safety reasons, each ward has a cabinet for the storage of patients' electrical items. You will be allocated your own dedicated locked section of the cabinet. It contains a power point socket for charging electronic devices. All electrical items (and any items deemed unsafe by staff) will be safely stored inside a locked cabinet and these can only be opened by nurses.

Upon your arrival, all electric items that require mains power must also be checked by a member of hospital staff for health and safety reasons.

Patients from outside of the UK will need to bring travel adaptors.



DAY TO DAY ON THE ADU

EACH DAY ON THE ADDICTIONS UNIT IS DIFFERENT. HOWEVER, THIS WILL GIVE YOU MORE DETAILS ABOUT THE DAY TO DAY RUNNING OF THE UNIT.

ROOMS AND FACILITIES

Our hospital is located within a beautiful and historic English site, dating back to 1902.

Each patient has their own room, equipped with an en-suite toilet and bath or shower. Each room has a television installed with Freeview programmes. Our housekeeping staff clean all rooms on a daily basis, providing fresh towels and upon request, basic bathroom amenities such as body wash and shampoo. Professional laundry and dry cleaning services are available for an additional cost. For more information, please contact a member of the nursing team.

Each ward has a laundry room for patients to wash their clothes, with detergent provided. There are also tumble dryers available to dry clothes. Each ward has its own kitchen and is equipped with basic appliances such as a fridge, microwave and kettle. Cutlery, plates and cups are provided along with a variety of teas, coffees, breads, jams and biscuits.

There is a communal lounge area on each ward that includes a television, books and board games to be utilised on breaks between groups or in the evenings. The addictions unit is a mixed gender ward, but if you would like to access a female-only lounge, please speak to a member of your nursing staff.

The hospital has an outdoor courtyard which patients are encouraged to utilise to access fresh air. The courtyard is open from 9am - 6pm daily. Patients are also encouraged to join regular walking groups arranged by the hospital.

GYM

Exercise is an integral part of overall health. The gym is available for your use when not participating in group therapy programmes.

A personal trainer will offer patients an initial assessment, then tailor an exercise programme based on your current fitness level and goals. Personal trainer sessions are free on Mondays and Wednesdays, with appointments starting from 1pm each day. All patients must have consent from their ward doctor before using the gym.

DINING

The hospital's restaurant offers an extensive daily menu, all of which is cooked in house by our head chef and the team.

Breakfast offers a selection of traditional English and continental items including cereals, yoghurts, croissants and made to order items such as omelettes. At lunch and dinner, two hot menu options (with a vegetarian option) are always available. In addition to the daily options, a full salad bar, homemade soup, paninis, omelettes and jacket potatoes are always available.

If you have any food allergies or dietary requirements, please notify your nurse or our head chef directly.

Meal times

Breakfast

Monday – Saturday: 8:00am – 9:00am

Sunday and bank holidays: 8:30am – 9:30am

Lunch: 12:30pm – 2:00pm

Dinner: 5:30pm – 7:00pm

PHARMACY AND MEDICATION

We have the convenience of an on-site pharmacy, located on the ground floor of the hospital. Our pharmacy is led by a team of pharmacists who specialise in mental health medication and can offer expert advice. Please be advised that there will be additional charges for all medication not covered under the terms of your admission. This will include any medication prescribed for physical health issues.

Due to this, we do advise that you bring any medication you are currently taking (if any) with you when you are admitted.

These items must be in their original packaging, and if prescribed, must display the dispensing label (full name, date of birth, date of prescription and dosage information).

All personal medication, (for example, prescription medication, painkillers, vitamins and over-the-counter products) must be handed over to the nursing team upon your admission. The nursing team will dispense them to you as prescribed by the doctor throughout your stay. Your unused medication will be returned to you when you are discharged. However, if your medication was reviewed during the course of your stay, the hospital is required to discard medication no longer needed with your consent.

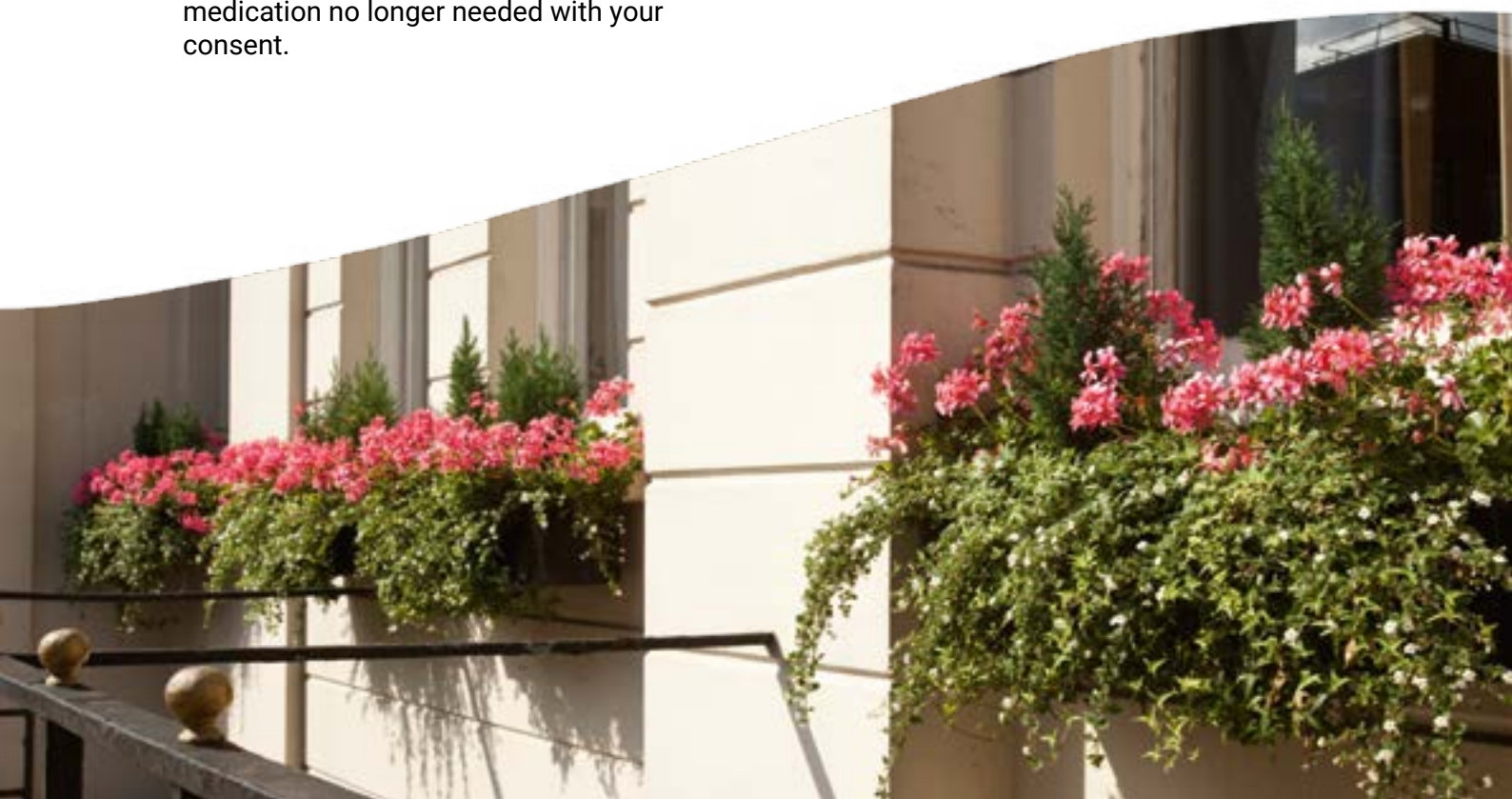
GROUP THERAPY

Group therapy is an integral part of treatment at Nightingale Hospital. Our group therapy programmes are very comprehensive, and the goal is for you to attend up to four or more groups daily, to get maximum therapeutic benefit from your programme to aid your recovery. Where needed, one-to-one therapy can also support the work done in the group therapy programme.

A typical day will start with breakfast from 8:00am – 9:00am and an escorted walk with staff. The first group will start around 9:30am. You will usually have two morning groups before breaking for lunch, then two afternoon groups before finishing the day at approximately 5:00pm.

It is expected that patients will attend the group therapy programme. More information about expectations on the ADU can be found in the **'Addiction unit (ADU) 28-day rehabilitation and detox programme: Patient contract and regulations'**.

It is important that you stick to your prescribed timetable and do not miss groups without discussing this beforehand with your treatment team.



USING SOCIAL MEDIA AS AN INPATIENT

We appreciate that for many people, social media is an important and meaningful tool that is regularly used in everyday life. From experience, we know that some patients like to document parts of their mental health journey at Nightingale Hospital on their social media platforms.

As a hospital, we have a duty of care to all of our patients. We'd like to carefully remind you that anything you post on any social media platform, will exist in the digital space forever, even if you try and delete it.

Therefore, we would respectfully ask you to think carefully about sharing private and intimate details about your treatment here; and the future long-standing implications this could have in your personal and professional life.

We would also like to inform you that all social media platforms are regularly screened for any content related to Nightingale Hospital. Should you post something publicly about your mental health state, or treatment related to Nightingale Hospital that may raise concerns about your current risk presentation, you may be approached about this by the clinicians directly involved in your care.

Furthermore, we appreciate that you may form acquaintances with fellow patients during your stay. However, we would like to remind you that under no circumstances are you to capture images or videos of any fellow patient/s during your time in treatment together. Whilst patients may consent to appear in your photos or videos in the moment, they may not necessarily be in the right frame of mind to agree to this or fully understand the breadth of the consequences this may have.

Alternatively, they may think differently about appearing in photos online in the future, following their discharge from the hospital. We would like to remind you that taking images with or of other patients, whether they consent to this or not, would be in direct breach of the hospital's privacy and confidentiality policy and may have significant consequences.

Should patients wish to take a photo with or of a staff member at the hospital, they are required to obtain verbal permission before doing so. Taking photos of staff without their consent or knowledge is prohibited.



VISITORS, LEAVE AND LOCATION

LOCATED IN MARYLEBONE, WE ARE SITUATED IN THE HEART OF LONDON WITH EASY TRANSPORT LINKS. LEAVE WILL DEPEND ON YOUR TYPE OF ADMISSION.

VISITORS

Please refer to the '**Addiction unit (ADU) 28-day rehabilitation and detox programme: Patient contract and regulations**' for information regarding visitors. Please also refer to the '[Visting a loved one](#)' FAQ on our website for additional important information regarding any visits to the hospital.

Depending on your risk assessment and agreed management plan, some visits may be supervised. If this is the case, you will be given advance notice.

Please note that prohibited items also applies to visitors. If you are expecting a visitor, please make sure they adhere to the prohibited item list. There will be a prohibited items list on each ward as well as in reception.

ACCOMMODATION FOR FAMILY MEMBERS OR VISITORS

For any patients expecting visitors who may wish to stay in London, there are a large number of hotels close to Nightingale Hospital to suit all budgets and tastes. We recommend searching on established

search engines, such as Expedia or Booking.com for availability.

Budget hotel chain, Travel Lodge, has a hotel a two-minute walk from the hospital (*Travelodge London Central Marylebone*). For those seeking luxury accommodation, the five-star Landmark Hotel is also a few minutes walk from the hospital.

LOCATION AND TRANSPORT

We are a convenient two-minute walk from Marylebone main line and Underground station, and within a 10-minute walk of Baker Street and Edgware Road Underground Stations. Major train stations such as Paddington, King's Cross, St Pancras and Euston stations are all within easy reach of the hospital.

There are also a number of bus stops situated near the hospital.

Please check the Transport for London website for more detailed information on routes.



LEAVING THE HOSPITAL

Within the hospital, there will be patients who are informal and some who are detained under the Mental Health Act (MHA).

Informal patients make up the majority of patients at Nightingale Hospital. An informal patient is a patient who is admitted voluntarily and is free to come and go from the hospital.

If you are an informal patient, you are legally allowed to leave the hospital as per the **'Addiction unit (ADU) 28-day rehabilitation and detox programme: Patient contract and regulations'**.

However, as you have chosen to be in treatment with us, we expect you to discuss any intentions to leave the hospital with the clinical team, so they can be aware of your coming and goings. Your request will also be promptly verified between reception and the ward before you are allowed out of the hospital.

Once you return to the hospital and onto the ward, you will be expected to have your bag checked for prohibited items. This is done purely to protect the safety of yourself, and the rest of the hospital.

Sectioned patients are admitted to the hospital under the MHA and are unable to leave the hospital, without the approval of your consultant.

LOCAL SERVICES

Our central London location means that an extensive number of shops, activities and outdoor areas are close to the hospital.

Local food services

Tesco (outside the main hospital)
M&S Food (inside Marylebone Station)

ATM services

Marylebone Station
Tesco (outside main hospital)

Restaurants

There are a number of cafes, restaurants and take-away options surrounding the hospital. **Lisson Grove** includes the world-famous Sea Shell restaurant, which is over 60 years old and **Baker Street and Edgware Road** offer an array of fast food and dine-in options.

Marylebone Station

Not only is Marylebone Station a well linked central London train and Underground station, the beautiful and historical building also contains popular chain stores and food outlets. Inside, you'll find stores such as *Oliver Bonas*, *Cards Galore*, *Boots Pharmacy* and *WHSmith*. Food can also be purchased at *Pret-A-Manger*, *M&S Simply Food*, *Burger King*, *Lola's Cupcakes*, *Hotel Chocolat* and *Greggs*.

SHOPPING

Marylebone High Street

Marylebone High Street has a collection of boutique and designer shops, cafes and restaurants, and is a convenient 20-minutes' walk from Nightingale Hospital. A highlight includes Daunt Books, an iconic bookshop which has been a feature of the High Street for over 25 years, complete with a grand arch window and galleried main room.

Oxford Street

Explore 1.5 miles of shops on one of the worlds' most iconic shopping streets. Along with the famed Selfridges, you'll find flagship M&S and John Lewis stores, as well as a wealth of other retail outlets. Oxford Street is a 30-minute walk from the hospital, or easily accessible by public transport.

Regent Street

Regent Street has been a destination for fashion, dining and lifestyle since the early 1800's. Throughout the year, globally recognised events can take place, such as the switch-on event of Christmas lights each November. Regent Street is a 10-minute tube journey from the hospital.

Harrods

Located a 15-minute tube ride from the hospital lies the world's most famous department store. Seven floors of luxury goods are spread across 4.5 acres. From the unique Egyptian design, to the acclaimed food hall, every trip to Harrods is a highly visual and enjoyable experience.

Madame Tussauds

This global attraction displays life-sized wax replicas of celebrities and other icons, in thrilling exhibitions. In a truly star-studded experience, you can get up close and personal with your favourite screen and sporting legends!

London Zoo

Take a visit to the world's oldest scientific zoo, which is home to over 19,000 animals. 803 species of animals can be found at this zoo, which is sure to result in an entertaining visit for adults and children of all ages.

ATTRACTIONS

Regents Park

With its beautiful tree-lined pathways and sweeping green views, Regent's Park makes for a relaxing and serene visit. Dating back to 1811, this historic park is one of London's oldest Royal Parks. The park is only a 10-15 minute walk from the hospital.

Lord's Cricket Ground

Known as the 'home of cricket', this iconic sporting structure has housed some of the most historic sporting games in the world. On an average day, the complex offers tours, an insightful museum and high-tea experiences.



HELPFUL INFORMATION

IF THERE ARE ANY QUESTIONS YOU HAVE AFTER READING THROUGH THIS INFORMATION, PLEASE DON'T HESITATE TO CONTACT THE PATIENT SERVICES TEAM.

PURCHASING ADDITIONAL SERVICES

If you feel you require additional support, you are able to purchase services such as additional one-to-one therapies and enhanced well-being therapies, such as:

- Individual counselling
- Specialist counselling
- Couples counselling
- Massage or relaxation therapy
- One-to-one personal training sessions

If you should wish to purchase any further support, please speak to your key nurse or doctor so they can guide you through the process.

BILLING

Inpatient, day patient and outpatient therapy fees vary across each service. Inpatient treatment will require a deposit before admission, and day patient and outpatient therapy require payment in advance. For more detailed information, please refer to the separate price lists.

If you self-pay

All self-funding patients will be required to make an initial deposit at or before the commencement of treatment. The value of the deposit will be the equivalent of 7 days' inpatient treatment fees. The deposit will exclude any consultant psychiatrist fees.

The inpatient fees indicated in the price lists apply only to those charged by the hospital and are exclusive of the fees charged by each consultant psychiatrist. These will be charged directly to the patient by the treating psychiatrist.

The hospital will invoice inpatients on a weekly basis with payment of the balance in full on discharge. Payment can be made by credit card, debit card or bank transfer.

If you are covered by a private medical insurance

Nightingale Hospital is accredited by all major health insurers. Prior to admission for treatment, you will be asked to provide policy details so that your individual level of cover can be estimated and pre-authorisation for treatment obtained.

Chargeable escorts

Our nurses may from time to time escort you on outings outside of the hospital. There may be occasions where these escorts are charged as additional 1:1 nursing support. Chargeable escorts will be as follows:

- Any escort that is not a medical emergency escort and taking more than an hour
- Non-group therapeutic outings

Chargeable escorts will be charged at the 1:1 nursing rate.

For any billing questions, please contact the Patient Services Team, whose details are on the back page of this booklet.

CONFIDENTIALITY

All staff are bound by a legal duty to protect personal information shared with them.

No information can be shared with anyone without your consent, so you will be asked to sign a consent form authorising sharing of information between the professionals involved in your care.

We place a vital emphasis on privacy and confidentiality. We ask that all patients respect the significance of confidentiality connected to this environment, both inside and outside the hospital.

For patients, this extends to all matters on the ward, and not just those that may arise within group therapy.

We aim to provide a safe, respectful and confidential environment in our group therapies. For this reason, we ask you not to repeat any information you have heard in a therapy group once you have left that group – not even with others who were in the group. We also ask to refrain at all times from using the camera function on your phone (or any type of camera) to respect confidentiality.

We ask that all patients are mindful about conversations that they may have in communal or social areas, such as patient lounges or smoking areas. Inappropriate or triggering conversations that may affect other patients will not be tolerated. If patients have any further questions, they are encouraged to discuss this policy further with a member of staff.

There is a legal exception to this confidentiality rule if there are 'safeguarding' issues. Safeguarding issues arise when it is felt that there are any risks to your safety, or to the safety of others, either caused by you, or from the behaviour of someone else around you. In these cases,

staff may have an obligation to inform other professionals even without your consent. In these circumstances we will always aim for a collaborative approach, and you will be informed and asked for your opinion at every stage.

You will also be encouraged to allow us to share information with your parents or carers to enable them to assist in your recovery.

SAFEGUARDING

All Nightingale Hospital employees have a statutory duty to safeguard and promote the welfare of children and vulnerable adults. If any staff member has concerns, they will raise them with the hospital safeguarding lead for further discussion with you.

SMOKING POLICY

No smoking or vaping is permitted inside the building. Nicotine replacement therapy is available for all patients on request.

Patients are permitted to smoke outside the entrance to the EDU, assuming there are no risk factors which might preclude this. In the evening, for safety, staff might wish to accompany patients smoking outside.



Nightingale Hospital strives to create a safe environment for recovery. If you have any knowledge that a patient (or a visitor) is in possession of or is using illicit substances, please inform a member of staff. The use of these substances is forbidden and compromises the recovery process. All approaches will be taken seriously and dealt with in strict confidence.

FIRE PROCEDURE

Fire procedure instructions are placed clearly around all areas of the hospital including on the back of each patient's bedroom door. We ask that you make yourself familiar with the procedure in the unlikely event of a fire.

If you hear an intermittent fire alarm, we ask that you please wait for instructions from staff. If a continuous alarm rings, all patients should make their way towards an exit closest to them. The nurse in charge of the ward will direct all patients.

Please note that regulations also require us to conduct weekly fire alarm tests. This occurs on a 12:30 every Friday.

COMPLIMENTS AND COMPLAINTS PROCEDURE

Compliments

We graciously welcome compliments about our service and the care you have received at the hospital and in the EDU.

You may wish to acknowledge the efforts of clinical staff, such as nurses, or therapists and non-clinical staff. We believe as a hospital, it is incredibly important to feedback your positive comments to our hardworking staff, therefore we welcome your positive feedback if you feel you would like to share it.

Additionally, we have an internal campaign called '**Your Story is Powerful**'. By sharing your story, you are helping us tackle stigma around mental health, and inspiring others

that are seeking treatment. If you are interested in learning about our 'Your Story is Powerful' campaign, please contact the marketing department by emailing lauren.phillips@nightingalehospital.co.uk.

Your comments or story can be shared anonymously and may be used for marketing purposes, but only with your consent. These can be removed from platforms such as our website and social media at any point.

Complaints

At Nightingale Hospital, we're committed to delivering first-class care in a safe and nurturing environment. In order to provide the best possible assistance, we welcome all feedback and concerns, to ensure we are continually improving our services.

ADVOCACY SERVICE

Nightingale Hospital has partnered with **The Advocacy Project** to provide patients with an independent, confidential advocacy service offering information, support, and where necessary, representation at meetings at the hospital.

The Advocacy Project's aim is to promote and support self-advocacy to ensure that patients' views and concerns are listened to and are at the centre of the care and treatment that they receive.

- An Advocate is fully independent of the hospital and is available to speak to you about any concerns you may have.
- Advocates will support you to raise concerns or issues about any aspect of your care and treatment.
- Advocates can provide information about your rights under the Mental Health Act.
- Advocates can provide information about and signposting to your local services.
- Advocates can attend meetings with you and represent your views.

Advocates attend the hospital on a weekly basis on Wednesdays and Fridays. If you wish to speak to an advocate outside of these times or would simply like more information about the service, please call +44 (0)20 8969 3000.

DISCHARGE AND ONGOING SUPPORT

Discharge

Discharge planning will begin soon after your admission and will continue to be an integral part of your overall treatment plan between you and your clinical team. This is to ensure your continued recovery and assist you as much as possible in adjusting back into your life after you leave the hospital.

Ahead of your discharge, a tailored aftercare plan will be produced for you that may involve:

- Regular reviews with your consultant
- Day therapy
- 1:1 therapy
- Family therapy
- Dietetic support
- Attending Nightingale's free weekly aftercare group

You will be provided with 3 days' medication on discharge, and the medication brought into the hospital will be returned to you unless you consented to discard unprescribed medication.

We ask that patients vacate their rooms by 12:00 on your day of discharge, but you are encouraged to attend your agreed groups for the day.

On your day of discharge, you will sit with a member of the nursing team who will conduct a formal discharge process for you. This will involve completing a patient satisfaction survey so that we can gain valuable insight into your patient experience at Nightingale Hospital. You may complete the survey anonymously if you wish.

Ongoing support

After finishing inpatient or day therapy programmes, we understand it can be a challenging time adapting to your normal, everyday life after leaving our intensive care. We can appreciate that some patients require ongoing assistance after leaving inpatient care. For this reason, we offer 'step-down' day therapy programmes and outpatient services.

Our **day therapy programme** offers flexible treatment options that take into consideration your usual daily responsibilities, such as working, family responsibilities or studying. Your participation could be on a full, or half-day basis, or as little as one therapy session a week. The recommended programme is usually group-therapy focused.

Outpatient treatment

Outpatient treatment usually involves one-to-one appointments with your consultant psychiatrist and/or therapist, and may involve family therapy, couples counselling or dietetics.

Aftercare

To help with the transition from an inpatient to life outside the hospital, we provide free groups for one year following the conclusion of your inpatient treatment and/or day therapy programmes. Existing aftercare members are incredibly friendly and welcoming of new faces. It can be very useful to people resuming their everyday activities and responsibilities, such as work and socialising, to get support from other members who are going through, or have gone through similar experiences.

Attendance is open to all patients, who have been discharged from inpatient or day patient therapy at Nightingale within the last year. You do not need to contact us to confirm your attendance, and you may still attend if you are not able to stay for the entire duration of the group.

More information on aftercare groups will be provided throughout your stay.

COVID-19 UPDATE

The health and safety of our patients and staff is our greatest priority.

In response to COVID-19, robust measures have been put in place at the hospital.

Please refer to the document '**COVID-19 safety precautions at Nightingale Hospital: What to know about your inpatient admission during this time**', for detailed information about the hospital's COVID-19 protocols.

FURTHER QUESTIONS?

If you have any further questions, or would like to discuss anything covered in this booklet, please contact our Patient Services Team using the contact details below.

Our entire team is committed to making your treatment journey with Nightingale Hospital as seamless and comfortable as possible.

NIGHTINGALE HOSPITAL

11-19 Lisson Grove
Marylebone, London
NW1 6SH

[nightingalehospital.co.uk](https://www.nightingalehospital.co.uk)

REFERRALS INFORMATION

For all enquiries regarding admission and referrals, the **Patient Services Team** can be contacted by telephone between the hours of 8:30am - 6:00pm.

Telephone: +44 (0)20 7535 7732

Fax: +44 (0)20 7724 5976

Email: patientservices@nightingalehospital.co.uk

Outside of these hours, the **hospital reception** can be contacted 24 hours a day, 7 days a week.

Telephone: +44 (0)20 7535 7700