

FAQs AND INFORMATION FOR LOVED ONES AND CARERS

Inpatient treatment at Nightingale Hospital



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INTRODUCTION

FOR OVER 30 YEARS, WE HAVE BEEN PROVIDING A BROAD SPECTRUM OF MENTAL HEALTH CARE. WE UNDERSTAND THE MANY EMOTIONS YOU MAY BE EXPERIENCING AS YOUR LOVED ONE PREPARES FOR INPATIENT TREATMENT. YOU MAY BE FEELING ANXIOUS, SAD, OR EVEN RELIEVED.

We would like to assure you that we are committed to helping your loved ones recover and improve their mental health. If you are a relative, carer or friend of a patient who will be receiving inpatient care at Nightingale Hospital, this document is intended to provide you with some basic information that you may find useful.

HOW CAN I GET IN CONTACT WITH MY LOVED ONE?

Your loved one will most likely have access to their personal devices throughout treatment, which means you will be able to contact them regularly.

For patients on the addictions unit or where having access to devices is counterproductive to treatment, patients will be asked to hand over their phone and electronic devices to the nursing team. Next of kin will always be informed of this situation beforehand. In such circumstances, you will be able to contact your loved one via their ward.

PROHIBITED & RESTRICTED ITEMS

Nightingale Hospital considers some items as contraband. These items are **strictly prohibited** and must not be brought into the hospital by visitors, or supplied to any inpatients, under any circumstances. Additionally, some items are **restricted**. Restricted items can be brought in but you will be required to give these items to the nursing team upon arrival.

Not following these guidelines may have direct consequences that could endanger all patients and staff within the hospital. For a full list of prohibited and restricted items, please visit the '[What items can I not bring into the hospital?](#)' page on our website.

LEAVING THE HOSPITAL

Informal patients

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

Informal patients are patients who are admitted voluntarily and are legally allowed to leave the hospital whenever they please. Most patients at Nightingale Hospital are informal.

However, as these patients are in our care, we do ask that they inform the nursing team on their ward if they are leaving the hospital for any reason.

Once a patient returns to their ward, they will be asked to have their bag checked for contraband and restricted items. This is done purely to protect the safety of themselves, and the rest of the hospital.

Sectioned patients

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

VISITORS AND LOCATION

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

SENDING YOUR LOVED ONE SOMETHING DURING THEIR STAY

You can send items or letters to your loved ones during their stay. To do this, address the item to:

Patient name, Name of ward
Nightingale Hospital
11-19 Lisson Grove, Marylebone
NW1 6SH

AM I ALLOWED TO VISIT MY LOVED ONE AT THE HOSPITAL?

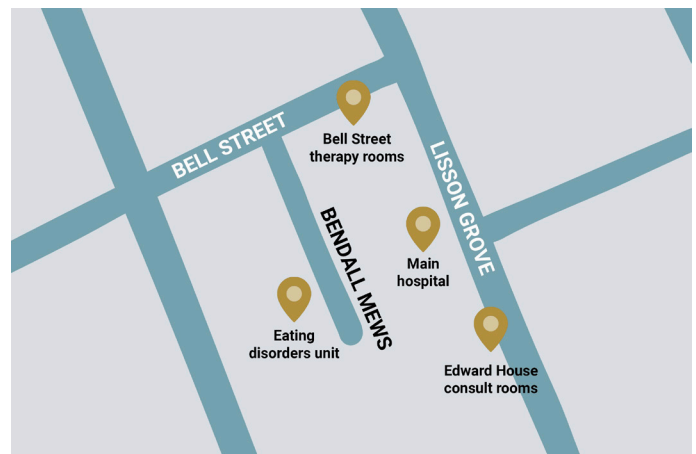
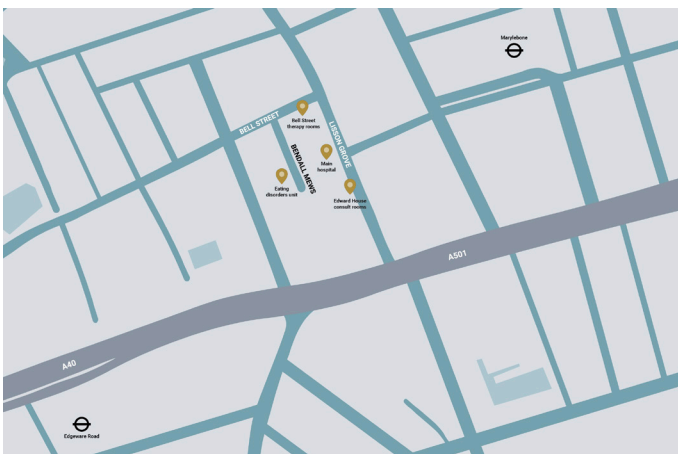
Visits to inpatients at the hospital have resumed following the relaxation of COVID-19 restrictions. For more information about inpatient visits, please refer to the separate communication called '[COVID-19 safety precautions and inpatient visiting information: What to know about your inpatient admission](#)'.

HOW DO I GET TO NIGHTINGALE HOSPITAL?

By train: Located in Marylebone, we are situated in the heart of London with easy transport links. We are a convenient two-minute walk from Marylebone mainline 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.

By bus: The hospital is situated around many bus stops. The closest is stop 'N' on Marylebone Road, in front of The Landmark Hotel.

By car: Lisson Grove is off the A40 Marylebone Road. The hospital is in a metered area, with several 'pay and display' bays nearby.



WHAT IF I AM CONCERNED ABOUT MY LOVED ONE DURING THEIR STAY?

If you have any concerns about your loved one during their inpatient admission, please notify the ward they are staying on. The contact numbers for each ward are shown on the last page of this document.

ACCOMMODATION FOR FAMILY MEMBERS OR VISITORS

For any patients expecting visitors who may wish to stay in London, there are a 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 within 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.

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 the main hospital)

Restaurants

There are a number of cafés, restaurants and take-away options surrounding the hospital.

Lisson Grove includes the world-famous Sea Shell restaurant 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 London train and Underground station, the beautiful and historical building also contains popular 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 boutiques, designer shops, cafés and restaurants, and is a convenient 20-minute walk from the hospital. A highlight is Daunt Books, an iconic bookshop which has been a feature of the High Street for over 25 years.

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 worlds' 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.

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.

Madame Tussaud's

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.



HELPFUL INFORMATION

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

HOW CAN I BEST SUPPORT MY LOVED ONE DURING TREATMENT?

It is widely acknowledged that caring for a family member with mental illness can be profoundly stressful and distressing. Additionally, there is evidence to show that the inclusion of those closest to the patient in psycho-educational programmes may enhance the patient's recovery.

In recognition of this, Nightingale Hospital offers specialised family and carers groups for families and carers of current patients. These groups are facilitated by experts in their respective fields.

We offer the following family support groups.

For addictions patients:

A monthly family day
A weekly evening family support group

For eating disorders patients:

A fortnightly eating disorders carer's evening

In the meantime, practical actions of encouragement we can suggest include:

- Listen to your loved one and be empathetic, do not pass judgement. Let them know that you are there for them.
- Encourage your loved one to commit to treatment, and assure them that they are doing the right thing.
- Read recommended literature to acquire a better understanding of the issues your loved one is struggling with.

- Try to connect with others who are in a similar situation to exchange experiences and avoid isolation.
- Consider family, couples or individual therapy.
- If your loved one struggles with addiction, try and investigate the support available from Fellowship groups such as AA, NA, GA and CODA.

COMPLIMENTS & COMPLAINTS

At Nightingale Hospital, we are committed to delivering first-class care in a safe and nurturing environment. To ensure we continually improve our services, we welcome all feedback.

Compliments

We graciously welcome compliments about the service and care received. We believe it is incredibly important to pass your positive comments onto our hard working staff, and welcome your positive feedback if you would like to share it.

Complaints

If you have any concerns about the treatment of a loved one, please ask to speak to the staff member in charge of the department in question. Raising an issue immediately allows the hospital to take swift action and rectify issues where possible, as soon as possible.

If you feel that your complaint has not been resolved to your satisfaction, you can raise your complaint with the hospital's Compliance Manager. A full response will be sent to you within 20-working days unless the investigation is still in progress, in which case a letter will be sent to you explaining the reason for the delay.

In the unlikely event that you would like to make a formal complaint, please contact:

Compliance Manager

compliance@nightingalehospital.co.uk
+44 (0)20 7535 7726

We can assure you that your concerns will be addressed with understanding, compassion, patience and with the goal of achieving a positive outcome. Our complaints process complies with the Independent Healthcare Sector Complaints Adjudication Service (ISCAS).

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.



RESOURCES, CHARITIES AND OTHER SUPPORT FOR FAMILIES

GENERAL MENTAL HEALTH RESOURCES

[Anxiety UK](#)
[Bipolar UK](#)
[Cruse Bereavement Care](#)
[Hearing Voices Network](#)
[Mental Health Foundation](#)
[Mental Health Matters](#)
[Mind](#)
[Samaritans](#)
[Sane](#)
[Young Minds](#)

OCD AND RELATED DISORDERS RESOURCES

[The Body Dysmorphic Disorder Foundation](#)
[OCD UK](#)
[OCD Action](#)
[Emet Action](#)

CRIME VICTIM RESOURCES

[National Centre for Domestic Violence](#)
[Rape Crisis](#)
[Refuge](#)
[Victim Support](#)

ADDICTION FELLOWSHIPS

[Alcoholics Anonymous](#)
[Co-Dependents Anonymous](#)
[Gamblers Anonymous](#)
[Narcotics Anonymous](#)

SUPPORT FOR FAMILIES

[Al-Anon Family Groups](#)
[Action on Addiction](#)
[Beat – The National Eating Disorder Charity](#)
[DrugFAM](#)
[Family Lives](#)
[Relate](#)



FURTHER QUESTIONS?

FOR FURTHER INFORMATION ABOUT INPATIENT TREATMENT AT NIGHTINGALE HOSPITAL, PLEASE REFER TO OUR PRE-ADMISSION GUIDE FOR PATIENTS. A COPY OF THIS CAN BE OBTAINED BY CONTACTING THE HOSPITAL'S PATIENT SERVICES TEAM AT PATIENTSERVICES@NIGHTINGALEHOSPITAL.CO.UK.

HOSPITAL CONTACT NUMBERS

Hospital reception: 020 7535 7700
Patient services team (PST): 020 7535 7732
Hospital pharmacy: 020 7535 7731

WARD TELEPHONE NUMBERS

Ground floor ward: 020 7535 7782 or 020 7535 7912
Ward 1A (OCD and related disorders): 020 7535 7917 or 020 7535 7918
Ward 1B (male): 020 7535 7823 or 020 7535 7913
Second floor (female): 020 7535 7783 or 020 7535 7784
Third floor (addictions): 020 7535 7715 or 020 7535 7930
Fourth floor: 020 7535 7911 or 020 7535 7910
Bendall Mews (eating disorders unit): 020 7535 7777 or 020 7535 7787

ADDRESSES

The eating disorders unit is in a separate building in Bendall Mews, behind the main hospital.

Eating disorders unit
2-4 Bendall Mews
London NW1 6SN
Direct extension: 020 7535 7777 / 7787

Nightingale Hospital
11-19 Lisson Grove
London NW1 6SH
Main line: 020 7535 7700