



**Berkshire Healthcare**  
NHS Foundation Trust



# Willow House

Compassionate and Caring • Inspiring and Hopeful • Open and Reflective





# Welcome to Willow House

We understand that coming here is a big step for you, your family or your carers. We hope this booklet will answer some of the questions you have about our service and help you understand how your admission will take shape.

**If you, your family or your carers have any questions we haven't answered, please contact the unit and speak to a member of our team.**

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## Mission statement

We provide specialist assessment and treatment planning for young people with severe mental illness and disruption to their social and emotional development. Young people are typically admitted at a time when it's felt that community treatment plans aren't suitable to meet their current needs.

Our assessments aim to understand the mental health presentation and the impact from the wider aspects of the young person's life, including their family, school, social functioning, physical health and community CAMHS plan. We aim to understand the areas of strength for the young person as well as areas causing challenges for them.

This means we require significant involvement from families, schools and key community professionals in all our admissions. We want to keep admissions as brief as possible and focus on what changes allow the young person to return to having their care delivered in the community.

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## What we do

Willow House is a stand-alone, nine-bed, adolescent unit located in Wokingham, Berkshire. We provide individual assessments and treatment for young people aged 12-18 on a residential basis.

Young people admitted here will be experiencing emotional challenges or psychiatric problems. While we're an in-patient setting, our aim is to encourage home leave as soon as possible and when appropriate.

The unit includes nine single bedrooms and separate washing and shower facilities at either end of the bedroom corridor.

We have a large, bright lounge and games room and a dining room where

young people are encouraged to engage with mealtimes together.

There are two gardens and an art room, as well as a school building accessed through one of our gardens.

We want to keep admissions as short as possible, so community teams are involved from the day of your admission. This is to make sure that intensive support is in place upon discharge.

Berkshire Healthcare, who run Willow House, is a 'no smoking' trust therefore smoking isn't permitted within the unit. We provide access to smoking cessation support and NRT when required.



# How long will I be here?

Each young person admitted will be here for a different length of time.

We will be discussing and planning your discharge plan from the day you're admitted. This is to ensure that you stay for the right length of time for you.

Your plan will be discussed at the weekly ward round and at your CPA meetings.

Remember that everyone's plan is different and created for the individual, so don't worry if your plan isn't the same as someone else's.



# What's the difference between a case team and a CPA?

Case teams aim to meet weekly and this is an opportunity for the multi-disciplinary team involved in your care to discuss your progress and treatment with you.

This includes medication and engagement in therapy as well as any difficulties you might be experiencing.

You'll have the opportunity to give your opinions and receive feedback from your case team. You can also use this opportunity to make requests and ask for home leave if appropriate.

Care Plan Approach (CPA) is a meeting that involves you, your family or carers, Willow House staff, and any community workers that are involved with you.

It will be arranged soon after admission and focus on progress and future plans. The views of you and your family are very important at these meetings. These meetings will be held regularly during your admission.

You may also ask for an advocate to support you at these meetings if you wish.





# What are my rights?

**You have the right to be included and involved in your care throughout your admission and in the decisions made about you.**

If you're aged 16 or over, the law states that under the Mental Capacity Act, you have the right to make decisions about your care and treatment.

You can make these decisions for yourself, although we'd always encourage you to share these decisions with the family or carers who are supporting you.

If you're under the age of 16, you might have been admitted under 'Parental Consent'. This means that your parents are agreeing for you to stay in hospital.

You can still make decisions about your treatment and this can be assessed by your consultant psychiatrist or case team.

Where it isn't felt that you are able to make these decisions yourself, your family or carers will be involved in this decision making with you.

You might have been admitted under the Mental Health Act. This means that a team of specially trained clinicians feel that you're unable to make decisions about your care and treatment and are concerned about your safety and wellbeing.

You still have rights and these will be explained to you on admission and at regular intervals.

You have the right to appeal the decision made by these professionals and can be supported by staff to do this or you might wish to work with an independent advocate to help you.

# Your time at Willow House

## **On arrival**

Your admission will be completed by one of our nurses and a doctor. They'll explain the process clearly to you and it's an opportunity for you and your family or carers to ask any questions you might have.

For the first 24 hours you'll be on Level Two observations. This means you'll have a staff member with you at all times to help you settle into the unit and find your way around.

## **Assessment and treatment**

You'll be allocated a case team and their roles will be explained to you. You'll attend the group sessions and regular 1:1 sessions with your key nurse, both of which are a vital part of your assessment.

## **Cultural/religious beliefs**

If you have any specific cultural or religious needs, please discuss them with the nursing team. They'll support you and help you meet these needs.

## **Access to advocacy**

You might want to speak to somebody separate to your treating team and who is not directly involved in your care and treatment, but is also not a family member or carer.

In this case we will provide someone from the Independent Advocacy Service for you to meet.

An advocate is a person who can give you information regarding your rights and who can help you get your views, wishes and feelings heard.

Our advocates visit the unit every two weeks for a group meeting and provide 1:1 sessions if needed. They can also be contacted outside of this time.





# Expectations and boundaries

## What you can expect of us

The team at Willow House will support you to work through your challenging emotional and psychological difficulties.

## During your admission you will:

- be treated with dignity and respect
- be involved in decision making regarding your care and discharge
- be assured that any information given to us is treated in confidence where possible – any change to this will be discussed with you first unless in an emergency
- be confident that we're all focused on your recovery



# What we expect of you

For us to keep the environment a safe and positive place for everyone, we expect you always to be respectful of others.

For this to be effective, we ask you to:

- Attend groups, school, 1:1 sessions, family therapy sessions, morning meetings and mealtimes and join in as much as you're able. We strongly believe that you'll get more out if you put more in.
- Please do not enter other patients' bedrooms at any time and don't swap personal items for everyone's safety and security. You will have access to your own bedroom for your own personal space and a locker to store any items that you cannot keep in your room or that are valuable to you.
- Always respect your fellow patients, staff and the environment. Verbal or physical bullying is unacceptable.
- Patients who are found to have caused non-accidental damage to property not belonging to them will be expected to pay for repairs.
- Any repeated damage to property will be treated as a criminal offence and reported to police.
- Please inform staff if you're concerned about the wellbeing of another patient. It is important to allow staff to support other young people, rather than trying to support them yourself, as they will have information not known to you.
- Please dress appropriately: no pyjamas during the day and no revealing clothing. Please keep self-harm scars and wounds covered for infection control reasons. We should remember that these could cause distress for others who are unwell and have limited understanding. It also avoids others asking you difficult questions.
- Please wear shoes and slippers while in the house and shoes only in the school room.
- Whilst we expect and understand that you will form friendships on the unit, we discourage intimate relations with other patients. We also do not expect to see inappropriate physical contact



between patients on the unit (i.e. hugging or kissing).

- Please avoid discussing personal issues with other young people. If you require support, please seek this from a member of staff.
- Do expect for you and your belongings to be searched on admission and when you return to the unit from any leave. This is to maintain a safe ward environment. Your room and the unit will also be searched at times to ensure the safety of everyone.
- Please do not use alcohol or illegal substances in the unit. It's not acceptable to return to Willow House under the influence of these substances. If staff suspect you are intoxicated, you'll be required to carry out a drug screen and might not be allowed to stay with us.
- Please do not sit outside the nursing office, in the corridors or in bedroom doorways. We request that you socialise with peers in the living room, dining room or games room.

- Mobile phones with internet access and cameras aren't permitted on the unit, so please leave them at home
- You will be provided with a basic mobile phone to use with your own sim card during your admission. You'll be given a separate policy explaining the use of these phones.
- Medication, illegal drugs, alcohol or other items used to self-harm may not be brought to Willow House.

If you are unable or unwilling to meet these expectations, a meeting will be arranged with family or carers to try and resolve the issue, but may result in the admission ending.



## What can I bring?

We suggest that you bring casual, comfy day clothes, including outdoor clothes and shoes or trainers.

Also bring sensible nightwear suitable for a hospital setting, and slippers. We have laundry facilities at the unit and encourage young people to wash and clean their own belongings.

Toiletries can be brought from home, although some of these items might need to be used under supervision. Please refer to the information below.

The unit has games, jigsaws and DVDs. The games room has a pool table and table tennis table.

You'll find it helpful to keep personal and valuable belongings to a minimum as we cannot be responsible for loss or damage to your property.

Any electrical items will be checked by our electricians prior to use on the unit and cannot be used until this is completed. Televisions in bedrooms aren't allowed.



The lists below are suggested items. If you are unsure what to bring, please call us to check. Each of your belongings will be individually assessed when you are admitted.

We are a hospital and therefore have limited storage. You may be asked to take some items away, particularly if your room is becoming cluttered which could cause a fire risk.

## Agreed items

- Enough clothes and nightwear
- Outdoor clothes and footwear
- Photos and posters for bedrooms
- Books/crossword or puzzle books (age appropriate)
- MP3 players without camera facility
- Toiletries (shower gel, shampoo, flannel, roll on deodorant, sanitary products, toothbrush and toothpaste)

## Supervised items

- Nail varnish and remover
- Hair removal cream
- Hairdryers and straighteners
- Perfume/aftershave bottles
- Any glass make-up containers

## Items not allowed

- Cigarettes/tobacco products, including lighters and matches
- Alcohol or drugs
- Sharps, including razors, scissors, knives and compasses
- Energy drinks or caffeine based drinks (no cans)
- Chewing gum
- Medication not prescribed for your use. Any medications you bring from home will need to be checked and stored safely in the clinic room.
- Plastic bags
- Aerosols/cans/solvents
- Glassware or china items, including photo frames, flowerpots etc.
- Pornography or explicit images/reading materials

# When can my family visit me?

We encourage family and friends to visit as they are an important part of your recovery journey. We'll provide a private room for visiting and ask that any visits be arranged with the nursing team.

Visitors can bring extra items such as clothes and snacks, although these will

need to be checked by nursing staff before being brought on to the ward.

All visitors under 18 must be accompanied by an adult. If staff think that a visitor could be under 18, they will ask for ID and if visitors are unable to prove their age, it might mean they'll be unable to visit you.

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## Visiting times

We understand that some patients don't live locally and visitors might find it difficult to visit during specific times.

If you'd like to discuss the visiting times, please speak to the Ward Manager or nursing staff.

We'd ask that families don't visit the unit during protected mealtimes.

You might, however, wish to leave the unit to have a meal with your family and this can be arranged with the nursing team in advance.

**Monday  
to Friday**

**6pm – 8pm**



**Saturday  
and Sunday**

**10am – 12pm**

**and 2 – 4pm**



# Confidentiality and my records

The Data Protection Act 1998 allows you to access your records and the information held in your patient records.

If you'd like to see your health records, you can do so by making a written request to Berkshire Healthcare NHS Foundation Trust. We will only use information given to us in accordance with the Data Protection Act.

**We have a legal duty to keep all information held by or given to us by patients and families or carers confidential.**

As a confidential service, we'll always request permission to contact other agencies, except when there are significant concerns relating to risks such as safeguarding, child protection or risk of harm to self or others.

Anyone who receives information from us is also under a legal obligation to keep that information confidential.

The team works closely with our hospital education team, which is hosted by the local authority and, as part of your care and treatment while at the unit, they'll have access to your records.

If you have any other questions relating to your records or confidentiality, please contact a member of your team who'll be happy to help.

# Getting ready to leave Willow House

## Discharge planning meeting

Towards the end of your admission, a discharge planning meeting will be arranged. This will include all professionals, you and your family or carers and the Willow House staff.

The aim of the meeting will be to draw up a clear care plan for any ongoing treatment once you have been discharged.

## A date will be set for you to leave hospital

## Home leave

As part of the discharge process, you'll be expected to spend some time at home prior to final discharge. This will be arranged between you, your family or carers and the Willow House staff.

## Help and support at home

During a period of leave, you'll still be able to access telephone support from the ward staff if needed. We'll also tell your community team you're at home, if appropriate.







# Complaints, Compliments, Comments

We value your comments and feedback and use this to improve our services. Your first step to do this is through the Ward Manager or Service Manager. If you're not happy about speaking to ward staff directly, please contact our Patient Advice and Liaison Service (known as PALS).

## Patient Advice and Liaison Service

9.30am – 4.30pm  
Monday to Friday  
excluding Bank Holidays



Freepost RLYE-TKEY-UYKS  
Berkshire Healthcare  
NHS Foundation Trust  
Prospect Park Hospital  
Honey End Lane  
Tilehurst  
Reading RG30 4EJ



Tel: **0118 9605027**



Email: [BHT@berkshire.nhs.uk](mailto:BHT@berkshire.nhs.uk)

## Complaints Office

9.30am – 4.30pm  
Monday – Friday  
excluding Bank Holidays

We don't offer a drop-in service for complaints.



Tel: **01344 415662**



Email:  
[BHCT.complaints@berkshire.nhs.uk](mailto:BHCT.complaints@berkshire.nhs.uk)



## Comments from previous patients

Our values – not just words.

**I have come so far since when I was admitted and I can't have done it without you. You have stuck with me through the low times and high times and taught me so much. I will be forever grateful for how you have all supported me through my stay here.**

'Thank you' somehow seems an inadequate word to express our gratitude for the support, care and guidance you have provided for our family. To know you were there to turn to when things were difficult was a great reassurance.

**You have been here through my darkest times, even when I gave up and told everyone to go away and leave me alone. Thank you for the endless support and encouragement. Thank you so much. You may see me back as an HCA. You have inspired me to follow my dreams.**

I am the happiest I can remember being and am looking forward to my future instead of wishing everything would first end, even making plans to go to Australia! Thank you again for being such kind, hard-working and compassionate people and for being so amazing at your jobs.

**I would like to ensure you know how immeasurably grateful I am to you all for saving my life. You helped me overcome so much and make me become a happier, more confident young girl. I've learnt to love myself and to love life!**

## Where to find us

**Willow House is in the grounds  
of Wokingham Community Hospital.**

If travelling to us by car, please use post code RG41 2XR in your satnav.

Willow House  
Wokingham Community Hospital  
Barkham Road  
Wokingham  
Berkshire  
RG41 2RE

**Phone: 0118 949 5019**

This welcome booklet was created with  
the young people of Willow House.