

Skye House

The West of Scotland

Adolescent Psychiatry Inpatient Unit

Information for Young People and their Carers



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Welcome and our Ethos

We know you are reading this at one of the most worrying times you will experience. We hope that as we invite you to learn about us and the work we do, we can offer some reassurance that the quality of care young people, like you, receive is our absolute priority.

Our Ethos relates to our principles and values. For you and your carers this means we will treat you with dignity, compassion and respect.

We will work with you, taking your ideas and opinions and knowledge of yourself into account with a focus on improving your mental health and your return home.

People who know you, have valuable insights to share with us, and we include them in our work with you to inform your care.

As we take care of you it is important that you, the other young people and staff are not harmed, we ask that we all work together to help the ward environment feel as safe as it can for everyone.

The principles of the Mental Health (Care and Treatment) (Scotland) Act 2003 inform the way we work with you; the way we promote your rights, views and maintain your safety. These principles apply to anyone receiving care in a mental health hospital. You can find out more information here.

https://www.mwscot.org.uk/sites/default/files/2019-07/a_short_intro_to_the_mental_health_act.pdf

Skye House

Skye House is a unit for young people aged 12-17 years old who are finding it hard to manage their everyday lives due to difficulties with their mental health. Coming to Skye House is a big step for young people. We know you will have lots of questions about our service, when you first meet us and over time.

The people who care for you are very important to your recovery. We recognise that young people can be cared for by a range of people, so in this document when we talk about carers we mean either parent(s), family members, foster parents or care staff. Many young people will have been working alongside their local community Child and Adolescent Mental Health Service (CAMHS) team. The decision to come to Skye House tends to happen when young people, their CAMHS team and people caring for them feel a more intensive intervention is needed to improve mental health and safety.

Some young people who are not in contact with a CAMHS have reached a crisis point in their life, where they and other people helping them have decided that time in the unit is needed.

For some young people, the decision for their admission to Skye House is made through a legal order being in place through the Mental Health (Care and Treatment) (Scotland) Act 2003. You can find out more about your rights in relation to this legislation through these links.

<http://www.careinfoscotland.scot/topics/your-rights/legislation-protecting-people-in-care/mental-health-care-and-treatment-scotland-act-2003>

Young People have told us this welcome booklet has good information, but it has too many words! With that in mind we have given you a short introduction to many aspects of a stay in Skye house. Our website has much more detail and you can access the welcome booklet there as well.

This does not replace you or your carers talking to us, about anything that is on your mind and you want to discuss with us.

We both need and value feedback from young people and carers. This booklet has been informed with ideas from other young people and carers. It is a work in progress, as is our website, so feel free to get in touch with any feedback or ideas you have. Here are some comments from other young people to give you their perspective.

"Welcome to Skye House but don't get too comfy, you need to get home. You've come this far and I know it hasn't been easy (trust me).

Most of the things you do in Skye House you won't want to do, but if you can't see it right now, you will realise it was for the best.

The road to recovery is maybe the hardest but it is the most rewarding as its one step closer to getting your life back.

Use the staff for good, let them help you because you're worth it."

"Recovery isn't easy or straightforward but once you start to get better everything makes more sense.

Trust me, better days will come.

Just keep trying."

Confidentiality

When your admission is being considered and discussed, professionals who know you well will share information with us. This happens before you come into hospital and when you are here. This helps us plan your care and treatment. We will share information with them. This makes sure we all share the same understanding of your progress and of any issues that are important to you. This helps us to give you the best support and care that we can, both when you are in hospital and when the time comes for you get discharged from Skye House. We want to make sure you get better and that you feel and see that things are changing for the better.

If and when we receive information that suggests you or someone else is not safe or coming to harm, then we have a duty to share this out-with your professional team with other professionals who will assess and explore those concerns in order to make sure you are and feel safe. This could mean social workers or the police. We will tell you when we are doing this, when we can.

Your carers are actively involved in your care and it could benefit you and them if information is shared with them about your treatment and progress. You can always discuss with your care team the type of information you are happy and comfortable to share with them and the things you might prefer to keep private if it is safe for us to do so.

Consent

It is very important that we work together at all times and we share information about your care and treatment with you. This information should be understandable and you should be fully aware of what is being done, how it is done, by whom and why. We look forward to having discussions with you about everything that happens. We will listen to your views and find ways to help you give your view. We will always respond to your questions as quickly we can or find the right person to answer questions you have about your care and treatment.

It is essential you understand the treatment and support offered and that you can also consider alternatives and the possible results of each decision you make with us. This leads to your consent being informed. You will be provided with verbal and written information about anything that is relevant to you and your treatment.

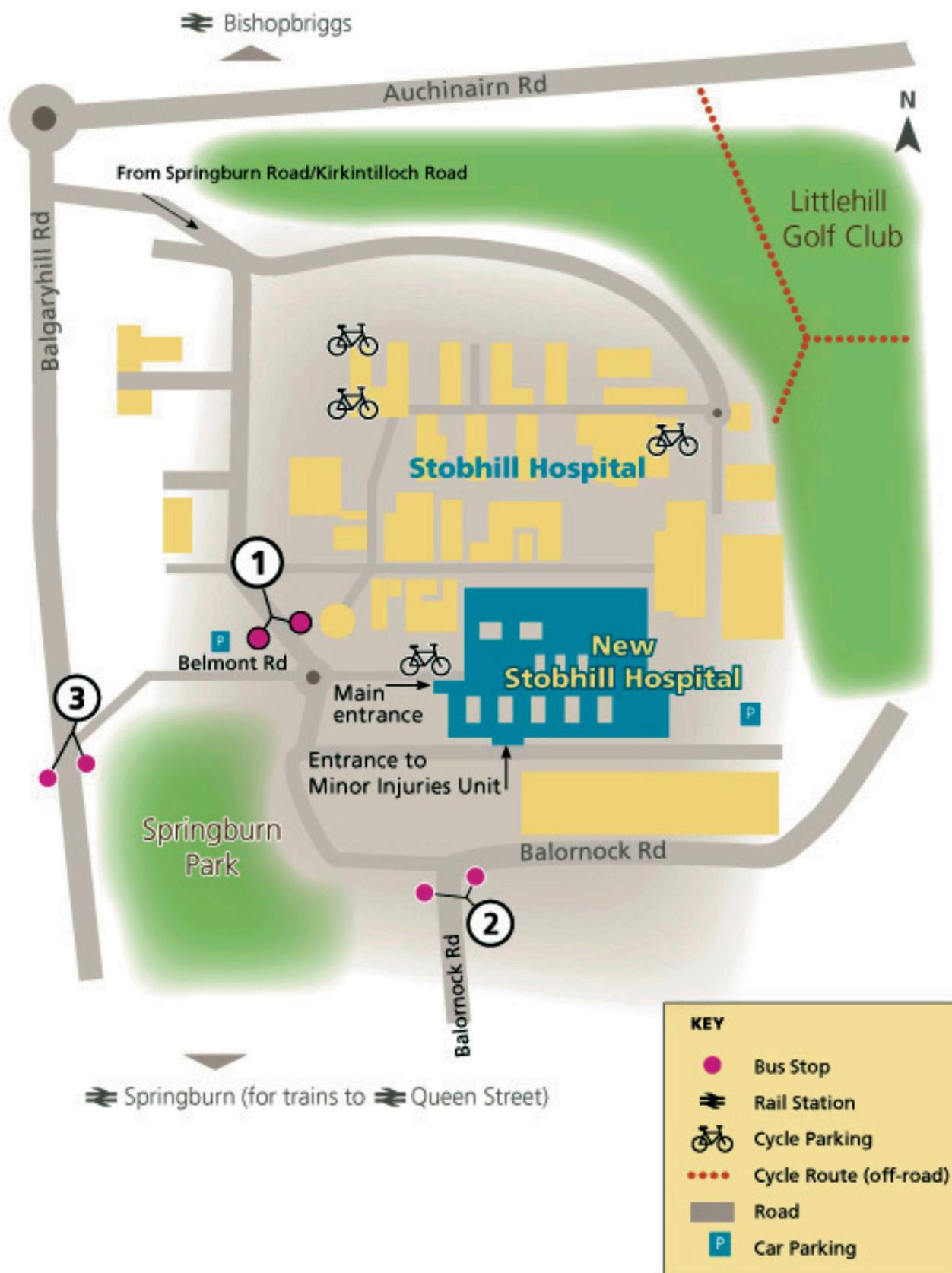
There could be times when (as a result of your condition or difficulties) your ability to retain and manage information to make decisions about your care and treatment is affected, even temporarily to a point in which you could be considered to not have the ability ('to lack capacity') to give informed consent. In these situations, we will still support you 100% and discuss everything with you but will use the Mental Health Act to make sure things are being done the right way. You will have access to advocacy workers, they are there to help you think about what you want to say and how to communicate your views about any aspect of your care. More information regarding contact with Advocacy is available.

How to find Skye House

We are based at Stobhill Hospital Campus. The postal address of the main hospital is:

Skye House

Stobhill Campus
133 Balornock Road
Glasgow
G21 3UW





By Car:

If using a SatNav or similar device, use the postcode **G21 3UW** to obtain directions.

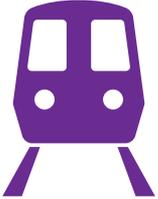
Patient and visitor parking is available, but the car parks and surrounding areas are often busy, so please consider other travel options such as the bus or train, if they are a suitable alternative. A number of disabled parking bays are available on site. Car parking is free but there is a 4 hour maximum stay. Car Park attendants are available to provide advice if required.



By Bus:

New Stobhill Hospital is served by public transport covering bus travel within the immediate area and linking to Springburn, Bishopbriggs and Glasgow City Centre for onward connectivity. Bus services provide direct access to the main entrance at the New Stobhill Hospital.

Information on all public transport options, including journey planning, is available from www.travelinescotland.com



By Train:

Springburn rail station is located approximately 1.2 miles from the main entrance with Bishopbriggs rail station approximately 1.4 miles. Both stations are operated by ScotRail www.scotrail.co.uk.

Information on all public transport options, including journey planning, is available from www.travelinescotland.com



By Cycling:

Cycling is a great way to travel to the Hospital, if able, especially for visitors and staff. There is shared access routes to the Hospital with designated cycle parking located on the campus. Visit www.cyclestreets.net to get the route that suits you



On foot:

There is a good network of pedestrian facilities connecting the Hospital to neighbouring communities, Springburn rail station and Balgrayhill Rd. Please use the online journey planner to plan your route www.walkit.com.

Contacting the unit

The main reception can be contacted during the hours of **9-5pm from Monday to Thursday (9-4:30pm on Fridays)** to speak to members of the team involved with young people including their case managers. The number is: **0141 232 6420**

The ward is open seven days a week, 24 hours a day, there are always staff on shift on the Ward. Sometimes staff are busy supporting young people and you might need to call back. We know that this can be annoying but our priority will always be the young people on our wards and we appreciate your understanding and support of this. The numbers for each ward are:

Lewis Wing: 0141 232 6606

Harris Wing: 0141 232 6602

Mull Wing: 0141 232 6598

If you are travelling from further away we have facilities for overnights stays for carers. Staff will advise you about this when admission is planned. We have links to supports for carers that will also provide you with more information.

Skye House in pictures

Skye House is split into 3 buildings; the ward (or accomodation) building, the therapies building and Skye House School. There is a garden area between the three buildings and also some other outside garden areas that young people can access from the ward building.

The ward is split into 3 wings: Lewis, Harris and Mull wings. Each of these wings has 8 bedrooms.



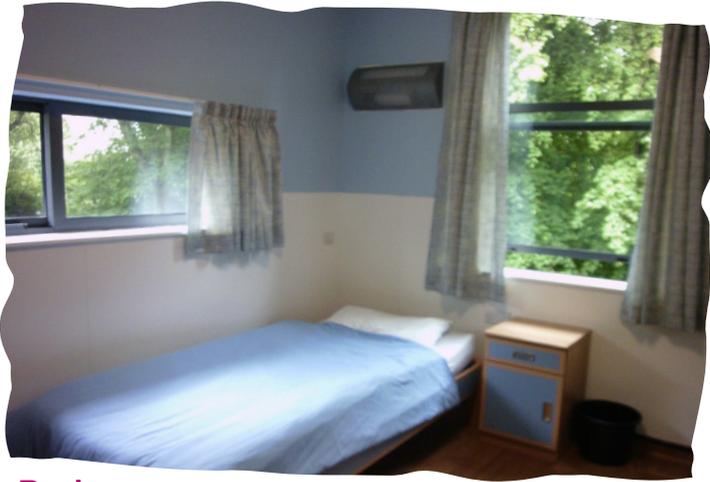
Ward Corridor



Dining Area



Family visiting room



Bedroom



Outdoor Area

Ward living area



Inside School Building

What happens when I arrive?

When you arrive at Skye House you will meet one of the nurses, they will show you around the unit. You will have time to say goodbye to your carers, and they can have some time with members of the team, so that they can let us know a bit about how to support you. You will then have some quiet time to settle in, meet the other young people (other young people have told us this is really important) and be shown to your room so you can unpack your belongings. Nurses will talk with you about things such as access to your toilet and shower room. All rooms are en suite.

You will be seen by a member of the medical team fairly soon after your arrival, one of the nurses will probably be there. You will be asked questions, many you may have been asked before and you might feel frustrated, but it is important that we gather certain information at the start of your care to ensure your needs can be met safely.

We will also check that we have the correct contact details about you and your carers.

Some brief physical checks will be carried out by one of the doctors such as taking your pulse, listening to your chest, measuring your height and weight. You can choose whether you would prefer this person to be a male or female. One of the nurses will accompany the doctor during physical health checks. You will also be asked to give a sample of your urine and your blood.

During your first few days at the unit you and your carers will meet with members of your care team including your named nurse, your case manager and one of the doctors.

During the first week at Skye House the team will work with you and your carers to develop your Care Plan.

The front door of the unit is locked. Nursing staff will assist you and your carers to enter and leave the unit. It is important that you are aware of your rights in regards to this (for example about your right to free movement or any restrictions that might be in place about this). More information about the unit's locked door policy can be provided to you by a member of nursing staff.

How we keep you safe and comfortable

Throughout your stay, your safety, and the safety of other young people and staff is extremely important to us. There might be some things we keep for you, to ensure safety, but we want you to be comfortable and have familiar things from home. The list below is designed to help you decide what to bring for your stay and guide you to things that will need to stay at home.

You should bring in the following items with you:-

- **Appropriate clothing:** enough clothes and underwear for your stay – no football colours please. It is a good idea to bring appropriate footwear and a jacket for any outdoor activities.
- **Personal toiletries:** For example, toothpaste, toothbrush, sanitary products, shower gel, roll on deodorant, hair dryer/straighteners, hair removal products if required.
- **Personal items:** Photos of family and friends, posters which you can display in your bedroom. Something to do for example CD's, iPod, crosswords, books, age appropriate

magazines and DVDs (please discuss with the nursing team). We would want you to enjoy any hobbies you have but please talk to us first to make sure they are safe to have in the ward.

- **Electrical Equipment:** you are welcome to bring any items that require to be plugged into electrical sockets such as music players, radios etc. We need to get these checked by the hospital electrician before you can use it, but we aim to do this as quickly as possible.

Skye House and Greater Glasgow and Clyde NHS cannot take any responsibility for the loss or damage caused to any personal property if it is not handed to nursing staff directly.

For everyone's safety there are some things that you need to leave at home and not bring to the unit:

- **DVDs/games (18+):** Any items that are brought onto the Ward must be age-appropriate, this means DVD's and computer games must be for under 18's.
- **Mirrors, photo frames, perfume bottles:** given the importance of safety these items and those like them should be left at home.
- **Aerosols (deodorant cans, hairspray etc):** No aerosols can be used on the Ward, as they can set off the fire alarm systems.
- **Alcohol or illegal substances:** should not be brought into the unit, nor should you arrive at the ward under the influence of alcohol or substances.

Storage is limited, but we do hope we can find space for your things. Occasionally we may ask your carer to take things home if we don't have enough space.

Medication

If you currently take any medication (e.g. creams, lotion, prescriptions, vitamins), please notify nursing and medical staff as soon as possible when you first arrive as all medication has to be carefully stored, monitored and administered by nursing staff. Any medication that medical staff think is necessary and will be beneficial to you will be discussed with you as part of your care plan.

As part of your care plan, at some point you will have time out or be at home 'on pass'. This may be for a few hours or up to a number of days. If you need medicine when you are not in Skye House we will arrange medicine for you. We call these your 'pass meds'.

As we said, nurses have to take care of any medicine that is in Skye House, if you don't take medicine or have some left over, it is really important you hand it back to nursing staff.

Mealtimes

All meals are served in the dining room. Staff will discuss your preferences with you. We are working towards ensuring you have as much choice as possible, and we will soon have a deli cart available at lunch time where you can make up your own sandwiches, soups, baked potato and fillings.

Laundry and Bedrooms

Washing Machines and Tumble Driers are available for use – we will happily assist you to manage your own laundry.

We encourage everyone to keep their bed space clean and tidy. You will be assisted to change your bedding weekly (if not required before then). Due to fire regulations, you are unable to bring in duvet covers or pillows/blankets from home.

Bedtimes

This may be different to what you are used to at home. We ask that all young people are in bed by 10:30pm and that lights are out by 11:00pm from Sundays to Thursdays. Times are slightly later at the weekend.

Please be mindful of other young people who are trying to sleep and try to be as quiet as possible.

We understand that night time can be difficult for some young people and members of the nursing team will be able to provide you with support if you are feeling upset.

Mobile Phone Use

Your phone can be brought into the unit on admission. We find virtual visiting and the use of therapeutic apps beneficial as a wellbeing tool. You can use a mobile phone for texting, talking and therapeutic activities. No video or voice recordings are allowed to be taken of other young people or staff. This is for the privacy of all the young people and staff in the unit. We will ask you to sign an agreement that explains the rules about using phones. Your phone will then be stored by staff until the times of use which are between 4pm-5pm and 6pm-9pm.

Staying in touch with people you care about

We operate an open visiting policy. This means visitors can come and visit when they and you want them to. We recognise that many visitors may have to travel some distance to Skye House which is why we offer open visiting. When planning to visit Skye House we encourage visitors to get in touch with nursing staff so they can let visitors know if there are any times you have therapeutic work scheduled. By working together we can support you to connect with the people important to you.

We have different spaces within the ward which can be used for visiting including our dining area and family room as well as our outdoor areas. During visiting use can be made of the gym space and music room especially if that is something you and your visitors would enjoy.

We know that people who care for you will want to be in touch with you, and you them. In addition to the visiting options above, they can call to speak to you and you them, but we ask that you and they wait until the end of the structured day which is around 4pm.

We can also offer virtual visiting using the iPads within the wards so that people you care about can stay in touch with you digitally via face time.

If your carers wish to speak to ward staff, they can call them during the day, but it is probably best to avoid meal times.

We ask that all calls are finished by 10pm.

We also understand that each family has their own individual needs and nursing staff will be happy to discuss how best to promote telephone contact between you and your carers.

The Skye House Team

Everyone at Skye House is here to help you and they all do it in a different way. There are a lot of us! Below is a list of people you might meet and the webpage can tell you more, if you are interested.

Senior Charge Nurse, Charge Nurses and the Nursing team	Physiotherapist
Consultant psychiatrists	Art therapist
Speciality doctors	Teachers
Family / Systemic therapist	Domestic staff
Occupational therapist	Business support staff
Clinical psychologists	Bed manager
Dietitians	Service manager
Speech and Language Therapist	

Here is some specific information about the roles of the different members of the team.

Senior Charge Nurse, Charge Nurses and Nursing Team:

The role of the nurse at Skye House is to help develop a meaningful therapeutic relationship based on shared understanding, trust and acceptance. On admission, you will be allocated a nursing team made up of a case manager, a named nurse and two associate nurses – these are the people you will spend the majority of your time working with whilst you are at Skye House. Your nursing team will help develop care plans which will meet your own personal needs and address your own difficulties, whilst focusing on your strengths and being recovery focused. Your nursing team will support and empower you to identify more effective means of managing your thoughts and emotions, and will assist you in putting these new skills into practice.

The Senior Charge Nurse is responsible for providing professional support and guidance to the entire nursing team. They are supported in this by the Charge Nurses. They lead the nursing team to provide you with safe, compassionate and informed care.

Case Managers:

Case Managers are nurses who facilitate communication and organisation between the team at Skye House, the community CAMHS team, Social Work Services, and other outside agencies as well as with you and your carers.

Consultant Psychiatrist:

The current team is made of two full time consultant psychiatrists and two full time speciality doctors. Like other young people in Skye House you will be allocated a consultant and a speciality doctor for the duration of your stay at Skye House. Doctors cross-cover for each other when required, ensuring continuing medical support. Together, they ensure

that your physical and mental health needs are taken care of and constantly manage and review all the different aspects of medical treatment (prescriptions, tests, assessments, liaison with other medical and or mental health services as required) ensuring treatment complies with good medical practice protocols and the Mental Health (Care and Treatment) (Scotland) Act 2003 when needed and other legal orders.

Clinical Psychologist:

The role of the clinical psychologist at Skye House includes assessing a young person's psychological and emotional needs and when they are involved they will work in partnership with you to help develop your understanding of the difficulties you are experiencing. The psychologist may also work with you on an individual basis or in a group setting to try to address any difficulties and improve your emotional wellbeing. The psychologist also provides advice and support to the wider clinical team in the unit, to carers, referrers and outside agencies.

Occupational Therapist:

When an individual experiences mental health difficulties, daily activities can become more of a challenge or stop all together. This is when you may work with Occupational Therapy at Skye House. The role of the Occupational Therapist is to support you to work towards your recovery through establishing or resuming a healthy pattern of meaningful activities. To understand your needs, the occupational therapist will work with you to assess and explore your usual occupations to discover what challenges you may have. By occupations we mean things like self-care (getting ready to go out, eating a meal), being productive (going to school, college or work) and leisure (participating in hobbies, interests and social activities). The occupational therapist may also provide support to your family/ carers and other relevant people such as teachers, to evaluate challenges and strengths in doing occupations and may suggest alternative ways of doing things, providing advice on learning new approaches and techniques, or making changes to the environment.

Speech & Language Therapist:

Not everyone requires to see a Speech and Language Therapist (SLT) but you may hear people talk about them. In Skye House they play a crucial role in identifying and supporting young people with language, communication and interaction difficulties. They help the rest of the staff team and your carers to adapt how they communicate with you. Sometimes we need to adapt the interventions we offer, the treatments and the ward or your home environment to make you feel more relaxed and able to understand what is being said or asked of you. They also play a role in assessing the young person for any difficulties they may have with chewing or swallowing.

Family and Systemic Psychotherapist:

Family therapy enables family members, carers and others who care about you to express and explore difficult thoughts and emotions safely. It can help everyone important to you to understand each other's experiences and views, appreciate each other's needs, build on strengths and make useful changes in their relationships and their lives. Individuals can find family therapy helpful, as an opportunity to reflect on important relationships and find ways forward.

There is a family therapist in the team who works with the families who live out with the Greater Glasgow and Clyde Health Board area if it is decided this would be helpful as part of a young person's treatment programme. If you live in the Greater Glasgow and

Clyde Health Board area and would be helpful, it should be provided by your community CAMHS team.

Dietitian:

There is a team of two specialist dietitians that work at Skye House. Young people are referred to the dietitian for assessment if a concern related to their nutrition is identified. They offer education and support to young people and their parents/ carers to help them to meet their dietary requirements while promoting improved physical and mental health.

School Teachers:

Skye House has a standalone school building staffed by teachers employed by the Hospital Education Service (HES). Young people who are still in attendance at school in their home area can attend lessons as part of their time at the unit. HES teachers provide an important role in both assessing young people's support needs as well as providing secondary education to our young people. Teachers liaise with the young person's own school to maintain contact and ensure that any work done while in hospital supports the curriculum of the young person's own school.

Pharmacist:

The medical team at the unit meet on a weekly basis with a specialist psychiatric pharmacist who advises on all aspects of medication. This ensures that you receive medication which is appropriate, safe and effective. You and your parents / carers can arrange to speak / meet with the pharmacist to discuss any queries you may have about this.

Art Therapist:

The unit receives some input from an art therapist. Their role is to work with young people to help them use art materials to make pictures and objects as a way of expressing feelings.

Mental Health Officer:

If you need to receive care and/or treatment under the Mental Health (Care and Treatment) (Scotland) Act 2003 a designated MHO must be appointed for the duration of the length of the order. They are a consistent contact for you to discuss your situation. They will advise you on your right to legal representation and an advocacy worker.

The designated MHO will consult and liaise with the responsible medical officer (RMO) and prepare any reports necessary for the Mental Health Tribunal Service or the courts.

Physiotherapist:

The role of the physiotherapist within Skye House is to provide advice about healthy physical activity or exercise along with helping any young person to restore movement and function if they are affected by injury, illness or disability. Engaging young people in physical activity is known to have a physical health benefit along with promoting mental wellbeing. However, not everyone admitted to Skye House will be seen by the physiotherapist, but those that have a specific physiotherapy need will be referred.

Business Support Staff:

Skye House has several members of business support staff. Most are based in the therapies building. You may meet them at review meetings (they may join to take some notes about the main things discussed). There is also a ward clerk who is based in the reception area of the ward building. Like all the clinical staff these staff are bound by confidentiality.

Domestic and Catering staff:

Domestic staff work hard to ensure that the environment at Skye House remains clean and hospitable for all young people and staff. Catering staff support deliver, prepare and serve meals to young people in the unit.

Service and Project managers:

There is a Service and Project Manager for Skye House and their role is to ensure that Skye House is available to young people that require help and that the overall service and team works to deliver the best care possible.

At Skye House, we are committed to supporting the training and development of mental health professionals. As such it is common place for trainee nurses, psychiatrists, psychologists, occupational therapists and so forth to spend time at the unit and to make significant contributions to the care of young people under the supervision of members of the team.

Planning your care

The team at Skye House will work with you, your carers and other professionals involved in your care to understand the nature of the difficulties you are having and possible ways to improve things for you. We will consider all options available to you and discuss these with you.

Each young person has their own Care Plan to direct their recovery when they are in Skye House. We have learnt that although we might not always agree with each other, we can still work together so that your Care Plan reflects you and your needs. Your Care Plan is there to help you, so it needs you and people who know you to be part of it.

Care plans are documented electronically on your health record. We aim for you to have a paper copy to remind you of what we have planned and to let you add ideas or comments to discuss with us. Possible changes to a care plan are usually discussed weekly, and include your thoughts on your care and any ideas your carers and care team have. You will hear us talk about 'team meetings' and 'review meetings' these are places where we talk about changes to your care, you can choose to attend or not. If you don't attend, we will still consider your views.

Your day will involve a mixture of you attending individual sessions, group sessions, time at Skye House school (unless you are a school leaver), meetings with members of the Skye house team and your carers and a community group. As well as more relaxed visiting times with people you care about.

Here are some of the different activities you will be involved in.

Individual, Group and School Interventions

At Skye House you may be offered individual, family and / or group therapeutic work and if you have not left school, sessions at Skye House school:

Individual Therapy Sessions

You may be offered individual therapy sessions by various members of the clinical team. The rationale for and goals of such work would be agreed with you and would be included in your overall care plan.

Family Therapy Sessions

You may be offered therapy sessions involving your parents / carers and other members of your family. These sessions may be offered by the family therapist based at Skye House or by a family therapist from your community CAMHS team (if you live in the Greater Glasgow and Clyde NHS area).

Group Therapy Sessions

Various therapeutic groups run during the week at Skye House. These include:

The Decider Skill Group which focuses on providing you with skills to cope with distressing thoughts and feelings that you may be experiencing. This group is usually run by nursing staff.

The Community Group is a space for you and staff to meet to discuss any issues within the living environment and also to update regarding any upcoming events, groups or projects.

As well as the above groups Skye House also runs other groups depending on the needs and presentations of the young people in the unit. These groups include: Anxiety Management, Self-Esteem group, DBT (Dialectical Behaviour Therapy) skills, Behavioural Activation, Recharge Group (Mindfulness) Body Wise group (focusing on Body Image issues) and Lunch Group (Independent Living Skills).

A number of groups and workshops will be offered during your stay, please refer to the notice boards for up to date information.

School / Education

If you still attend school in your home area you can access lessons at Skye House School. Teachers at the school are employed by the Hospital Education Service (HES), and are supported by a Clinical Support Worker. You will be taught either individually or in small class groups.

HES teachers provide an important role within Skye House in both assessing your needs and difficulties regarding school as well as providing secondary education.

Teachers liaise with your base school in order to maintain contact and to ensure that any work done while in hospital supports the curriculum of own school. A range of subjects are offered at Skye House School including English, Maths, Modern Studies, Music and Art.

Other Activities

Throughout the year there may be external agencies who offer input to Skye House. You will be invited to attend and participate in these projects when they are available. Examples over recent times are Partick Thistle Football Charity, who provided sport based activities, Scottish Ballet who organised for some young people to attend a performance and delivered a project to explore this and Music workshops.

Week day Routine (Monday to Friday)

07:30 - 8:30 am	We encourage everyone to attend to their personal care before coming for breakfast in the dining area.
08:45 - 10.15 am	Those who are timetabled to attend for School will be escorted there by the School Nurse.
10:15 - 10:30 am	Morning snack available
10:30 - 12:00 noon	School/ group session/ therapeutic session with member of the clinical team.
12:00 - 12:30 pm	Lunch
12:30 - 3:00 pm	School/ group session/ therapeutic session with member of the MDT
3:00 - 3:15 pm	Afternoon snack available
3:15 - 4:00 pm	Group session/ therapeutic session with member of the team
4:00 - 5:00 pm	You will have access to your own mobile phones within your bedroom area
5:00 - 5:30pm	Dinner, served in the dining area.
5:30 - 7:00 pm	This is your time to relax or have planned therapeutic time with nursing staff.
7:00 - 9:00pm	You will have access to your own mobile phone within your bedroom area.
9:15 - 9:30 pm	Supper available
10:30	Bed time (later on a Friday and Saturday)
11:00	Lights out (later on a Friday and Saturday)

At the weekend, you will have the opportunity to relax around the ward, you might have time out with people you care about or be at home for a period of time. If you don't have much planned there is the opportunity to spend time with the nursing staff.

Meetings to plan and review your care

Most young people will have a meeting quite soon after they are admitted to the unit (within about 10 days) and we have gotten to know you better. This meeting will review any initial care plans put in place. We call this meeting the Early Care Planning Meeting.

Review meetings are meetings which you, your carers and some members of the Skye House care team as well as professionals who provide support in the community attend. Everyone attends to discuss the progress that you are making and in turn any change to your care plan. It is really important that we hear what you have to say at these meetings. Your advocacy worker may have an important role to help you in these meetings to make sure we hear your opinions and views.

Main points of this meeting will be taken down by members of the business support staff. A copy of this goes to everyone who is there. GP's don't attend but they do get a copy.

Some young people may not have an early care planning meeting or review meeting if they are in the unit for short admissions at times of acute crisis.

Leaving the unit ('Discharge')

Each young person's length of stay at the unit is different and is guided by their care plan

Unless a young person has come to the unit for a short crisis admission, there will be regular meetings involving you and your carers and some members of the care team from Skye House as well as other people involved in your care such as someone from your community CAMHS team or social services if they are involved. These meetings will help to ensure that the care plan continues to meet your needs and allows for planning for things to support you after discharge (such as planning a return to your school, or being cared for by an outpatient or specialist team).

On the day you do leave, we will provide you with a copy of what we call your core discharge document. You do not have to take this with you, but it will be given to your carers, and a copy sent to your GP and social worker if you have one. This document summarises your care plan as you move back to the care of carers and community mental health team. It is important for your safety that a copy of this document is given to the people who take care of you.

Advocacy

Advocacy means having someone to speak up for you or to act on your behalf if you feel unable to do so yourself. We understand that it is sometimes difficult for young people to express their wishes to professionals involved in their care. An advocacy worker is employed by another organisation (an advocacy service) and is independent of the NHS and Skye House. An advocacy worker can help you to make your own views clear, understand your rights and provide information to help you make informed decisions. They can attend meetings and tribunals with you or on your behalf to make sure that that your rights are upheld and that others understand what you want to happen.

If you feel that you may require an advocacy worker, or would like some information about advocacy, then there are posters situated within the Ward area with their contact details, or you can ask one of the nurses to contact them on your behalf. There are advocacy workers

who will visit Skye House to provide drop in sessions if you want more information. You can also get more information from the following website.

<http://www.partnersinadvocacy.org.uk/>

Carer Support

At Skye House we are more than aware how daunting it must be for you to have someone you care about living away from you and being cared for by people you don't yet know very well. We want you to feel as supported as you can be and you can talk to us about any aspect of the young person's care or any concerns you may have.

As the experience of carers is important to us, we have recently begun to work closely with Carers Trust Scotland and in particular we are incorporating their Triangle of Care model into the way we practise and work with carers at Skye House. In short this means that our practise is driven by six core standards of practise they advise. This advice is driven by feedback from numerous carers, some in the same position as you.

More information can be found here.

<https://carers.org/our-work-in-scotland/our-work-in-scotland>

<https://carers.org/resources/all-resources/77-triangle-of-care-for-child-and-adolescent-mental-health-services-camhs-scotland-guide->

Carers Trust Scotland are also available to facilitate a 'virtual' carer support group. The purpose of this is for carers to have time and space to reflect on their experiences when the person they care for is in Skye House. They can offer practical advice and support and this can be tailored based on the areas in the west of Scotland you are from. There is more information specifically for carers on our website.

Hospital Amenities

The Aroma Cafe is based on the Ground Floor of Stobhill ACH at the main entrance and hot drinks, sandwiches and snacks can be purchased there. Aroma opening hours are Monday to Friday 8am to 5pm.

There is a small vending stall selling newspapers, magazines, soft drinks and snacks near the back entrance to the main Stobhill Hospital building.

Other places nearby include:

Costa, - Triangle shopping centre Bishopbriggs G64 2TR

Strathkelvin retail park, Bishopbriggs G64 2TS

Tesco/Subway/Costco - St Rollox Business Park, G21 1YL

ASDA/Costa/McDonalds - Robroyston retail park - Monument drive, G33 1AD

McDonalds and KFC Springburn road, G21 1UU

Huntershill Café and shop -100 -102 Crowhill Rd Bishopbriggs G64 1RP

Springburn Shopping centre, G21 1TS

Spiritual care

You can access the spiritual care team who offer compassionate, person centred care. The service is available to the whole hospital community - patients and carers, including people of all backgrounds, faiths and belief groups and those with none. This service is available Monday to Friday 9-5pm. Phone number 0141 211 3686.

We have a multi faith room on the ward and in therapies block should you wish to access this for private reflection.

Making a suggestion, compliment or complaint

We try to ensure that we are providing you with the best quality of care possible. We are always pleased to receive any comments about things that went well with your care or suggestions about things that we could do better. There is a 'Comments Tree' in the main entrance corridor in the ward building which you can add a comment to.

You can always speak to a member of the team. We endeavour to take into account all such suggestions and to continuously try to improve and maintain the highest level of care for you and your carers. At the end of your stay we will ask you to complete a feedback form via an iPad. This is confidential feedback.

NHSGG&C also uses patient opinion where you can post your opinion on care - <https://www.careopinion.org.uk/>



If you would like to highlight where you think we have done something well please do let us know. We are keen to learn works well for you and to keep doing these things.

Skye House is part of NHS Greater Glasgow & Clyde (NHS GG&C) and operates under NHS policies and guidelines. Sometimes we don't always get it right and we want to ensure we learn from that and develop. If you are unhappy with any aspect of your care, you are free to discuss these issues with any member of the team.

If you feel unhappy with how any issues or complaints are dealt with, then you have the right to make an official complaint, if you wish to do so. NHSGG&C has in place arrangements with the Patient Advice and Support Service (PASS) to provide a free, confidential, fully impartial and independent advice service to patients. This service may be contacted by phone on **0800 917 2127** or through their website www.cas.org.uk/pass.

Issues can also be raised with the Mental Welfare Commission (MWC) and the Quality Network for Inpatient CAMHS (QNIC).

Mental Welfare Commission (MWC)

The MWC is an independent organisation which works to safeguard the rights and welfare of any person with a mental illness, learning disability or other mental disorder. They also provide information and advice to parents / carers about their rights in relation to care and treatment. They regularly inspect Skye House (and other mental health facilities across Scotland) in order to ensure that the best possible care is provided to the patients.

The MWC can be contacted either through their website <http://www.mwscot.org.uk> or via their free phone number **0800 389 6809**.

The Quality Network for Inpatient CAMHS (QNIC)

QNIC is a network of health professionals which aims to improve the quality of in-patient child and adolescent mental health care through a system of regular reviews and inspections. Skye House has QNIC accreditation. For further information please see their website.

www.rcpsych.ac.uk/improving-care/ccqi/quality-networks-accreditation/child-adolescent-inpatient-services

Some key resources we think will be helpful to you.

YOUR RIGHTS ADVOCACY AND THE MENTAL HEALTH ACT

<https://www.mwcscot.org.uk/law-and-rights/mental-health-act>

The Mental Health (Care and Treatment) (Scotland) Act 2003

<https://www.mwcscot.org.uk/looking-help/your-rights>

Contains everything you need to know about the Mental Health Act (Scotland) 2003.

<https://www.samh.org.uk/about-mental-health/know-your-rights>

Easy to read website to explain your rights and where you can access more information

<http://www.partnersinadvocacy.org.uk/>

Describes what advocacy is, how it can support you and ways to contact advocacy service.

GLASGOW FOCUSED RESOURCES

<https://www.nhsggc.org.uk/your-health/health-services/specialist-childrens-services/information-centre/mental-health-and-wellbeing-online-resources>

This is an extensive resource for people living in Greater Glasgow and covers many mental health related issues and support sites.

MENTAL HEALTH ISSUES

<https://www.seemescotland.org/young-people/information-for-young-people/>
- A resource for young people with links to useful resources that might suit you.

<http://www.elament.org.uk/finding-a-service/teentalkscotland-counselling-service/>
- more helpful links to suit your questions and needs.

CARERS

<https://carers.org/our-work-in-scotland/our-work-in-scotland>
- what is available for you.

<https://carers.org/resources/all-resources> - link to resources across Scotland.

<https://www.aroundthedinnertable.org/> Online parent & carer support forum

<https://www.sedig.org/>

- A charity which connects parents, carers and people with eating disorders and professionals through information sharing and events.

