



Visiting a



secure hospital



A booklet for children and young people



This is a secure hospital

There are lots of secure hospitals

Secure hospitals are there for people who need to be looked after in a safe way.

What should you expect when you visit?

Some of our hospitals will have high walls and fences. These are to keep everyone inside secure.

When you arrive, there will be a gate with a **buzzer** to press, to let you through the gate. If you travel by car, they will let your car in, and there will be a car park.

At the front door, you will press a buzzer to speak to the people who open the door.

When the doors open for you to come into the building, there will be someone friendly to meet you.

You, and the adults with you, may be asked to wear an **'identity badge'** which lets people know who you are.



Why do we have so much security?

The people we care for have particular needs and difficulties that mean they need staff to support them in staying safe.

These are called **'mental health'** needs.

People who care for people in a secure unit, such as nurses, doctors, psychologists and occupational therapists, keep a really close eye on patients to make sure they are safe whilst they get better.

Why might people need this kind of care?

We all have **physical health** – ‘physical’ means to do with the body.

We also all have **mental health** – ‘mental’ means to do with the mind (our thoughts and feelings).

Many people get poorly with their physical health, like getting a cold or flu, but only some people get really poorly and have to take medicine and go to hospital. This is called physical illness.

It is the same with mental health.

Most people sometimes have difficult thoughts and feelings, like feeling sad, worried or angry.

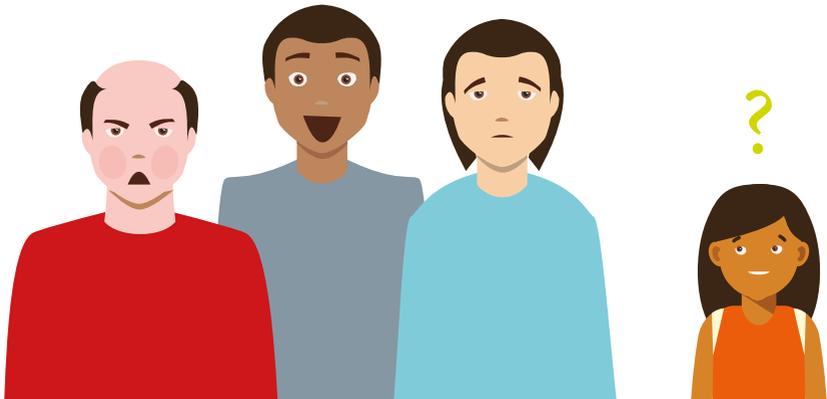
For some people this lasts longer and stops them from doing things they would normally do - like getting on with other people, or going to school or work. This is called **mental illness**.

People who feel poorly in their mind may need help and support like taking medicine, talking to people about how they feel, and going to hospital.

If someone has a mental illness they might:

- Be moody or easily upset
- Not look after themselves or their home
- Find it difficult to concentrate
- Feel unhappy, miserable and lonely
- Have lots more energy than usual
- Feel confused
- Feel guilty or bad or not like themselves
- Avoid friends, family and normal activities
- Feel tired all the time
- Not remember things very well

Everyone can feel some of these things but, for someone who is poorly in their mind, it might go on for longer or cause them more problems.



What is the security for?

If someone is not thinking and feeling in the way that they would normally do, it can affect the decisions that they make.

This can end up in them making **bad decisions** that can get them into trouble. It could also make them feel upset or sad.

Going to a secure hospital can help people with their mental health so that they can **make more helpful decisions**. This makes it less likely that they will get into trouble again.

Security keeps you, your family and the people who work at the hospital safe at all times.



Why can it be difficult to talk about secure hospital?

It can be difficult for the person you care for to talk about being here.

Most people want to **protect** their children and other family members **from things that are difficult and sad**, so sometimes families don't talk about what is happening as they think it is the best way to help.

However, sometimes not understanding what is going on can be more difficult and **confusing**, especially for children.

Some children and family members may have a lot of **questions** and want to understand more.

Other children and family members want to understand more but don't want to talk about it so might want to get information by **reading**.

How might it feel knowing that your loved one needs this kind of care?

Some children can worry they have **done something wrong** – which is why their relative is in secure hospital.

IT IS NEVER YOUR FAULT.

Your loved one just needs special care to help them get better and stay safe.

You might feel sad, scared or worried.

Talking to us about any worries can help **make it easier**.

Other people you know may not understand in the way your family does, and that can be difficult.

You may want to think about someone you trust that you can talk to, or show this booklet to.



What to expect inside a secure hospital

This is a different kind of hospital so may not be what you are used to if you've been to hospitals before.

Things that look the same:

- People in uniforms, like nurses and occupational therapists
- Hospital wards, doors and corridors
- Things are kept clean and you are asked to wash your hands

Things that look different:

- More locked doors
 - The staff wear belts with keys and alarms
- Although it can look scary when people carry lots of keys, this is how we help keep people safe.
- Staff carry small pear-shaped alarms to call for help if they are with someone and need another staff member to support them.

The alarms are small but can make a loud noise.

Hearing them can be unexpected and sometimes scary, but it's the best way for staff to quickly call for help. It is about everyone working together as a team to keep people safe.



It is natural to be curious about the different things you see in a secure hospital.

On your first visit you may have the chance to talk to one of the members of staff and ask **questions**.

Where will you meet your loved one?

You will meet your loved one in one of our **visiting rooms**, either near Reception or on one of the wards. One of our visiting rooms has a **play area** and there are also some toys.

The adult with you will need to **sign a form at Reception** and bring some information with their **photograph** and name on.

You can bring **photos or pictures into the visit**, but other toys and bags need to stay in Reception.

One of the ways that we support the people we care for is by having one or two of our **nurses with them** when they are having visits.

This may make your visit seem a bit less private but sometimes visits can be strange and difficult for everyone.

The nurse will know the person you care for and how well they are, so it can be helpful to have a member of staff there if anyone needs any help.

It can take a while to get used to having somebody there, so don't be worried if this feels a bit strange at first.

Will I see other parts of the hospital?

There are different parts of the hospital and you may have seen some of these on our video.

Some of the parts are private for the people who are staying here and for our staff e.g, the private rooms that the people we are caring for stay in while they are here.



What will your loved one do in hospital?



Talking about things can help people get better by understanding their feelings.

The people in our care are supported to take part in a range of **therapies**. This can include **talking** to staff, taking **medication** and doing **activities** which focus on:

- Mental illness and associated distress
- Psychological wellbeing
- Risk reduction
- Substance misuse

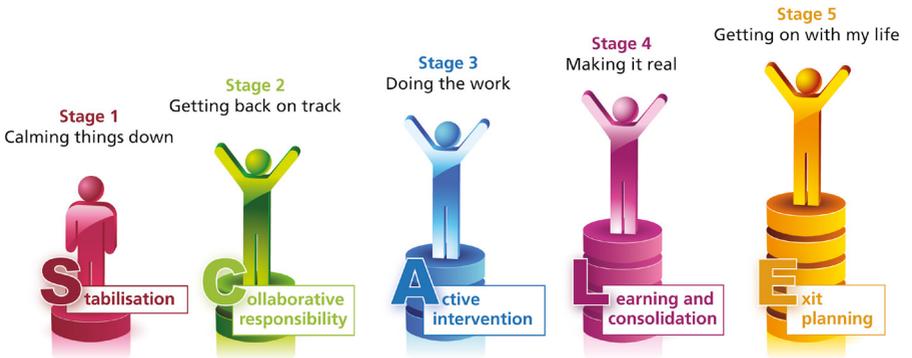
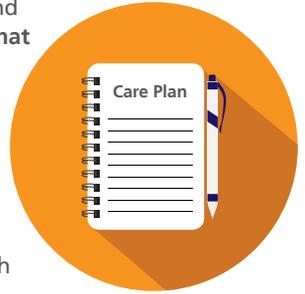
How long will they be in a Secure Hospital?

This will be different for everyone in the hospital and depends on **how well** your loved one is now and **what they need to stay well in future**.

The decisions about how long someone stays in hospital are made with the person and their **care team**. It may also involve the **Home Office** (part of the Government) if they have previously broken the law and are under certain restrictions.

Every person in secure hospital has a **care plan** which says what they might need to help them get better.

This is checked often and can be changed when needed. It helps your loved one and their care team to make sure they are recovering well.



The picture above shows the different steps of therapy and treatment that we offer. We can tell you more about this if you ask us.



Where can you get support?

It can be helpful to get more information and support if you need it.

If you want to understand more about the hospital or anything described in this booklet then please feel free to speak to a member of staff and ask questions.

You can also learn more from some helpful websites:

www.bsmhft.nhs.uk

to find out more about our hospitals and mental health services.

www.bsmhft.nhs.uk/service-user-and-carer

to find out how we support family and carers.

www.mind.org.uk

to find out more about mental illness.

www.youngminds.org.uk

to find out more about mental health, written for young people.

www.meridenfamilyprogramme.com

to get useful information and support about mental health issues.

www.homegroup.org.uk/Care-and-Support/Our-Care-Services/Birmingham-Mental-Health-Carer-Support-Service

to find support for carers of people with mental health issues.

www.sesamestreet.org/toolkits

for child-friendly videos and resources



Support for carers

The adults in your life who support your loved one may be considered to be 'carers' and so can speak to our staff a bit more about anything they might need.

If you are a young person then **this might also apply to you**. You can contact a member of staff in the hospital to ask about this.

We also work with **Stonham HomeGroup** who provide carer support groups across Birmingham, including within our secure hospitals, to provide information on different topics and provide an opportunity to meet other carers for support. Please contact **0300 304 5530** or MHCarerService@homegroup.org.uk for further information.

If you need any advice or support about a concern or complaint, you can also contact the Trust's **Patient Advice and Liaison Services (PALS service)** based at Birmingham and Solihull Mental Health Foundation Trust Headquarters, Unit 1 B1, 50 Summer Hill Road, Birmingham, B1 3RB

Telephone: **0800 953 0045** Text: **07985 883 509**

Email: bsmhft.customerrelations@nhs.net

We are happy to answer any questions, no matter what they are, and we look forward to welcoming you to our hospital

