

Staying in touch with friends and family

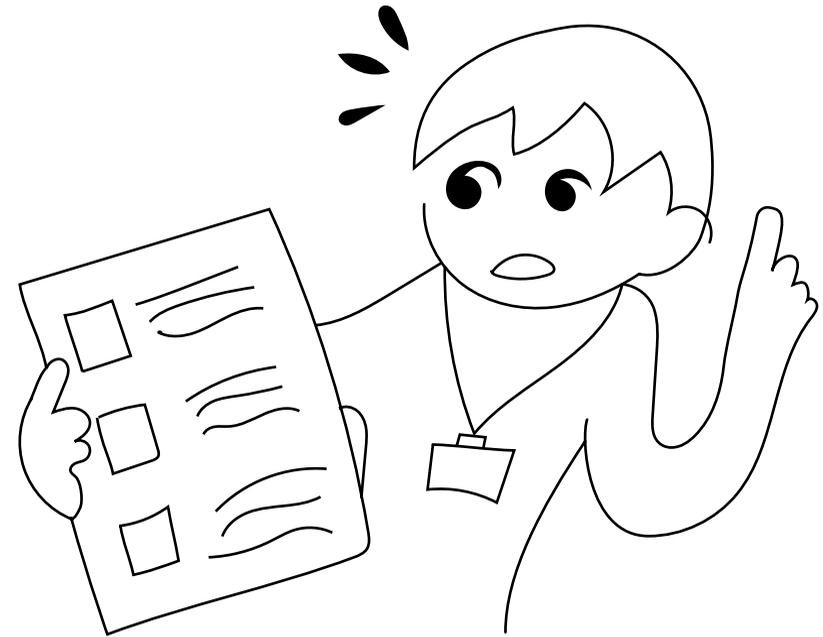
Visitors are not allowed while you are on an isolation ward, but we encourage you to stay in touch with friends and family as much as you want to.

You can use your mobile phone or the ward tablet to message, call and video call your family and friends from your room. There is free NHS WiFi available and we can charge your phone for you.

Concerns, complaints and compliments

If you have a concern, complaint or compliment, please speak to your nurse. You can also contact our **Patient Advice and Liaison Service (PALS)** on 0800 0800 731 2864 (Option 2) or by email at pals@slam.nhs.uk. They can help with information and advice as well as helping if you want to make a formal complaint.

For more information visit www.slam.nhs.uk/complaints



**Isolation ward
patient information**

Welcome

You are in a mental health isolation ward, which is part of South London and Maudsley NHS Foundation Trust.

You are here to get help for your mental health and to reduce the risk of coronavirus.

We want to help you feel better so you can leave hospital as soon as possible, and plan for any changes you want in your life after you leave.

What to expect

To help keep everyone safe, your nurse and other staff will wear a mask. We will ask you to wear a mask when you leave your room, and to stay two metres away from other people.

You will be here as short a time as possible.

While you are here, we will check if you have coronavirus, assess your mental and physical health, and decide how best to continue your care.

When you arrive, we will ask you about:

- People you need to contact
- Things you want from your home
- Food or dietary requirements
- Any language or communication needs
- Any religious or spiritual needs

As this is an isolation ward, we expect you to spend most of your time in your room. We will bring you meals, drinks and snacks.

Breakfast: 8am to 9am
Lunch: about midday
Supper: about 5pm

You will either have your own bathroom or a shared bathroom that is thoroughly cleaned between use.

We will try to make sure you have a fresh air break outside each day.

Your nurse

Your nurse will approach you at the beginning of each shift to introduce themselves, check how you are, and confirm your plans such as activities and appointments.

Your care plan

You and your nurse will develop your **care plan** to help with the issues that brought you to hospital. You might like to think about:

- What you would like help with
- What has helped you in the past
- How we can help you
- How you can help yourself

Your care plan includes what kind of therapy, activities and medication might be helpful, and plans for how to tackle practical problems like money, work or housing.

It might also include specialist support if you are having difficulties with smoking, drugs or alcohol.

If you want, you can also ask your carer to be involved with developing your care plan.