

# Welcome to the MCU Information for Young People



This welcome leaflet is for young people who will be coming to stay on the Mildred Creak Unit. It provides information for young people about what MCU is, what to expect during your admission and other useful information. It has been developed by both staff and young people who have been inpatients on the unit.

Alongside this leaflet you should also receive;

A Welcome to the MCU - Information for Families' booklet

☆ A DVD about the unit

☆ A list of the unit staff

☆ Please ask a member of staff or your key-worker if you have any questions that are not answered or other queries.

NAME:

MY BUDDY IS:

MY KEYWORKERS ARE:

MY CORE TEAM MANAGER IS:

MY FAMILY THERAPIST(S) IS:

MY INDIVIDUAL THERAPIST IS:

OTHER STAFF INVOLVED IN MY CARE:

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## MCU Timetable

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>07.30 - 08.15</b>	Wake Up Self Care *Weights*	Wake Up Self Care	Wake Up Self Care	Wake Up Self Care *Weights*	Wake Up Self Care		
<b>08.20 - 08.30</b>	Morning Meeting	Morning Meeting	Morning Meeting	Morning Meeting	Morning Meeting		
<b>08.30-09.00</b>	<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>	Wake Up Self Care	Wake Up Self Care
<b>09.05 - 09.15</b>	Community Jobs	Community Jobs	Community Jobs	Community Jobs	Community Jobs	9 – 9.30 <b>Breakfast</b>	9 – 9.30 <b>Breakfast</b>
<b>09.15 - 09.45</b>	<b>9.15 – 9.50 Monday Meeting</b>	<b>9.15 – 9.45</b> Boys/Girls Group	<b>9.15 – 9.50 Community Meeting</b>	<b>9.15 - 9.50</b> Life Skills	<b>9.15 - 9.50 Friday Meeting</b>	<b>9.45 – 10.00</b> Community Jobs	<b>9.45 – 10.00</b> Community Jobs
<b>10.00-10.45</b>	School	School	School	School	School		
<b>10.45 -11.00</b>	Drinks at school	Drinks at school	Drinks at school	Drinks at school	Drinks at school	Drinks	Drinks
<b>11.00 -12.00</b>	School	School <b>Children's ED Group</b>	School	School	School		
<b>12.00 -12.45</b>	Park	Park	Park	Park	12.15 - 1.00 <b>Lunch</b>		
<b>12.45 -1.30</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>1.00 Home for week-end</b>	<b>Lunch</b>	<b>Lunch</b>
<b>1.30 - 2.00</b>	Free Time and Appointments	Personalised Learning and Appointments	Personalised Learning and Appointments	Personalised Learning and Appointments	<b>1.30 – 3.30</b> Golden Time in School		
<b>2.00 - 3.30</b>	<b>2.00 – 3.00 Creative Group</b>	School	School	School			
<b>3.45 - 4.00</b>	Drinks	Drinks	Drinks	Drinks	Drinks	Drinks	Drinks
<b>4.00 - 5.00</b>	4.00 - 5.30 Sports/ Swimming	4.00 – 4.30 Open Slot 4.30 – 5.00 Roof Time/ Free Time and Appointments	4.00 - 4.30 Craft Group/ Creative Writing 4.30 – 5.00 Roof Time/ Free Time and Appointments	4.20 - 5.00 <b>Thursday Group -</b>			
<b>5.00 - 6.00</b>	5.30 – 6.00 Monday Kitchen (optional)	Visitors	Visitors	Thursday Kitchen			Return to MCU
<b>6.00 - 6.45</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>
<b>7.00 - 8.00</b>	Young People's Group	Visitors	Visitors	<b>7.00 – 7.30</b> WRR feedback <b>7.30 – 8.00</b> Roof Time			7.00 Menu Planning (inc. Mon & Thur Kitchen)
<b>8.15- 8.30</b>	Drinks	Drinks	Drinks	Drinks	Drinks	Drinks	Drinks
<b>8.45 onwards</b>	Showers/Baths Bed Times	Showers/Baths Bed Times	Showers/Baths Bed Times	Showers/Baths Bed Times	Showers/Baths Bed Times	Showers/ Baths Bed Times	Showers/ Baths Bed Times

## MCU COMMUNITY GUIDELINES

These guidelines were made and agreed by YP on the MCU

- ☆ Look after and respect the unit property so everyone can enjoy it - if anything is broken or damaged it will need to be fixed or replaced
- ☆ Try to understand each others difficulties and support each other in a helpful way
- ☆ Try to respect each other - no name calling/swearing/'taking the Micky' out of each other
- ☆ Respect each other's views, thoughts, feelings and beliefs
- ☆ Respect each other's personal space and property - do not go into each other's rooms without permission and always knock before entering
- ☆ Everyone is expected to attend the programme - if you refuse to attend something you need to go to the soft room
- ☆ Look after one another- if another young person tells you something that affects their or anyone else's safety it is important to tell one of the staff ('Safety' can be many things including that they want to, or are planning to hurt themselves or someone else, running away or having bad thoughts etc)

### Other important information

#### Mobile Phones and other devices

No internet enabled devices are allowed on the unit, or any devices with a camera. When young people are on the unit, we have a 'duty of care' to keep you safe and protect your dignity and confidentiality. Mobile phones are allowed on the unit but must be locked away in your locker during programme time. Mobile phones must not have a camera or internet access. Most young people buy a very cheap phone before coming in. If you are keen to use the internet the unit has laptops which you can use under staff supervision.

Some young people like to bring handheld computer games and other electronic devices to use in free time. Any devices brought onto the unit must not have any internet access or a camera, and is the responsibility of the young person to ensure it stays safe by keeping it in their locker. Any items brought to the unit are your responsibility and MCU is not responsible for any loss or damage to these items. We would recommend only bringing things you really feel you can't live without.

## Leaving the unit

Whilst you are a patient on MCU the staff are responsible for your safety. Although the front door is not locked on the unit, young people must not leave without an adult with them, unless it is part of an individual plan where this is allowed. Just like at school it is very important that staff know your whereabouts at all times. If a young person leaves the unit without permission, staff will try to talk to them and ask them to return to the unit. In the event that a young person refuses to return to the unit, security and sometimes the police are involved if necessary. In extreme cases staff may also need to safely physically bring a young person back to the unit.

## Rules about smoking, drinking and use of recreational drugs

It is against the law to sell cigarettes to anyone under the age of 18. GOSH is a No Smoking Trust therefore young people staying on the MCU are not allowed to smoke. Drinking alcohol, taking recreational drugs or being under the influence of drugs or alcohol is also not allowed. Any young person who is a smoker or has any issues relating to drug or alcohol abuse can speak to a member of staff who will provide advice and support. Young people who are smokers can be provided with alternatives to nicotine such as patches, from the pharmacy.

## Friendships & Relationships

It is natural for young people to develop friendships with each other when staying on MCU. Often close friendships are formed and young people might like to spend time together and share their thoughts and worries with each other. Of course this can be really useful and we would encourage helpful friendships, however, sometimes friendships/ relationships between young people may not be appropriate or helpful and this may need to be discussed. Whilst on the Mildred Creak Unit we need to be able to look after you and keep you safe. During this time you will be working on difficult things and may have a lot on your mind. Romantic relationships between young people often are not helpful at a time of such difficulties and we discourage young people from forming these kind of close private relationships. If you have questions or would like to raise an issue about this please speak to your keyworker or a member of staff.

## Bedrooms- Sharing

On MCU there are 7 bedrooms; 5 of which can be shared between two young people. When you first come to MCU you will probably be given your own room to start with in order for you to settle in and us to get to know you and what you might be able to manage. Many of the YP that come to MCU really enjoy sharing a bedroom and often YP work towards this. All the Young people on the unit discuss room sharing and changes in community when a new young person is due to be admitted. Every young person has an opportunity to say whether they would like to share a room or have their own room. There are very rarely times when lots of young people are unhappy to share. In these situations we try to be as fair as possible and come to a group decision. We will also think with your family about what feels best.

## Bedrooms- Decorating

While you are on MCU we want you to feel as comfortable as possible. All young people bring in their own pillow, duvet and cover from home to make it feel less like you are in hospital and there is a noticeboard to put up posters, photos etc. Please can all potters etc. be affixed with blue-tack and not sticky tape, so other young people can enjoy the room after you.

Young people sometimes bring other items from home too to make the room feel more relaxed, such as soft toys. If you bring in any electrical items that require plugging into the mains, they must be electrical tested by the works department in the hospital before being plugged in. please ask a member of nursing staff to arrange this.

## Temperature control on the MCU and in your bedroom

The main living areas of the MCU and meeting rooms have air ventilation and therefore the rooms can be very easily made warmer or cooler. If you are finding it too warm or too cold in these areas staff can contact the works departments and get the temperature changed straight away. It might take a few minutes for the temperature change to take affect. Staff may initially encourage you to make immediate action such as to put on a warmer jumper or slippers, or take off a big jumper.

In the bedroom area of the unit there are no air conditioning facilities. All of the bedrooms have windows that can open at the top and bottom in order to cool them down, and rooms also contain a radiator that can be controlled by the dial. If you are feeling too hot in your rooms after opening the windows talk to staff who may be able to obtain a fan for you. Some young people bring a fan from home. If you find your room too cold, speak to staff who can help you adjust your radiator, help to close the window or speak to the works department about getting the heating raised. The unit also has lots of extra blankets if you get cold in the night.

## Raising alarm in emergency

Staff are with the Young people throughout the day and so you should not find yourself alone in an emergency situation. If you do need to raise the alarm in case of fire there are red emergency push buttons throughout the unit. All members of MCU staff wear ID which have an alarm they can use in emergency situations so get help.

There are also orange nurse call buttons in the bathrooms in case of emergency when you are in the bathroom. Before pulling these alarms it is important you try to call out first and use the alarm in cases where no staff have responded. During the night if you want anything, staff are always in the office. You can also call out and staff will come. Those young people who may struggle with speaking normally would have a bedroom by the nursing office so staff can be extra vigilant. If you have concerns about raising the alarm or getting help from staff if you cannot vocalize, please speak to the ward manager, who can provide you with a handheld alarm to use. These alarms are only given to young people where it is felt to be helpful or as a part of a plan to work towards other ways of communicating.

## Information about your treatment and care

### Care plans

Whilst you are on MCU you will have two keyworkers from the nursing team, who will work with you to make plans about your treatment and what you will be working on. These are called 'care plans'. All young people have a care plan to help them settle into the unit, but your other care plans will be specific to you and your treatment. You will be asked to sign your care plans and can have your own copies if you would like. These care plans let all staff who are working with you know how to best support you and what you are working on.

### Medication

Sometimes as part of your treatment you may be prescribed some medicine. This is something we think very carefully about and where possible we try to help young people get better without the use of medication. Sometimes young people have difficult thoughts and feelings that are so strong it is hard for them to think and manage how they feel. This can make it harder for young people to feel able to talk about their difficulties and get better. Medication will not make those feelings go away or change how you feel but in some cases medication can help you to manage some of these thoughts and feelings. If you, the team or your family feel medication might be helpful it will be discussed fully with you and your family first. Your doctor will explain what medication they feel would be best and explain to you how it might help. You will also be told any side effects your medication might have and will have time to ask any questions to make sure you fully understand what you will be taking and why. When taking medication it is important to take it regularly as it is not good for your body to stop medication suddenly. If you go home at the weekends you will be given medication to take home and it is important you continue to take this as you would on the MCU.

If you have any questions or would like more information on different medications please speak to your doctor or your keyworkers who can talk to you or give you written information.

## Your Difficulty/ Diagnosis

Before young people come to MCU they have often struggled for some time at home or school and may have already been to see their doctor and had some help from their local CAMHS. Sometimes the professionals working with you might give your difficulties a name which helps other people to understand what you are struggling with. This name is called a 'diagnosis', which is a medical name to describe the symptoms that you have. Sometimes young people come to the MCU with a diagnosis already, other times young people may come to the unit without a diagnosis and may not know what is happening to them or why. Sometimes getting a diagnosis whilst on the MCU can be useful to help you understand what is happening to you and to ensure that you get the right help and support in the community when you leave MCU.

If you have any questions about your diagnosis or would like more information about your condition please speak to your doctor or keyworkers, who can speak to you or give you information to read.

## Confidentiality

Everyone has a right to privacy and confidentiality around their care and treatment. Whilst on MCU it is important that you understand how information about you is shared within the team. In order to best care for you the team share information about your progress and day to day management with one another in a staff 'handover' each day. Each week the team meet to have ward round and will discuss any important issues raised in the week.

Some group spaces and meetings are more private where information you share will largely not be discussed in the team. These spaces include Individual Work and Thursday Group. Sometimes young people want to talk to staff about things they are worried about and want that information to stay private. Discussions you have with staff can to some degree be kept private, however, any information that is important to your care or treatment will be discussed in the team. Any information that suggests you or someone else may be at risk of harm or have experienced harm will be shared with the team and if necessary with other professionals like a social worker.

Information about your progress and treatment on MCU is also shared with other professionals who look after you outside of hospital. At your review meetings, other people you may have worked with before coming into hospital will be invited to attend as well as your home school. This is so that they know how to support you when you return home. Reports are also sent to these people as well as to your GP when you are discharged.

## What to do if you are not happy with something

If you're not happy about anything on MCU, please talk to a member of staff as we want you to feel comfortable on the unit. It might be that you disagree with an aspect of your care or with something that has happened on the unit. Usually it is good talk to your keyworkers or a member of the nursing team initially to see if your worry or complaint can be resolved, however you can also talk to another member of the team such as your Core Team Manager, the Unit Manager or the Consultant Child and Adolescent Psychiatrist if you'd prefer. We also have an independent advocate, Rachel, who visits the Unit regularly and she is available to meet with you too.

If you continue to feel really unhappy you have the option of making a formal complaint and we can tell you how to do this. Please be assured that making a complaint will not compromise your care in any way.

## Getting another professional opinion

If you do not agree with the diagnosis or treatment you are being offered on MCU it can be difficult to feel motivated to work with us. We would like you to be an active part of your care and in these situations staff on MCU will meet with you to think about your views and offer an opportunity to ask questions and think together about finding the right treatment package. Sometimes after discussions there still may be difference of views about what your difficulties are and what the best way to help might be.

Occasionally families request another opinion from a different team who are also experienced in working with young people with difficulties. This can be discussed with your team here and arranged if felt to be helpful.

Please be assured that asking to have a second opinion will not compromise your care in any way.

## Seeing your records

If you want to see your medical records then please speak to a member of staff and your parents. You or your parent will usually need to fill in a form and apply for this formally through the hospital. At times we may be able to show you some aspects of your notes or records 'informally' if we feel it would be helpful and appropriate. This would mean that you would not have to go through the formal process of applying.

## A young person's guide to...

Written by young people HJ (15), BGH (15) and AF (13)

### Monday Meeting

We talk about things that went well about the weekend and any difficulties we had. Some of the doctors join this meeting.

### Community Meeting

We have a book where anyone can write down what they want to be discussed. We have a chair of the meeting who is in charge of keeping time and collecting agenda items. We talk about issues that affect the community and big events that are happening.

### Friday Meeting

We talk about what we are going to do at the weekend, any worries we have and what we are going to be working on. Some of the doctors join this meeting. The tidy Friday trophy is awarded for the tidiest room and ward round recommendations can be discussed.

### Creative Group

This is an arts therapy group where we draw, paint or make how we are feeling. At first it is really weird and difficult to know what to draw but after a couple of weeks you get used to it.

### Thursday Group

This is in the large meeting room and the same people facilitate it. You can use it to talk about what is on your mind and things going on in the group.

### Boys/Girls Group

All the young people split into boys and girls. We discuss things that are relevant for us. For example, we talk about self-esteem, body image or bullying. We also do more fun things like makeovers or games.

### Life Skills

Where you learn skills and helpful things to help you out in life. One week we learnt how to fix a puncture.

### Thursday Kitchen

On a Sunday when everyone is back, we all get together and plan the menu for the week. In Thursday kitchen we make a dessert and a main course. We often cook to a theme, for example at Halloween we made spaghetti with pretend eyeballs and sausage roll mummies!

## A young person's guide to...

### Keywork

You have two keyworkers who are assigned to you and you can use this space to talk about how you are feeling and anything you feel is important

### Individual Work

You can bring anything to indie work. You talk about how you feel or things that have/are happening to you and unless they have to they won't repeat it to other people.

### Individual Work (with a psychologist)

For most people this is a space to talk about your worries and difficult thoughts. The psychologist teaches you how to challenge them and replace them with more helpful thoughts.

### Family Therapy

Where you and your family sit down and talk together about what's going on, what support you need and perhaps how better you might understand each other.

Lots of people find family work quite difficult.

### Physiotherapy & Hydrotherapy

If you have difficulty physically doing stuff they work with you to help your body move better and try to get you back to normality.

### Core Team meetings

The people who work with you closest meet and discuss how it's going and what to do next.

### Review meetings

Your core team look back at what you have achieved and the steps forward you need to make to get better.

Written by young people HJ (15), BGH (15) and AF (13)

We hope this welcome pack has been useful and has answered any questions you may have. There is also a young peoples notice board in the bedroom corridor where other useful information can be found, such as the school timetable. If there is anything you would like to talk about that is not covered by this pack please speak to a member of staff.

## Useful websites/ numbers

### **ACTION FOR CHILDREN**

[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

Action for Children supports and speaks out for the most vulnerable children and young people in the UK

### **ADDISS - National Attention Deficit Disorder Information and Support Service**

[www.addiss.co.uk](http://www.addiss.co.uk)

Information and advice for parents, young people and professionals on attention deficit hyperactivity disorder (ADHD).

Telephone: 020 8952 2800

Email: [info@addiss.co.uk](mailto:info@addiss.co.uk)

### **B-EAT**

[www.b-eat.co.uk/youngpeople/home](http://www.b-eat.co.uk/youngpeople/home)

Telephone: (under 25s): 08456 347650

Text: 07786 201820

Email: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

B-eat is a UK charity for people with eating disorders and their families. There are separate confidential help-lines - one for adults and one for young people under 25. Under 25's can also text or chat online to a member of the youth team.

The young people's helpline is open 4.30pm-8.30pm, Monday to Friday, and 1pm-4.30pm, Saturdays. All calls from the UK are free.

### **CHILDLINE -National helpline for all children.**

[www.childline.org.uk](http://www.childline.org.uk)

Telephone: 0800 11 11

A FREE 24 Hour HELPLINE for Children and young people. You can call about any problem, at any time day or night. ChildLine's counsellors are there to help you find ways to sort things out. Their website can also offer you help and advice.

### **CONNEXIONS DIRECT**

[www.connexions-direct.com](http://www.connexions-direct.com)

Confidential advice and practical help for young people aged between 13-19.- Information on topics such as careers, learning, health, housing and your rights.

### **HEADSPACE**

[www.headspacetoolkit.org](http://www.headspacetoolkit.org)

A useful website with information and tools for young people who are inpatients on psychiatric units. Allows you to make your own pack and download useful worksheets.

## **KIDSCAPE**

[www.kidscape.org.uk](http://www.kidscape.org.uk)

Kidscape is committed to keeping children safe from abuse. Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse.

**Telephone: 020 7730 3300.**

**Helpline: 08451 205 204**

**Fax: 020 7730 7081**

## **NSPCC - National Society for the Prevention of Cruelty to Children**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

The UK's leading charity specialising in child protection and the prevention of cruelty to children.

**Telephone: 0808 800 5000**

## **NYAS - National Youth Advocacy Service**

**Helpline: 0800 61 61 01**

[www.nyas.net](http://www.nyas.net)

NYAS offers advice and support over the phone to children and young people who want to have their wishes and feelings taken into account when decisions are made about them.

## **PAPYRUS - Prevention of Young Suicide**

[www.papyrus-uk.org](http://www.papyrus-uk.org)

A Registered charity committed to the prevention of young suicide and the promotion of good mental health and emotional well-being. Provides resources and support for those dealing with suicide, depression or emotional distress - particularly teenagers and young adults.

**Telephone: 01282 432555**

**Fax: 01282 432777**

**Email: [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org)**

## **SAMARITANS**

[www.samaritans.org](http://www.samaritans.org)

National helpline for any person in distress.

**Telephone: 08457 90 90 90**

## **TEENAGE HEALTH FREAK**

[www.teenagehealthfreak.org](http://www.teenagehealthfreak.org)

Website primarily aimed at younger teens. Has a large question and answer section that users can write in to. The main focuses are alcohol and drugs, weight issues, and teenage body changes. There is also a blog from a teenager that kids may be able to relate to.

## **THERE4ME.COM**

[www.there4me.com](http://www.there4me.com)

Advice for 12- to 16-year-olds on all sorts of issues, including bullying, drugs, relationships, exams and difficulties at home.

Provided by the NSPCC (National Society for the Prevention of Cruelty to Children).

## **YOUNG MINDS**

[www.youngminds.org.uk](http://www.youngminds.org.uk)

A national charity committed to improving the mental health of all children and young people under 25.



Developed by Samantha Gardiner (Senior Staff Nurse) and Laura  
Lowe (Senior Staff Nurse) alongside YP on the MCU.  
Art Work by young person E.A.