

# **SILLS 5 MENTAL HEALTH INPATIENT UNIT (MHIPU)**

## **PATIENT AND FAMILY PAMPHLET**



**Quinte Health**

*Creating healthier communities. Together.*

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UPDATED SEPTEMBER 2023 BY SILLS 5 LEADERSHIP TEAM



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# WELCOME

Welcome to Sills 5 Mental Health In-Patient Unit (MHIPU). Our team is passionate about delivering exceptional mental health care. We believe every person should be treated with compassion and respect. Achieving a meaningful life is possible and we are here to help patients meet their individual goals for recovery. We do this by focusing on each person's strengths and needs, while providing inpatient support and resources for a successful discharge. This pamphlet contains information to help patients and families understand what to expect when spending time on the inpatient unit.

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# THE CARE TEAM



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You are the most important person on our team. We will work with you to make decisions about what is best for you in your plan of care. As part of your treatment you may need to take medication, or participate in individual and/or group support sessions. We will spend time planning for when you are discharged home, to ensure you have the right supports and services to be successful. Below is a brief explanation of who the other members of the care team are, and what sorts of supports they may offer you.

## Psychiatrists

A psychiatrist is a doctor who has been trained in mental health and wellness. Your doctor will see you and discuss your diagnosis and treatment plan. They will make recommendations and suggest medications that may be helpful. They are here to support you during your stay in hospital and you are encouraged to share your concerns so they can help you. There may be times that you will need to see a different doctor such as on the weekend, or when yours is not available and you need help.

## Social Worker

We have a social worker who can speak with you to learn what your needs are. Together you can decide on what types of community supports you may need on discharge. During your stay in hospital the social worker also offers emotional support and can teach you strategies to help you cope with your struggles. They may do this individually or in a group setting. The social worker is available Monday – Friday from 8am – 4pm. The nurses and doctors can connect you with the social worker if you would like to meet with them.

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## Nurses

Your nurse will introduce themselves to you at the beginning of every shift. A different nurse will be assigned to you in the daytime and evenings. Your nurse is your source of support and will address your emotional and physical needs. This includes spending time with you daily, to check on your wellbeing. They may also do things such as administer medications, complete a physical assessment, and check your vitals. Nurses are responsible for everyone's safety on the unit and will frequently check on you to ensure you are ok. Nurses often work as a team and are available 24 hours a day.

## Recreation Therapists

Recreation therapists provide activities that promote health and wellness, and reduce stress. Participating in activities helps create a sense of community and connects you to others. This is beneficial in the recovery process. Your nurses will encourage you to participate in activities. Recreational activities take place Monday - Fridays between 9am - 12pm.

## Spiritual Care

A person is available to assist you with your spiritual needs. You can request a visit from them or arrange a meeting with your preferred spiritual care provider. Please let us know if you have unique spiritual or cultural traditions. We will do our best to provide you access to these. Please ask your nurse for assistance.

## Unit Clerk

The unit clerk's main focus is to assist with tasks on the unit such as answering phones and organizing activities for the unit staff. They can direct you to the right person when you need assistance.

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# THE MENTAL HEALTH INPATIENT UNIT



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The Mental Health In-Patient Unit (MHIPU) is a 22-bed unit. The MHIPU is separated into two distinct areas. Depending on your needs, you may be admitted to the Intensive Treatment Area (ITA) or the general ward. The ITA is reserved for patients who need more frequent contact with nursing staff and require a higher level of care. Often when you are admitted you will stay in the ITA for a short period of time.

The general ward provides you with greater independence and is reserved for patients who are starting to feel a little better. There is a common area with a kitchenette, balcony, television and activities. You will also have access to shared laundry facilities and a public telephone. We have a separate activity room which is open when the recreational therapists are on the unit.

For patients in ITA, you may have the opportunity to visit the general ward to attend some activities. This will depend on your progress and how you have been managing. Doctors and nurses will discuss with you whether you are well enough to participate in the general ward activities. They will also establish with you an agreement about when you will return to the ITA.

Whether you are in ITA or the general ward, you can expect that a staff member will always welcome you, orient you to the unit routines, and answer any questions you may have. We understand that all people are unique and have different life experiences. Many of us have had difficulties, both current and/or in our past which continue to affect us in the present. Our team will focus on building a trustful relationship with you. We aim to understand, accept, and respect all persons on the unit through our words and actions. We are committed to providing and maintaining a safe and therapeutic environment for everyone.

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# CREATING A SAFE ENVIRONMENT



It is important that both patients and staff feel safe when they are on the inpatient unit. There are many things in place to help create a safe space for all. The list below describes some of the ways we do this.

## Respecting Your Rights

Sometimes patients are admitted to hospital against their wishes and are not permitted to leave until the doctor feels they are well enough. For this reason, the inpatient unit and the ITA are locked and only certain hospital staff have access to go in or out. This can be very frightening and feel unfair. Nursing staff will take time with you to explain what your rights are. They will also contact a patient advocate who will visit you and further explain what your options are. The advocate can help you contact a lawyer if this is something you would like to do.

## Respecting Your Privacy

Your privacy is important to us. We cannot share any patient information, even to family members, without the patient's consent. The exception to this rule is if you have a substitute decision maker (SDM). An SDM is a person, often a close relative or friend, that helps to make decisions for you when you are unwell. If a patient is able to consent, they may sign a form that tells others they agree to staff sharing information.

All personal health information will be used, maintained, disclosed and disposed of in accordance with applicable legislation, including the Freedom of Information and Protection of Privacy Act and the Personal Health Information Protection Act (PHIPA). If you have a concern or question about the protection of your personal information at Quinte Health, please contact the Privacy Officer by email to [privacy@qhc.on.ca](mailto:privacy@qhc.on.ca) or by phone at 613-969-7400 ext. 2578

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# CREATING A SAFE ENVIRONMENT



## Respecting the Privacy of Others

We do not allow patients to record other patients or staff by audio, video, or photograph. For this reason we have rules around use of personal cell phones and iPad's

- Cell phones are not allowed in the ITA area. We will provide you with a cordless telephone to use in your room
- Cell phones may be used on the general ward in the privacy of your own room. We ask that they are returned nightly to the nursing station to be charged for the next day's use
- We have available IPADs to use in the privacy of your own room

Certain locations on the unit have audio and video recording. The recording devices allow staff to monitoring you and others closely for safety. Recordings can be watched and listened to by nursing staff, but they are automatically erased after a short period of time. There are signs posted on the unit to let you know which areas are being monitored. Please note that private areas such as bathrooms are without camera observation.

## We Value Patient Feedback

Please visit the "Patient Feedback" section of the Quinte Health website for more information, to express a concern, or to send thanks for care.

<https://quintehealth.ca/patients-visitors/patient-feedback/>

Our team values feedback from patients and families. We encourage you to communicate any questions or concerns to the Sills 5 Team. If you have a question or concern, please don't hesitate to initiate a discussion with the patient's Primary nurse, the Patient Care Lead (PCL) or the Clinical Manager.

After speaking to the team, if you are not satisfied or feel your case needs further attention, please contact a Patient Experience Specialist at – Phone: (613) 969-7400 ext 2033, Email: [feedback@qhc.on.ca](mailto:feedback@qhc.on.ca)

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# CREATING A SAFE ENVIRONMENT

## Health Records

Please visit the “Health Records” section of the Quinte Health website for more information.

<https://quintehealth.ca/patients-visitors/patient-information/health-records/>

Consent for the collection, use and/or disclosure of personal health information is obtained from the patient if the patient can understand the information. If the patient is not capable, consent is obtained from the Substitute Decision Maker. You can obtain a copy of your own personal health records by submitting an authorization form to the Health Records department .

## Personal Belongings

- Items that could potentially cause harm to self or others are not allowed on the inpatient unit
- We request that you change in to hospital attire when you are admitted and your belongings will be secured in a locked area
- If you allow nursing staff to check the contents of what you have brought in, items considered safe may be returned to you, however;
- Items considered dangerous will remain in a secure area and be returned to you when you are discharged
- You may be able to use certain locked items for short periods of time, but these need to be monitored while in use and returned to the nursing station when you are finished
- Items brought in by visitors must be checked before they are given to the patient to ensure there is nothing dangerous
- Police will be notified if there are illegal items found

## Prohibited Items (including but not limited to):

- Weapons / Sharp objects
  - Cigarettes/Lighters/Matches
  - Glass bottles
  - Any illicit substances
  - Personal medications
  - Steel-toed footwear
  - Belts, laces, shirts or pants with strings (which are not sewn in)
  - Cords / cables of any kind (staff will charge your devices in a secured area)
  - Valuables / Money brought into the hospital (over \$20) will be sent to the hospital safe.
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# CREATING A SAFE ENVIRONMENT

## Security

You may sometimes see security staff on the unit. Security monitors safety across the entire hospital. Their job is to assist when needed to ensure the safety of patients and staff.

## Visiting

Visiting hours are from 8:00 a.m. to 8:00 p.m. with a few exceptions. Please contact the Patient Care Lead or In-Charge if you need to make arrangements outside of these hours. Visits are intended to be supportive of the patient's recovery. If a visit or visitor is having a negative impact on a patient, then we will ask you to leave.

## Dining and Meals

Please speak to a member of staff if you have particular dietary needs or concerns.

•Meals are eaten in the dining area and meal times start at approximately:

- Breakfast: 8:00 a.m.
- Lunch: 12:00 p.m.
- Dinner: 5:00 p.m.

•Snacks are provided throughout the day and patients and families are welcome to bring in snacks from home. Patient's and/or families are welcome to order food for patients. Please ensure this is paid for in advance

## Telephones

There are portable phones and a patient telephone available for patient use. Clients may make and receive calls between 7:00 a.m and 11:00 p.m. If you need to make a long-distance call, nursing staff can assist you with this.

## Smoke-Free

Quinte Health is a smoke-free organization. Tobacco or cannabis products may not be used on, stored on, or brought onto Quinte Health property. If you smoke and are concerned about the impact this may have on your experience, please speak with a staff member about options such as nicotine replacement therapy (NRT).

## CONTACT SILLS 5

**Belleville General Hospital**  
(613) 969-7400

**Main Nursing Station**  
Extension: 2425

**Patient Telephone**  
Extension: 2598