

What to expect from Inpatient Care at Cardinal Clinic

If inpatient care is recommended as part of your treatment, we hope the following information will be helpful to you in understanding what to expect.

Treatment

The core of inpatient treatment is the group programme. This runs from Monday to Friday on a set schedule. We normally recommend you try attending all the groups, as they are varied and offer a range of teaching, reflection, and activities to give a balanced and holistic approach. You can be reassured that all group members commit to keeping everything discussed in group completely private.

Weekends are purposely quieter to give you time to reflect on the week or rest. There are some occupational groups run and some activities organised by the nurses, but this is a quieter time and replicates a normal life pattern and allows for visitors and leave. We actively encourage family/ friend support.

Medical Professionals

You can expect to see your Consultant Psychiatrist at least twice per week. Occasionally, a session may be online but generally they are face to face. If your consultant goes on leave during your stay, another Consultant will be assigned to your care. Consultants will try and give you appointment times, but this can be disrupted by outpatient emergencies. They will try their best not to give appointment times during the inpatient programme but sometimes this can't be avoided.

You should expect to have contact with your key nurse on a regular basis. You are normally assigned two key nurses to help deal with the shift patterns that the nurses work. However, if one of your key nurses are not on duty you are always welcome to speak to another nurse, so please don't hesitate to ask if you feel in need of some time with a nurse.

Therapy

You may be referred to a therapist for 1:1 therapy but this is an individual decision as part of your treatment plan and your consultant will discuss this with you. It is not usual to start therapy immediately upon admission and please be aware there can be some waiting time until a therapist has availability. Therapy often starts just before discharge and will continue as an outpatient, as part of a step-down treatment plan after leaving the Clinic.

We employ experienced Psychology Assistants/ graduates who are building their skill set prior to advancing their training. The Psychology Assistants have different experience to nurses and offer a valuable source of input both in a group and one to one setting. The Assistant Psychologists are available for 1:1 work, and the frequency of your sessions will be at the discretion of your assigned therapist, generally once a week.

Visitors

We understand that, for many people, their family and loved ones are key in their recovery journey, which is why we fully encourage family visits. We try and encourage visiting at weekends so you can be focussed on the inpatient programme, however if there is a reason a visitor cannot attend at the weekend, please speak with a member of the nursing team who will arrange a visitor at a mutually convenient time. If you would like one of your family members to speak to a member of your care team, please let us know and we can organise this.

Leave

Sometimes a clinician will recommend you have some leave before discharge. This may be day leave or sometimes even overnight. There may be certain circumstances that leave would not be appropriate in the initial stages of your admission due to medication or risk, but this would be discussed with you and your care team. It is essential that you inform nursing staff if you are leaving the premises and that you let them know when you have returned.

Medication

Please bring with you any medications you take for physical ailments e.g., heart medication, insulin etc as we will dispense your own medication. You will need to hand these over to the nurses on admission. Please do not bring in any other items such as paracetamol or psychotropic medications (e.g. antidepressants, sleeping tablets), as these will be provided by the clinic.

Post discharge, the clinic will provide you with 1 week's supply of medication and you will be charged for this, as this is not covered by insurance companies.

Alcohol and Illicit substances

As part of our admission protocol, we drug screen all patients on admission, and we breathalyse patients who come in for detox. You may also be breathalysed, or drug screened randomly throughout your admission. Whatever your treatment, we ask you do not drink alcohol or use any illegal substances, this includes when on leave from the clinic.

Car on premises

You will be asked to hand in your car keys to the nursing team if you leave your car in the clinic carpark, this is for your safety/ reduce the likelihood that people will put themselves in danger impulsively. However, your consultant may permit you to drive but please do not take another patient in your car as a passenger. This is clinic policy.

Food

We provide delicious home cooked food and will cater for dietary requirements. You can arrange a meeting with one of our chefs to discuss dietary requirements. Due to hygiene regulations/ allergies, we are unable to store any food brought in.

Admission

A nurse will admit you and will ask questions about your condition and medical history to help us to individualise your treatment plan. An initial 48-hour care plan is used,

unless you are on a specific care plan such as detox, to allow you to settle into the Clinic and to get to know our clinical team.

Your care plan is then reviewed every two weeks. You will be asked to contribute to this review and your key nurse and Consultant will also be involved. You will be given a copy of your care plan.

Your belongings will be checked on admission and your bags may be checked if you go to the shop.

Nurses and psychology graduates are available 24/7 for support. The Nursing team is available for you to discuss any problems, fears, questions, or concerns at any time in confidence. Nurse's handover times are 7:30-8am and 8-8:30pm. Nurse's also have a safety huddle 2:00-2:10pm. It is appreciated that these handovers are not interrupted unless urgent.

Night-time observation

As we are a hospital and in the interest of health and safety, a nurse will check on you regularly during the night to ensure your well-being. The frequency of checks may be increased depending on the nature of your illness.

The environment

We know that the therapeutic environment is just as important as structured treatment to support your wellness and recovery. We have beautiful grounds, and The Cardinal Clinic is delightfully historic. Parts of the building date back to the 1600's. Other facilities include:

- Bedrooms with en-suite bathrooms – towels are provided
- Room safe to keep your valuables
- Swimming pool
- Patients' laundry
- Welcoming and homely living areas
- Attractive private grounds and landscaped gardens
- Access to multi-faith resources
- Aromatherapist available on request- *(additional costs will apply)*

What to bring

- Comfy casual clothing
- Medication
- Gym kit for yoga/ exercise classes
- Phone charger
- Hair dryer

Please do not bring in your own bed linen (due to fire hazard)

GP

All patients are seen by our GP for a physical exam on admission. You will have a blood test to rule out any physical complications and an ECG (Electrocardiogram is a test used to evaluate the heart).

Swimming pool

The timings of the swimming pool are limited around group activities and is subject to nurse availability. There may be clinical reasons you cannot use the pool initially, e.g., Usually for the first week of a detox. Nursing staff will complete a risk assessment prior to using the pool.

Relatives support group

There is a weekly relative's support group held remotely on Wednesday evenings at 6pm. You will be given the zoom link to pass on should you want a family member to attend. They are welcome to attend the group for the duration of your stay and for two further sessions post discharge.

Smoking and vaping

The clinic is a non-smoking environment. We kindly ask that if you wish to smoke or vape that you do this in our outside smoking area.

Medical insurance

Cardinal clinic is recognised by most private insurers. Each policy is individual, so we need to obtain pre-authorisation to ensure your stay is covered. Insurers normally confirm cover a week at a time, requiring regular reports from your consultant to extend your stay. Some insurers can take up to 48hrs to confirm cover, so we suggest confirmation is obtained before admission.

Self-funding

The finance team request prepayment for a week's stay and your account will be presented every 10 days thereafter. If you have any queries, a member of the finance team will be happy to speak to you

How long will I stay?

Your treatment team will be able to advise more regarding your anticipated length of stay with us. As an informal patient you'll be able to leave at any point you wish to. However, we strongly recommend completing your agreed treatment plan with us, so that we can help you to achieve your goals and recover in your mental health. The length of your proposed treatment plan can vary depending on what mental health condition you're struggling with, as well as the severity.

Aftercare

You may be referred for day treatment or out-patient care for ongoing support. This will be discussed with your doctor. We provide a 24hour helpline where you can speak to a member of the nursing team for the first 2 weeks post discharge.