Riverside Adolescent Unit

You matter, we care
At Riverside we all understand that coming here is a big step for both you and your family and that you are likely to have lots of questions about our service.

You may feel anxious at first, so we hope that this booklet will help to answer some of your questions and provide you with some information about what we do here.

If you have any further questions, or would like some more information after reading this, you can call the unit and speak to one of the team.

Contact details

The Riverside Unit
Blackberry Hill Hospital
Manor Road
Fishponds
Bristol
BS16 2EW

Tel: 0117 354 6350
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Riverside is an adolescent mental health unit. The unit aims to help young people aged between 13 and 18, who are experiencing social or emotional difficulties. These difficulties are likely to have reached a critical point and will be affecting a young person’s ability to manage their everyday life effectively.

Usually a young person will have received help from their community team but, at this point, need to be referred to Riverside for more intensive treatment to help them make positive changes in their life.

We have inpatient beds for young people staying overnight and day places for those who attend the Day Programme, which runs Monday to Friday.

This may all sound a little scary but the atmosphere is friendly and supportive, so you will soon settle in.
The team at Riverside will work with you, your family/carers and other professionals to come to a joint understanding of the nature of your difficulties and possible ways of making things better.

Each young person will have his or her own individual programme and Care Plan. This will usually involve a combination of education, therapy groups and individual sessions with different members of the team. This also includes meetings with your family/carers. You will write your Care Plan with your named nurse once you are at Riverside.

Young people who attend as day patients receive the same range of treatments and education as those attending as inpatients.
Who’s who?

The Nursing team
- Modern Matron
- Ward Manager
- Senior Staff Nurses
- Staff Nurses
- Healthcare Assistants

The wider team
- Consultant Psychiatrists
- Clinical Psychologists
- Specialty Doctor
- Family/Systemic Therapist
- Occupational Therapist
- Dance Movement Psychotherapist
- Social Worker
- Admin staff
- Domestics
- Education Co-ordinator
- Teachers

Every young person at Riverside has a therapy team, who are responsible for their care and developing a collaborative Care Plan with them. Therapy teams consist of three members of the team:

- Your Primary Nurse/Care Co-ordinator and Support Worker will be members of the nursing team and your Therapies Co-ordinator will be from the non-nursing team (e.g., family therapist, OT, psychologist).

You normally meet with members of your team for a session every week. This might not always be possible with shift patterns etc. It is in these individual sessions where you can work on the problems that have brought you to Riverside. Your therapy team might also refer you to groups, family therapy, psychology, OT assessments etc, as appropriate.
Therapy teams

Every young person at Riverside has a therapy team, who are responsible for their care and developing a collaborative Care Plan with them. Therapy teams consist of three members of the team:

- Primary Nurse/Care Co-ordinator
- Therapies Co-ordinator
- Support Worker

Your Primary Nurse/Care Co-ordinator and Support Worker will be members of the nursing team and your Therapies Co-ordinator will be from the non-nursing team (e.g., family therapist, OT, psychologist, psychiatrist).

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Your therapy team might also refer you to groups, family therapy, psychology, OT assessments etc, as appropriate.
What is the routine?

**Monday to Friday -**

8.00am  Breakfast - all residents are expected to get up for this time and attend breakfast

8.45am  The Day Programme starts and day patients arrive by taxi for this time

11.00am  Snack/Coffee

12.30pm  Lunch

4.00pm  Snack/Coffee

4.30pm  End of Therapeutic Day – Day patients go home and inpatients can have visitors outside of meal and snack times

6.00pm  Evening meal

8.00pm  Snack/Coffee

10.30pm  Bedtime (11.00pm Friday and Saturday)

11.00pm  Lights out (11:30pm Friday and Saturday)

**Weekends**

Breakfast is at 9.00am for all inpatients, so young people can have a bit of a lie in if they choose to.
Monday to Friday (9.00am – 4.30pm)

Lessons and groups take place most days during the week. You will have an individual plan around when your lessons or groups are. Individual sessions with your therapy team will also take place, mainly during this time.

It’s important to note that you will not be in individual therapy sessions all day, as being part of the community at Riverside is therapeutic in its own right. Having free time to socialise, develop social skills and to manage being with your peer group is just as important as therapy sessions.

Day patients go home at 4.30pm and after this inpatients can either have visits from their family or some free time to themselves.

Sometimes there are planned activities such as board games or arts and crafts. Young people are also encouraged to think of ideas to fill their free time appropriately and staff are available to support you with this.

Some young people go out for walks in the hospital grounds or local area. This is something that can be decided with your parents/carers and your therapy team, once we get to know you and can assess if you will be safe to go out. Young people need to ask the Nurse in Charge of the shift if they can go for a walk. It will not always be possible to have walks when you request them.

Weekends

There are no lessons or groups at weekends so visiting times are more flexible and some young people might be able to go home for some leave.
Meal Times

Young people and the nursing staff on duty generally have meals together and eat the food provided on the unit. There is an expectation that young people attend and eat at every meal. If you have any special dietary needs, please let your therapy team know. If you do not attend meal times, you will be asked to sit in one of the therapy rooms for the duration of the meal. We have young people who are recovering from eating disorders and seeing other young people not eating can make meal times more difficult for these young people.

Bedtime may be different to what you are used to at home. All young people need to be in bed by 10.30pm, with the lights out by 11.00pm (Sunday to Thursday nights) and in bed by 11.00pm, with lights out by 11.30pm (Friday and Saturday nights). If you or your parents have any concerns or questions around this, please speak to a member of the nursing team.

Remember, bedtime is a quiet time! Staff will ask you to hand in your mobile phone at night and turn off music and TV’s. You may be allowed to use headphones and can talk to your therapy team about this. Staff understand that night times can be difficult for some people and we will be there to support you with this if you are feeling distressed.
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What happens at bedtime?

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Staff understand that night times can be difficult for some people and we will be there to support you with this if you are feeling distressed.
What should I bring?

Residents

- Enough clothes and underwear
- A warm coat for walks or activities off unit
- Toiletries eg toothpaste, toothbrush, sanitary products, wash stuff, roll on deodorant, hair dryer/straighteners, hair removal products
- Photos of family and friends, posters
- Something to do eg CD’s, iPod, crosswords, books, age appropriate magazines (please discuss with the nursing team), knitting, sewing, DVD’s (no over 12’s) etc

Everything that you bring to Riverside is brought at your own risk.

All electrical equipment has to be checked by our electrician before it may be used, unless it is new.

Valuables can be handed in to staff to be kept in the safe.

Please note – aerosols, other solvents and razors should not be brought into the unit.
Day Patients

You can bring in personal items, which you may wish to use during the day to occupy yourself in your spare time.

Please remember that you bring these in at your own risk. Lockers are available.

We don’t have the TV on during the day and your mobile phone will need to be handed in on arrival to the unit, and you can have it back when you go home.

This is because these things can act as a distraction for young people and prevent them from working on things that they may find difficult, such as socialising with their peers or managing unstructured time.
Can I keep everything in my bedroom?

Sorry, but for everyone’s safety you must hand in scissors, lighters, medication, nail polish remover and, if you have brought in an aerosol or razor, these will need to be sent home or kept in the nursing office and you will not be able to use them.

All medication must be prescribed by our medical staff (even Strepsils and inhalers) and kept locked in our medication trolley.

You should also hand in money (in an envelope or purse) and any other valuables. These will be kept in the safe in the nursing office.
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You should also hand in money (in an envelope or purse) and any other valuables. These will be kept in the safe in the nursing office.

What you can expect from us?

An opportunity and support to work through challenging emotional and psychological difficulties.

- To be treated with dignity and respect
- To be involved in making decisions about your care
- For the information you give us to be treated in confidence
- For us to be focused on your recovery
Our expectations of you

We expect you to be respectful to staff and the other young people, in order to keep the environment at Riverside a safe place for everyone.

This includes:

- Not swearing
- Not using threatening behaviour
- Attending groups, meals and lessons etc and joining in

Mobile phones with internet access or a camera facility will not be permitted on the unit. For inpatients, these phones should be left at home. At the unit we have mobiles that can be borrowed for your length of stay and your own sim card can be used with them.

There is a copy of the Ground Rules at the back of this booklet.

Medication, illegal drugs, alcohol or anything that could to be used to self-harm are not to be brought to Riverside.

If young people are unable to meet these expectations, a meeting will be arranged and their stay at Riverside may have to come to an end.
What happens on my first day?

Residents

When you arrive you will be met by a member of the team, who may go through some admission paperwork with you and check that we have correct contact details etc.

You will have some time to settle into your room and unpack your belongings.

You will be asked to hand in any items that should be kept in the safe or that are not allowed on the unit, such as aerosols.

Generally, another young person will be available as a ‘buddy’ for the first few days, so they can answer any questions or help you get used to the routine.

During the first week you will begin to meet with your therapy team, which will give you an opportunity to begin to talk about the goals/aims of your admission and what you would like to change or work on. Your Primary Nurse will begin to develop your Care Plan with you.

You will also meet with a doctor, who will talk with you and check out your physical health.
Day patients

When you arrive you will be met by a member of the team. They may go through some admission paperwork with you and give you some time to ask any questions that you or your family may have.

You will be asked to hand in your mobile phone, if you have brought it with you, and this will be kept in the nursing office until the end of the day.

Generally, another young person will be available as a ‘buddy’ for the first few days, so they can answer any questions or help you get used to the routine.

Your therapy team will begin to meet with you in the first week and give you an opportunity to talk about the goals/aims of your admission and what you would like to change or work on.

From this your Care Plan can be developed.
Once at Riverside, our education co-ordinator will meet with you to assess your educational needs. A programme of study may be devised in conjunction with your school or college.

Our aim is to provide continuity of education, raise and celebrate achievement and to try and help young people get back to their ‘home’ schools and colleges. Young people under 16 years of age are legally obliged and entitled to receive education in a number of National Curriculum subjects.

The unit aims to provide a small therapeutic environment and positive experience of education, which attempts to build student self-esteem.

The size of student groups can vary from 1:1 teacher/student and other slightly larger groups of 5-6. Group compilation may depend on age and ability of students and other emotional/behavioural factors, the school/exam syllabus students are sitting and the particular subject demands.
Information from your CAMHS team, as well as information gathered at your initial admission meeting and sessions with your team, will be used to develop a formulation. From the formulation, your treatment options will be discussed with you and you will develop goals and a treatment plan with us.

Treatment at Riverside can be a mixture of milieu, individual, family and group therapies as appropriate. Not all young people’s treatment will require all of these. There will also be medical monitoring of your physical wellbeing and appropriate medication if required.

Individual therapy involves talking to a therapist regularly, usually weekly, who will use an approach and techniques that best fit your needs. Whilst at Riverside, the aim is to stabilise a young person, who will return to their CAMHS team to undertake longer-term therapeutic work.

Family Therapy is an essential part of an admission here and regular clinics with the Family Therapy team are held. Families typically attend weekly or fortnightly throughout the admission.

Parent groups are also run at Riverside. These groups are important to a young person’s recovery and parents are expected to attend.
Assessment and Treatment

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Therapeutic Groups

The group programme at Riverside offers powerful ‘here-and-now’ experiences of being in a group.

The group programme also offers chances to learn and understand about all the kinds of things which affect how well we do within groups - social skills, self-esteem, being able to express what we are feeling, saying what we wish to say, listening to and working with the strengths and weaknesses of others. The group programme changes according to the needs of the young people.

Here are of some of the groups we run:

Activate Group

One of the best ways to deal with emotional turmoil or low-level psychological distress is to actually do something! This group aims to promote this idea by offering a varied range of interesting activities which you can be physically involved with. Typically, we look at hands-on activities to do with crafts/art, nature, dance/drama, cooking and team-building... and you come up with the ideas!

Climbing Group

Physical activity - or ‘doing stuff’ seems to be really helpful in maintaining good mental health. The climbing group offers a highly structured form of skilled physical activity. Learning to climb will help with your self-esteem, build your confidence and help you trust and co-operate well with other young people... and will also give you a certificate of achievement!
Dance and Movement Group

A lot of what we call therapy at Riverside involves talking. This group will give you an opportunity to try other ways to express how you feel. This group is mostly about expressing yourself physically. You may find this challenging, but getting in touch with strong feelings and expressing them within the group can be very rewarding.

Relaxation Group

Many of the young people at Riverside struggle with high levels of anxiety and often feel stressed from distressing or difficult thoughts, which never seem to stop.

The Relaxation Group is one of the groups which aims to give you some ways to cope with that.

This group is an opportunity for you to both learn about and to try out a variety of relaxation approaches.
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Self-Esteem Group

The way you think about yourself and how much you value yourself are important things to look at when helping you understand and manage your mental health.

The Self-Esteem Group is an opportunity to begin to understand the idea of self-esteem and to link it to experiences rooted in your real life day-to-day experiences.

Assertiveness Group

You may have experienced situations at home or at school in which you have struggled to say what you really want to say, or do what you really want to do. You may have been left with strong feelings of anger, frustration and hopelessness. Being able to say what you want and need is important in maintaining good mental health and having a fulfilling life. This group is a chance to understand what assertiveness is all about and to practice being assertive.

Expressing Emotions/ Understanding Emotions Group

Young people can find it difficult to recognise different emotions. It can be hard for them to put a name to what it is they are feeling. This group aims to help young people identify a range of emotions and to appreciate the distinctions within those emotions. Sometimes the group will look at how others have expressed emotion - such as in painting or film - and how we respond to those expressions. Sometimes the group will focus on how the young people express their feelings and how others react to that.
Throughout your stay, you and your family will be involved in the decision making regarding your care, reflecting your basic right for privacy, confidentiality, dignity and respect.

We aim to develop care plans which meet your own individual needs and address your difficulties; looking towards your recovery and building on your strengths.

**Your Care Plan will state:**

- What your needs/difficulties are
- What your goals are
- How we will help you to achieve your goals

There will be regular meetings (Review meetings and Multi-Disciplinary Team meetings) to discuss your care and you will have the chance to express how you feel things are progressing.
Throughout your stay, you and your family will be involved in the decision making regarding your care, reflecting your basic right for privacy, confidentiality, dignity and respect. We aim to develop care plans which meet your own individual needs and address your difficulties; looking towards your recovery and building on your strengths.

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- What your needs/difficulties are
- What your goals are
- How we will help you to achieve your goals

There will be regular meetings (Review meetings and Multi-Disciplinary Team meetings) to discuss your care and you will have the chance to express how you feel things are progressing.

Confidentiality

All the information about you and your family will be treated in strict confidence by the staff. Information is shared with your referring team, NHS England Commissioners and your GP but this is usually done with your and your parents/carers’ agreement.

However, if there is any concern about serious harm coming to a young person, or concerns about the safety of others, we occasionally have to share information with other agencies such as Social Services or the Police.

It is important for young people and their parents/carers to understand that, for the safe and effective running of the unit, the team regularly discuss the young people’s difficulties in detail. We have learned that keeping secrets is not normally helpful. This does not mean that everyone will know everything about you. For example, in individual therapy only the main issues would be talked about outside of the meeting and not the specifics of what you have said.
The discharge process and length of stay for a young person at Riverside is thought about right from the start of an admission. When young people come to Riverside for the initial assessment meeting, staff begin to think about how long they might be here and when the discharge date might be. Some young people might have a very clear plan of how long they will be here and that will be dependent on how they respond to our programme or the support we can provide.

In progress reviews (where possible) all the people that are involved in a young person’s care should attend to discuss and review how the admission is progressing and think about what needs to be in place for when they are discharged.

During these reviews, it will be decided if the young person should continue with their admission at Riverside or if they are nearing the end of their time here. If it is decided that they are nearing discharge, then a date will be set for a discharge review.
In a discharge review, again all the people who are involved in a young person’s care are invited to attend. The admission at Riverside is discussed and from that it can be decided if a young person will need any additional support when they go home and appointments with CAMHS teams etc can be made.

The young person will then be given a date for their last day at Riverside. This date will depend on any therapeutic work that needs completing, or if a gradual transition back to school/home needs to happen. How a young person ends their time at Riverside is important and will always be thought about and planned very carefully.
Complaints

Anyone who has received healthcare from Avon & Wiltshire Mental Health Trust (AWP) can raise a concern/complaint, and this will not affect any present or future care that you receive from AWP. If you are unable to do this on your own then a parent/carer, relative or friend can do it for you as long as they have your permission.

The quickest and easiest way to get your complaint sorted out is to raise your concern/complaint as soon as possible, with a manager or senior member of staff.

If you can’t find a solution with them, you can contact:

PALS and Complaints Manager Avon and Wiltshire Mental Health Partnership NHS Trust, Bath NHS House, Newbridge Hill, Bath, BA1 3QE
Tel: 01225 362900
Free phone: 0800 073 1778
Email: awp.pals@nhs.net
Further information is available at http://www.awp.nhs.uk/advice-support/pals
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Free phone: 0800 073 1778
Email: awp.pals@nhs.net
Further information is available at http://www.awp.nhs.uk/advice-support/pals

How to access health records

For information on the process of accessing your medical records please ring the Health & Social Care Manager on 0117 3784220.

Smoking

The Riverside Unit is part of Avon & Wiltshire Mental Health Trust, which has a No Smoking Policy. At Riverside we support this policy and want to promote a healthy lifestyle.

We can provide young people with support in stopping smoking and also prescribe nicotine replacement products. Please speak to the nursing team if you have any questions about this.
How to access a second opinion

Whilst you are at Riverside, we keep in close contact with your CAMHS Team, who referred you. We invite your CAMHS team to regular six weekly reviews, which you attend, to discuss your care and future plans/needs.

If you or your parents/carers are unhappy with any aspect of your care at Riverside, we would encourage you or them to discuss this with your therapy team or at the review. Concerns can also be raised with your local CAMHS team.

The Unit’s Consultants or Ward Manager are also happy to discuss any concerns with young people and parents/carers. An appointment with them can be made through the Admin team.

If you are still concerned or unhappy about your diagnosis or treatment, you have the right to ask for an independent second opinion. This can be arranged by Riverside or via the Trust. Alternatively, you can ask your GP who may agree to arrange this for you.
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If you are still concerned or unhappy about your diagnosis or treatment, you have the right to ask for an independent second opinion. This can be arranged by Riverside or via the Trust. Alternatively, you can ask your GP who may agree to arrange this for you.

Advocacy

Young people who come to Riverside may have agreed to the admission themselves or they might be here because other people were concerned about them. Either way, as a young person being assessed or receiving treatment with us, you have rights.

Rights are really important but not everyone knows about them.

Sometimes a young person might want to talk to someone who is not directly involved in their care and treatment and is not a family member or carer.

At Riverside we provide an advocacy service that all young people can access.

An advocate is someone who can give you information on your rights and who can help you to get your views, wishes and feelings heard.

Our advocate attends the Unit regularly and will have time slots available for young people to book into, every two weeks. Please speak to your therapy team if you would like to know more about this service.
Multi-disciplinary Team Meetings

Each week staff meet to discuss every young person and make decisions around care plans or further assessments needed/changes to treatment plans etc. This is a multi-disciplinary meeting, which means that members of the nursing staff, the consultant psychiatrist, psychologists and family therapist all attend.

You will be asked to share your thoughts and questions about your care, eg changes to your Care Plan, time at school or time at home, for each MDT meeting about you. This is important to ensure your voice is heard in making these plans.

They take place:

Every Tuesday at 2.00pm
Every Thursday at 9.30am
Each week staff meet to discuss every young person and make decisions around care plans or further assessments needed/changes to treatment plans etc. This is a multi-disciplinary meeting, which means that members of the nursing staff, the consultant psychiatrist, psychologists and family therapist all attend. You will be asked to share your thoughts and questions about your care, eg changes to your Care Plan, time at school or time at home, for each MDT meeting about you. This is important to ensure your voice is heard in making these plans.

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Ground Rules

- At Riverside we have some ground rules that we ask all young people to respect. If you have any questions about them, you can speak to a member of the nursing team.
- There is an expectation that young people will not deliberately harm themselves whilst at the Riverside Adolescent Unit.
- Violence and aggression, both verbal and physical, is unacceptable and this includes swearing.
- There is an expectation that young people will respect others and their property at Riverside.
- Alcohol and drugs are not permitted at Riverside. Young people attending the Unit in possession of, or intoxicated by drugs or alcohol, may be excluded.
- Energy drinks are not allowed to be consumed or brought on to the Unit.
- Razors, aerosol cans, scissors, nail varnish remover and lighters/matches are not allowed on the Unit. If brought on, these will be kept in the nursing office where you will not be able to use them. You will need to find alternative products for any need you have of these items.
• There is an expectation that young people at Riverside will dress appropriately for the environment (similar to if you were attending school, college or a job). This includes not wearing offensive slogan t-shirts/jumpers or wearing clothes that are too revealing, such as very short shorts or very low cut tops. Young people must also wear clothing that covers up any self-harm marks or scars.

Alternative clothing will be provided to young people if their clothing is deemed inappropriate.

• Any money brought on to the Unit must be handed in to the nursing office where it can be kept in the safe. You can have access to your money anytime you need it by asking a member of staff.

• Smoking is not permitted at Riverside, due to the Trust’s No Smoking Policy.

• Smoking is not permitted during trips and outings organised by Riverside.

• Mobile phones are not permitted at Riverside and must be handed to staff on arrival at the Unit. Day patients’ phones will be returned at the end of the day. Inpatients’ phones will be returned to them during set hours.

• Internet access at Riverside must be supervised and, therefore, any laptops that are brought in must not have internet access. Mobile phones with cameras or internet access must also be swapped for a handset without these features. These are provided by the unit on request.
• MP3 players, personal stereos etc are not allowed to be used during the therapeutic day.

• The television is not to be used during the therapeutic day, unless it is a school holiday.

• There is an expectation that young people take responsibility for attending relevant groups, activities and lessons. If you choose not to attend a prescribed group or activity your therapy team will meet with you to discuss this further.

• Meals are eaten as a group in the dining room; you are expected to remain in the dining room until staff permit the group to leave.

• Everyone is to attend coffee breaks and to remain with the group for the duration of the break.

• During the therapeutic day young people are expected to remain downstairs, unless they are attending lessons, activities etc.

• Inpatients are not permitted to return to their rooms during the therapeutic day, unless authorised to do so, ie bed rest.

• Medication must be handed to the nursing staff on arrival to the Unit. This includes things like ‘Strepsils’ and inhalers

• If the fire alarm sounds, everyone must leave the building by the nearest fire exit and meet on the basketball court.
• Physical or intimate relationships are not permitted on the Unit.

• Young people are not allowed to leave Riverside without permission from staff.

**Words of Advice:**

Relationships between young people attending Riverside, outside the Unit, can cause difficulties for young people whilst they are at Riverside. We, therefore, suggest you don’t enter into such relationships.
Physical or intimate relationships are not permitted on the unit.

Young people are not allowed to leave Riverside without permission from staff.

Words of Advice: Relationships between young people attending Riverside, outside the unit, can cause difficulties for young people whilst they are at Riverside. We, therefore, suggest you don't enter into such relationships.
We treat everything you tell us with the utmost confidentiality, unless what you tell us puts your or somebody else’s safety at risk.

How to contact us:

The Riverside Unit
Blackberry Hill Hospital, Manor Road
Fishponds, Bristol, BS16 2EW

0117 354 6350

www.cchp.nhs.uk/cchp/explore-cchp/riverside-adolescent-unit

This leaflet has been produced with input from young people who have attended the Riverside Unit.