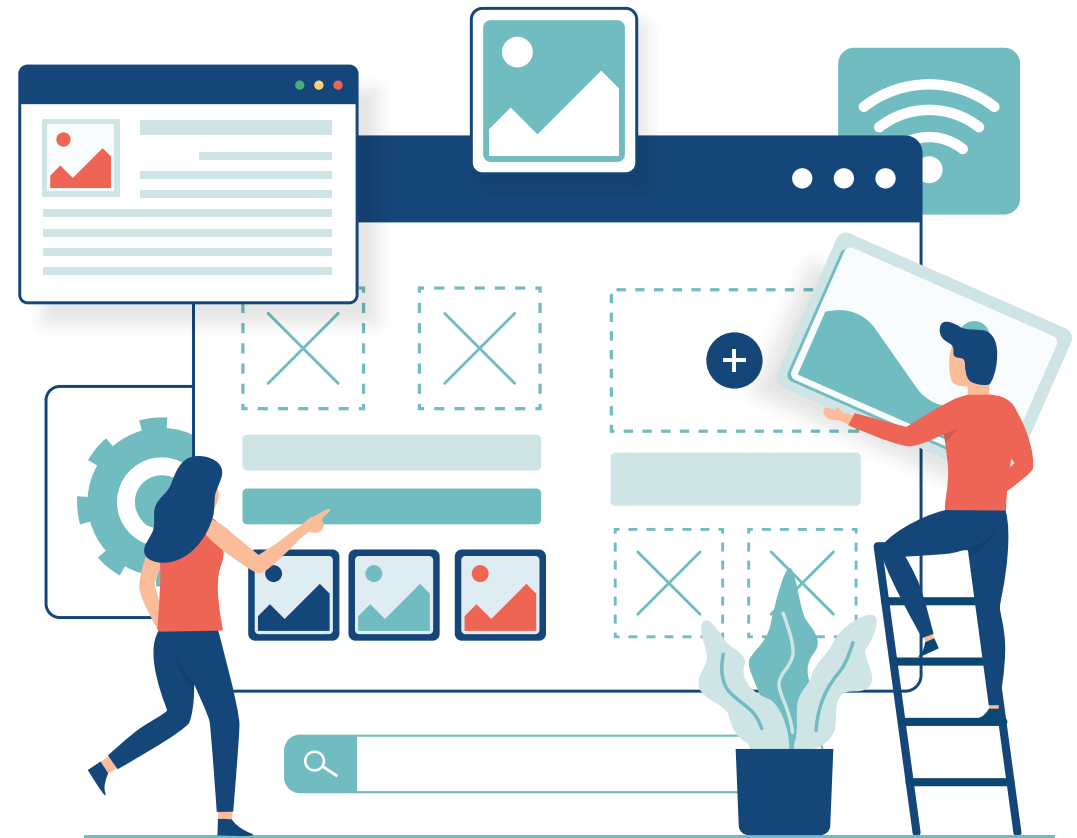


Standardised Information Provision for CAMHS Inpatient Units

Background:

The NIHR ARC East Midlands funded “Far Away from Home” study investigated the impact of admissions for young people, parents/carers and services. One key finding was the inconsistent and/or lack of easily accessible online information about inpatient units.



AWAY FROM HOME

Why is this necessary?

Young people/parents reported feeling more reassured about an admission when able to access information in advance.

Your website may be the first time a parent or young person hears about your unit. First impressions are the beginnings of the therapeutic relationship between the unit and the young person and their families. It is better to provide less information which is accurate, and not to over-promise. Be realistic.

Guidance on using this template

This work should be actioned by a senior member of staff with a working knowledge of the unit. There also needs to be a process which checks how this is being received by asking parents and young people.

There will need to be a regular review of the information to ensure travel, parking and other information does not become obsolete. This information should be checked yearly. Information on staff groups should be reviewed more frequently.

General Guidance

Please avoid the use of acronyms, jargon and any unnecessary technical terms. If such terms are needed, please provide an explanation. Parents and young people at the point of admission are having a difficult enough time; providing information in the clearest possible manner helps to avoid any confusion.

Please check how your webpage appears on mobile phone devices.

Reference Key

 Information that is needed to be added in

 Guidance on how to implement

 Justification – why is this important to add

Funding:

This piece of work was funded by [Research England's Quality-related Research Policy Support Funding \(QR-PSF\)](#) and [NIHR Applied Health Research East Midlands](#)





Unit Name

- Provide a short description of unit e.g. "An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17".



Background picture(s) of unit (grounds/inside)



Home > Info for Young People > Info for Parents > Info for Clinicians

- Three perspectives need to be taken into consideration on the landing page – the young person, family/parent/carers and clinicians. It is important to recognise the young person as the service user and to demonstrate their priority in the order amongst the three groups (young people, parents/carers and clinicians).



Key contact information



Unit Address



Links out to relevant resources

- Provide links to #GettingThrough (<https://www.england.nhs.uk/publication/gettingthrough/>) and any other relevant info – i.e. funding support, local contacts



Information held on the landing/home page should be kept to a minimum.



For example, only providing links and some images.



Image Gallery



Images of the unit and surroundings are welcomed by young people and parents as these give an impression of what the unit will be like. These need to be accurate, if things at the unit change e.g. doors are changed for safety, new accurate photographs should be taken.

- Note: Balance must be obtained between showing empty spaces (unrealistic) and overcrowded (triggering). If permitted, photographs which show the unit in a more lived-in state e.g. with pictures on the walls, can provide a more welcoming impression.
- This is not an estate agent brochure.
- Family members want to be able to see what it is like to be there e.g. what are the doors like on the showers.
- If available, provide or present input from a previous young person.

Unit Name



An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.



Info for Young People

Info for Parents

Info for Clinicians



Unit Name

Hospital Way, Longfield Road,
Anytown
AB1 2CD



Tel: 010 1234 4321 / 010 1234 9876



24 hours a day, 364 days of the year.
Visiting hours are Monday-Friday: 5pm-8.30pm, Weekends: 12.30am-8.30pm

Useful links

- #GettingThrough: www.england.nhs.uk/publication/gettingthrough/
- Local contacts: www.local.gov.uk

Image Gallery



Information for Young People

Overview:

- i** There is a fine balance between providing information which is honest and accurate but not providing information which is potentially triggering. Once changes have been made, review them with young people with lived experience.
- 💡** Giving detailed information on how often a young person is checked on, or what they are not allowed to bring, can be triggering or cause anxiety.

Content:

Who might be in my treatment team?

- i** Provide information about the differing roles and responsibilities within the team. Comment on how frequently a young person may interact with a specific team member. Present visually if possible. If photos of team members are used, please ensure this is kept up to date.

Where is it – what is in the local area?

- i** Provide current information about local cafes, parks, shops and other places of interest within walking distance. Include any accessibility information where necessary.
- 💡** Providing information about what is in the surrounding area gives ideas and options to look forward to when a young person has visitors/leave.

What does the unit look like?

- i** Provide images/videos for young people to get a feel of the unit.
- i** Important to give a truthful and realistic representation of the inside of the unit but also any outside spaces and/or garden areas. If using photographs, please ensure permissions are in place and are continuous.
- i** Note: Balance must be obtained between empty space (unrealistic) and overcrowded (potentially triggering)
- 💡** Having images with a young person within the image itself gives a reassuring feel. Animated drawings could provide alternative options to photographs where permissions could be problematic.

What do other people say about this unit?

- i** Provide realistic testimonials to give an insight into the unit
- i** Consider providing information on “why am I finding negative information online”

Unit Name



An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.

[Home](#) [Info for Young People](#) [Info for Parents](#) [Info for Clinicians](#)

Information for Young People

We know that hospital admission can be a challenging time for you and your carers and family.

We work hard to ensure that our service provides the highest quality care.

Below are some information about our people and unit you might find helpful:





MEET OUR TEAM

Unit names has a dedication team to look after your needs

[Read more >](#)



THE LOCAL AREA

Unit names is based in the centre of Anytown

[Read more >](#)



OUR UNIT

Unit names had a dedication team to look after your needs

[Read more >](#)



WHAT PEOPLE SAY ABOUT US

Unit names had a dedication team to look after your needs

[Read more >](#)



WHAT DO I NEED TO TAKE WITH ME?

Let's get ready for your visit

[Read more >](#)



WHAT IS A TYPICAL DAY ROUTINE?

Activities taking place in the Unit

[Read more >](#)



HOW DO VISITS WORK?

Who can visit and what are the best times to fit around you

[Read more >](#)



INFORMATION SHARING

Unit names had a dedication team to look after your needs

[Read more >](#)



ADVOCACY SERVICES

Let's get ready for your visit



INTERPRETERS

Unit names had a dedication team



Content:

What do I need to take with me?

-  Provide concise details of what young people should/can bring into the unit. Consideration must be given to potentially triggering issues of what not to bring – i.e. asking a young person not to bring a phone charger cable may cause concern that a young person may not be able to call home.
-  Make it clear that a member of staff can help if there is anything you have forgotten or if you have further questions. Where appropriate name that person.

What is a typical day routine? What activities take place?

-  Be realistic and honest. Please provide any specific therapies offered e.g. pet therapy. Explain that these may be dependent on personal care plan to manage expectations and not give unrealistic expectations. If visits must be outside of the therapeutic day, make this clear and give times.

How do visits work?

-  The young person can decide which family members can and cannot visit them.

 *The frequency of visits is often care plan specific and dependent on how far along the treatment journey a person is.*

Who will you share information with?

-  Explain that this may depend on a young person's age, presentation and safeguarding.

Do I have access to advocacy services?

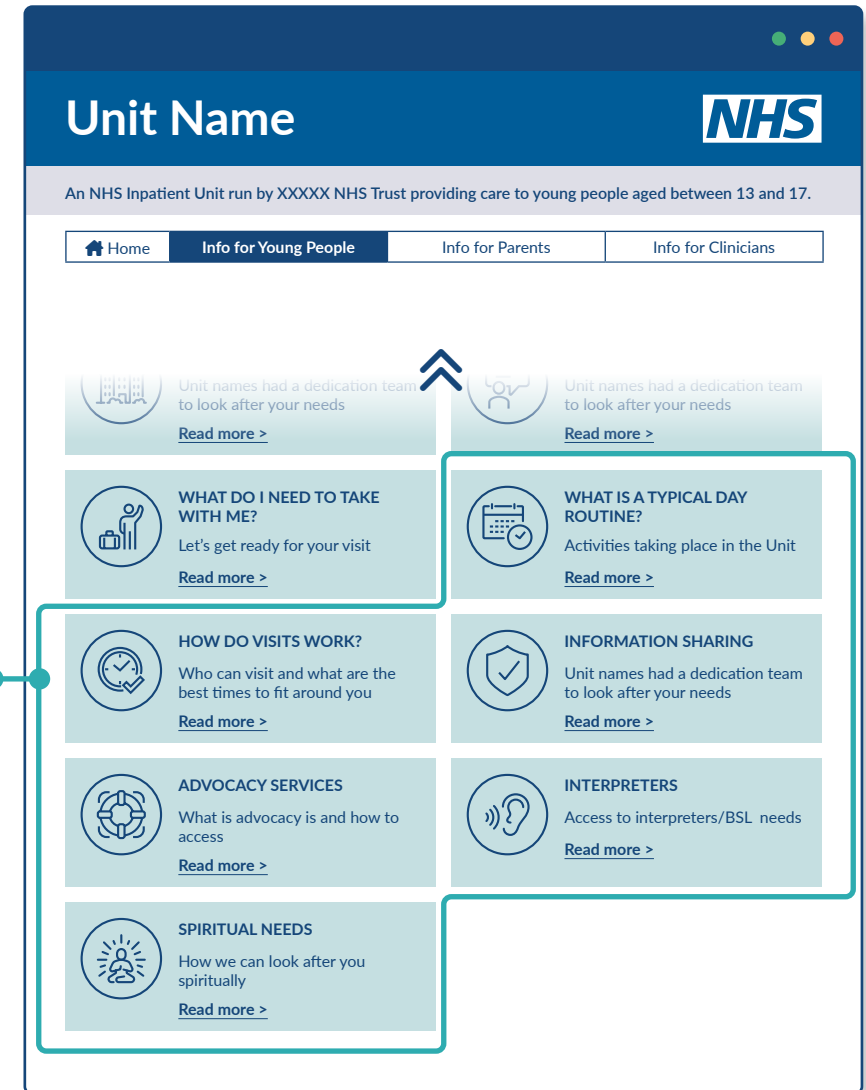
-  Explain what an advocacy service is. Highlight that every young person has access to advocacy and how they can access this.

Can I have an interpreter? Can I have BSL?

-  Highlight that each young person who requires it has access to interpreters/BSL and how they can access this.

What spiritual needs provisions can I have access to?

-  Provide accurate information of what provisions there are at your unit.



Information for Parents

Overview:

- Information presented should aim to provide reassurance that their child is safe and looked after. It is important that an honest and accurate depiction of unit is given.
- Key information needs be presented with links to further detail.
- Highlighting the differences from acute hospital admissions is important.

Content:

What staff groups work at the unit?

Who is part of the care team.

- Including a brief explanation of each role. If photos of team members are used, please ensure that they are kept up to date.

What are the minimum staffing levels which will be on the ward at any time?

- Provide information and details about the minimum staffing levels on the ward.

For example, if there is one qualified nurse overnight or at the weekend and whether there are always doctors on site.

What do these terms/acronyms mean?

- Provide explanations for specific key terminology, e.g. CPA. Provide links out to other websites for further acronyms.

How does the decision-making process work?

- Where and when care plan decisions are made.

This helps parents to understand the processes involved and when to expect changes to care plans. It is also useful for parents to know when they have opportunities to input to decision making processes.

How often are young people checked on?

- Provide a brief explanation of observation levels. Is there a typical level of observations someone is on when they first enter the unit?

What are the rights of the individual?

- Highlight that upholding the rights of parents and young people is important for the unit.
- Keep this section very brief since these can be very case specific.
- Tell parents where they can find more information i.e. Mind and Young Minds.

Unit Name



An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.

- Home
- Info for Young People
- Info for Parents
- Info for Clinicians

Information for Parents

We know that hospital admission can be a challenging time for your loved ones.

We work hard to ensure that our service provides the highest quality care.

Below are some information about our people and unit you might find helpful:



MEET OUR TEAM

Unit names had a dedication team to look after your needs



Dr Rachel Green
Consultant Psychiatrist



Dr Jim Peters
Consultant Psychiatrist



Raj Smith
Unit Manager

[Read more >](#)

QUESTIONS AND ANSWERS

Aiming to provide reassurance that your child is safe and looked after.

- What are the minimum staffing levels which will be on the ward at any time?
- What do these terms/acronyms mean?
- How does the decision-making process work?

CONTACT US

- Tel: 010 1234 4321 / 010 1234 9876
- 24 hours a day, 364 days of the year.
- Visiting hours are Monday-Friday: 5pm-8.30pm, Weekends: 12.30am-8.30pm

What advocacy services are at the unit?

-  Explain what advocacy is and how they can ask for this. Also include how this is overseen on the ward.

What regular meetings take place that I am needed for?

-  For example, are there weekly meetings which parents are invited to, CPAs, is there a way which parents are expected to feed into these meetings

-  *There may be occasions where young people ask that their parents not attend these meetings and what is put in place in these circumstances.*

What is a typical day routine? What activities take place?

-  Be realistic in this section. Please provide any specific therapies offered e.g. pet therapy. Explain that these may be dependent on personal care plan to manage expectations and not give unrealistic expectations.

Who are the key contacts? How to I get in touch with the unit?

-  Place these on all pages.

What access is there to interpreters or BSL?

-  Highlight that each young person who requires it has access to interpreters/BSL and how they can access this. Highlight this includes having the right to have documents translated.

How are individual spiritual needs met?

-  Provide information of what provisions there are at your unit. Provide examples. Highlight that every young person has access to these provisions and how they can access these.

Where can I find out further information?

-  Explain that parents should be having a #GettingThrough guide completed with them on admission by a member of staff.

How does visiting work?

-  Is there a limit on number of visitors? If there are no limits on numbers explain this as well. Explain that the young person can have input into deciding who visits them.

-  *The frequency of visits is often care plan specific and dependent on where along the treatment journey a person is. It is important to keep this information generic and not give unrealistic expectations.*

Unit Name



An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.

[Home](#) [Info for Young People](#) [Info for Parents](#) [Info for Clinicians](#)



[Read more >](#)

QUESTIONS AND ANSWERS

Aiming to provide reassurance that your child is safe and looked after.

-  What are the minimum staffing levels which will be on the ward at any time? 
-  We have XX members of the team in the Unit at all times
-  What do these terms/acronyms mean? 
-  How does the decision-making process work? 
-  How often are young people checked on? 
-  What are the rights of the individual? 
-  What advocacy services are at the unit? 
-  What regular meetings take place that I am needed for? 
-  What is a typical day routine? What activities take place? 
-  Who are the key contacts? How to I get in touch with the unit? 



CONTACT US

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Visiting times

-  Provide information on whether there are limits to the number of visits – there may be the need to explain that this depends on each individual, if it is not possible to put specifics, explain how families can find out how many visits their young person will be allowed to have.

What is nearby?

-  Provide information about local cafes, parks, shops and other places of interest in the local area that can be accessed easily on footpaths. Include any accessibility information where necessary.

 *This will inform parents by providing information about what is in the surrounding area gives ideas and options to look forward to when their child has leave.*

What disabled parking information is available?

 Is there a visitor's room? Are there things available in the visiting room e.g. games etc.?

 *This helps parents know whether to bring things and what to expect when they visit.*

How do I get here? Where should I park?

Provide links to maps. Consider using a “you are here” picture.

Please provide information relevant for parents using a range of transport including car and public transport.

Who is the family ambassador?

-  Explain what their role is and how to contact them.

What if I have any other questions?

-  Provide information on where to go to ask those questions and how.

Unit Name



An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.

[Home](#) [Info for Young People](#) [Info for Parents](#) [Info for Clinicians](#)

Aiming to provide reassurance that your child is safe and looked after.

-  What are the rights of the individual? 
-  What advocacy services are at the unit? 
-  What regular meetings take place that I am needed for? 
-  What is a typical day routine? What activities take place? 
-  Who are the key contacts? How to I get in touch with the unit? 
-  What access is there to interpreters or BSL? 
-  How are individual spiritual needs met? 
-  Where can I find out further information? 
-  How does visiting work? 
-  When are visiting times 
-  Visiting hours are Monday-Friday: 5pm-8.30pm, Weekends: 12.30am-8.30pm
-  How do I get here? Where should I park? 
-  Who is the family ambassador? 
-  What if I have any other questions? 

CONTACT US

 Tel: 010 1234 4321 / 010 1234 9876

 24 hours a day, 364 days of the year.

Visiting hours are
Monday-Friday: 5pm-8.30pm, Weekends: 12.30am-8.30pm

Information for Clinicians

This section of the website should also be accessible to young people and their parents but may provide more detailed information for clinicians.

Overview:

- Please provide information about the referrals process. Explain who is able to make a referral to the unit and how this referral is processed.**
- Please provide information about the services offered by the unit e.g. naso-gastric feeding.**

Content:

Referral process

- This information is useful for any clinician who is not familiar with the referral process. However, it also gives parents and young people some insight into the referral process so they know who may be able to make the referral and what is involved.**

Key contacts

- Again this is information which may help a clinician to know which unit may be appropriate for the young person but it is also important for young people and parents to be able to see this information. This may provide them with some explanation why a young person may not be able to go to a local unit since they do not offer the treatment a young person requires.**

Unit Name

NHS

An NHS Inpatient Unit run by XXXXX NHS Trust providing care to young people aged between 13 and 17.

Home

Info for Young People

Info for Parents

Info for Clinicians

Information for Clinicians

HOW TO REFER:

Detailed step-by-step information about our referral process

[Read more >](#)

Download our Referral Pathway

[Download >](#)



CLINICAL CONTACTS

Tel: 010 1234 4321 / 010 1234 9876

Dr Rachel Green: rg1@unit.nhs.uk

Dr Jim Peters: jp2@unit.nhs.uk

Raj Smith: rs3@unit.nhs.uk

Information when creating a site

This section of the website should also be accessible to young people and their parents but may provide more detailed information for clinicians.

Choice and Consistency of Fonts:

The choice and consistency of fonts in website design are crucial for readability, brand identity, and overall user experience. Selecting the right fonts helps convey the website's tone and message effectively. For instance, serif fonts like Times New Roman can impart a traditional and formal feel, while sans-serif fonts like Arial might be perceived as modern and clean. Consistency in font usage across different pages and sections ensures that users can easily navigate and absorb the content without unnecessary distractions. It fosters a professional appearance, enhances visual hierarchy, and helps maintain the website's credibility.

Consistency of Colours:

Similarly, consistency in colour schemes is vital for establishing a cohesive and aesthetically pleasing web presence. Colours play a significant role in branding and can evoke specific emotions or responses from users. A well-chosen and consistent colour palette helps in reinforcing brand identity, making the website more memorable and trustworthy. Inconsistent use of colours can lead to a chaotic and unprofessional appearance, potentially confusing visitors. Moreover, maintaining colour consistency improves user experience by providing visual cues that aid in navigation and interaction, thus making the website more intuitive and engaging.

Further information:

Visit: www.england.nhs.uk/nhsidentity/

✓ Arial Typeface

The quick brown fox jumps over the lazy dog

✓ New Times Roman Typeface

The quick brown fox jumps over the lazy dog

✗ Comic Sans Typeface

The quick brown fox jumps over the lazy dog

✗ Papyrus Typeface

The quick brown fox jumps over the lazy dog



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NIHR | National Institute for
Health and Care Research

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X @arc_em 🌐 www.arc-em.nihr.ac.uk ✉ arc-em@leicester.ac.uk