Donegal Mental Health Services
Family/Carer Information Pack
It can be an very difficult and worrying time to have a family member admitted to the psychiatric unit. This pack has been developed to give you some important information about the unit and how to take care of yourself, your family and your family member in hospital. It will provide you with details on how to get further help and information and cope with this difficult time. The information pack answers key questions for family members of an inpatient at the unit.

Artwork on the front cover created by Kate Stewart. Reproduced with kind permission of Create-A-Link, Letterkenny. Accessed via GP referral, Create-A-Link enables those in recovery from mental illness to improve their confidence and self-esteem through creative pursuits and personal development, providing further training/education and career opportunities.
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1. What information do I need to know about the running of the acute unit?

**VISITING HOURS**

**Monday - Friday**
*From 12noon to 2pm*

**Saturday & Sunday**
*From 2.00pm to 8.30pm*

There is no limit to the number of people who can visit, but visitors need to be mindful that the patient may not be well enough to have too many people arriving at the same time. It's always best to ask a member of the nursing team for advice.

Being admitted to the psychiatric unit can be a frightening experience for both the patient and their family. It may take some time for the patient to settle in to their new surroundings. Remember, it is very brave to ask for help, but sometimes it can be a bit overwhelming for everyone involved.

Family and friends are encouraged to visit. This is a very important part of the patient becoming well again. Sometimes, the patient might feel ashamed or sad that they are unwell, and it may be difficult for them to face those who are most important to them. This is completely normal. Your family member may choose to limit their visitors until they settle in or if they are ‘having a bad day.’ In these circumstances, they can tell staff about their wishes and their choice will be respected.

If you have any concerns or questions about this you can talk to a member of the unit staff. They understand that this can be a difficult time for everyone and will be happy to speak with you.
STAFF IN THE PSYCHIATRIC UNIT

Now that your family member has been admitted to the psychiatric unit, their care will be provided by a number of staff which include:

- Their Consultant Psychiatrist, who will be in overall charge of their care and any decisions made to help them become well.
- Doctors, who will assist the Consultant and help look after the patient.
- Nurses are responsible for the day to day running of the unit. A nurse will also be assigned to each patient by the Consultant in charge. You can talk to them about any worries you have. Nursing staff work in shifts, so don’t be worried if the nurse taking care of your family member changes at any point. Whoever replaces them will be very well informed about the patient.
- The Family Liaison Service provides an opportunity for family members to sit down in private with a nurse specially trained to support families affected by mental illness. This can be particularly helpful if it is the first time the patient has been admitted to the unit and it’s all very new for everyone.
- Psychologists, Occupational Therapists, Social Workers are also available in the unit and will offer any help that the Consultant in charge feels will benefit the patient.

CONFIDENTIALITY / SECURITY AT THE UNIT

For the security of your family member and other patients and staff, the psychiatric unit has in place a swipe card system. This means that everyone who comes and goes can be monitored. You will be able to enter through the main doors but won’t be able to get access to restricted areas without the permission of a member of staff. There are buzzers at the entrance to the ward, usually on the wall nearest to the double doors. If you press this, a member of staff will come as soon as possible.

Any money or valuables your family member may have with them when they are admitted will be recorded and stored safely in accordance with unit Policy. You and your family member are guaranteed confidentiality about any personal information, which will only be shared with your consent. Information about your family member’s care will not be discussed over the phone.

We would ask that you also respect the right to privacy for other patients. For example, you may see someone you know on the ward during your visits. This must not be disclosed to others outside the unit.

There are different levels of care and monitoring when a patient is admitted to the psychiatric ward. This is for the safety of your family member and other patients and staff. For example, Level 1 care means that a staff member will provide one-to-one support throughout the day and possibly at night as well. This level of care is provided where a patient is extremely unwell or psychologically unsafe. The level of care assigned to a patient may change during their stay. Please ask a staff member if you have any questions or concerns about this.

The goal of the staff in the psychiatric unit is to provide the best possible care to help your family member recover medically and emotionally and to provide recommendations and follow up care and treatment.
2. What is the daily routine in the Department of Psychiatry?

**DAILY MEALS**
You or your family member can inform staff of any special dietary requirements they may have. The nurses are very busy at meal times so these are not good times to ring the unit.

**MEALS ARE SERVED IN THE DOP AS FOLLOWS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Meal</th>
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<tbody>
<tr>
<td>8.30am</td>
<td>Breakfast</td>
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<tr>
<td>12.00noon</td>
<td>Lunch</td>
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<tr>
<td>4.45pm</td>
<td>Evening Tea</td>
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<tr>
<td>10.00am</td>
<td>Tea / Coffee</td>
</tr>
<tr>
<td>12.30pm</td>
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<tr>
<td>8.00pm</td>
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**DAILY ACTIVITIES**
The unit has two TV rooms, a relaxation room and an outdoor area. There is also a quiet reading room and a hairdressing room. Inpatients are generally allowed to use any of these areas throughout the day. There are also some therapeutic groups on the ward. These allow the patient to take part in activities that may help them relax, or mix with other patients. There are usually two daily 60-minute group sessions, one in the morning and one in the afternoon. Your family member will be encouraged to come along.

**RELIGIOUS BELIEFS**
Your family member is welcome to receive pastoral visits from their own clergy. There is a full-time Catholic Chaplain, local Church of Ireland, Methodist, Baptist and Presbyterian clergy available.

Mass is celebrated every Saturday at 1pm in the unit.
SMOKING

The National Guidelines on Smoking Areas apply in the unit, therefore your family member and any visitors are only permitted to smoke in the designated outdoor smoking areas provided.

MAKING AND RECEIVING CALLS

- Patients may make and receive personal calls during their stay. If you wish to make a call to the unit the phone number is 0749104456.
- Personal mobile phones are permitted in line with the unit’s policy which will be explained to your family member. To protect all patients, camera phones are not allowed in the unit. If your family member does not have a mobile phone they may use the payphone on the unit.

MEDICATION DISTRIBUTION

Nurses and medical staff will distribute medication at various times throughout the day as advised by the Consultant Psychiatrists.

CARE PLAN

A care plan will be developed to meet your family member’s personal needs by the team responsible for their care, and with consultation with your family member. As part of this plan, the team will talk to your family member and explain the treatment plan they think is most suitable.

Patients are encouraged to share their thoughts and feelings while they are in the unit. Sometimes they might talk about things that are very personal to them and that they wish to keep from family.

The patient may choose to restrict family access to their care plan and their decision will be respected by medical staff.

TEAM MEETINGS

WHAT IS A TEAM MEETING/CLINICAL REVIEW?

In a team meeting, all members of staff who are involved with the patient’s care come together to discuss your family member’s case, review how things have been going, and plan future therapies. Team Meetings usually happen once a week.

WHAT CAN I EXPECT FROM A TEAM MEETING?

The patient’s care plan is discussed and when it is time their discharge is planned. You and your family member can ask questions about their care.

WHO ATTENDS?

All members of the team involved in your family member’s care will attend the meeting if possible. The patient can attend the meeting if they wish and family members or close friend can attend with the patient’s consent. If a patient chooses not to attend the team meeting their care plan and any other details will be discussed with them by a member of the multidisciplinary team afterwards.

HOW LONG DOES IT LAST?

It can take between 10 minutes and 20 minutes to discuss each case.
3. How can I support the recovery of my family member?

**HOW FAMILY MEMBERS CAN HELP THE PATIENT TO RECOVER**

One of the best ways to assist in the recovery of your family member is to talk with the medical staff during the admission process and to provide as much information about the events leading to the admission as you can. This information can be of great benefit to the medical staff and may help to inform and improve your family member’s treatment and care-plan.

It is very important to inform staff if your family member has:

- Stopped taking prescribed medicines
- Stopped seeing a mental health professional or physician
- Been in or is in an abusive relationship
- Any on-going crisis or problems
- Started abusing alcohol or drugs
- Been more depressed recently
- Made a previous attempt on their life – (provide details if possible)
- Access to means of suicide
- Any upcoming court appearance

It is also important to provide an accurate description of family history of mental health problems or suicide.
COMMUNICATION, VISITATION AND PERIODS OF LEAVE

Patients in the unit have a right to keep in touch with their family members through letters, phone calls and visits. The only exception to this rule is if any of these poses a danger for the patient or others.

Periods of leave for voluntary patients are allowed with the agreement of the Consultant in charge and often encouraged as part of the recovery process. Family members can discuss periods of leave with the medical staff on the ward and a decision will be made to allow a period of leave if it is thought to be suitable and beneficial for the patient.
4. Where can I get information regarding the emotional wellbeing of both my family and the patient?

YOUR WELLBEING

Supporting someone in psychiatric care can be an emotional and difficult experience. It can be very hard to watch someone you love having a very stressful time. It is important to take care of your own emotional wellbeing and the wellbeing of your family during this difficult time.

Remember, it’s good to talk

If you notice that you or any of your family members are struggling it is important to seek help early. You should consider counselling to help you and others understand the feelings that you might be experiencing.

WHAT IS COUNSELLING?

Counselling is a form of talking therapy. It allows people to discuss their problems and any difficult feelings they are experiencing in a safe and confidential space. There are many forms of counselling and each session is tailored to the individual. It is not a quick fix solution but many people find it very helpful in making sense of difficult situations and emotions. Various counselling services will have different referral routes. Some services are self-referral where you can contact the service yourself while others require a referral from a health care provider such as your GP first. Self-referral services are usually contactable via phone or email.

SUPPORTING SOMEONE IN PSYCHIATRIC CARE CAN BE AN EMOTIONAL AND DIFFICULT EXPERIENCE. IT CAN BE VERY HARD TO WATCH SOMEONE YOU LOVE HAVING A VERY STRESSFUL TIME. IT IS IMPORTANT TO TAKE CARE OF YOUR OWN EMOTIONAL WELLBEING AND THE WELLBEING OF YOUR FAMILY DURING THIS DIFFICULT TIME.

SOCIAL PRESCRIBING

Supporting a family member in psychiatric care can sometimes be a lonely and isolating experience. However, it is important to remember that you are not alone. There are many community supports available for people of all ages. Social prescribing services are available across the county for individuals who are feeling isolated, stressed, anxious or depressed. These services support the health and wellbeing of people by using community based activities and supports, such as exercise, art, reading and gardening. For further information contact Triona Stafford at 0831335700 / letterkennysp@yahoo.ie.

INPATIENT WELLBEING

The therapeutic group programme (TGP) is an important part of your family member’s care plan in the unit. These programmes are specifically designed to meet patient’s wellbeing needs and they will be encouraged to take part.

It is important to tackle stress in a healthy way rather than ignoring stress or turning to unhealthy ways of coping that may help in the short term but may make the stress much worse in the long term. You can take steps to manage stress by ensuring that you and your family members are eating well, sleeping well, connecting with others and allowing time for exercise, relaxation and leisure activities. Donegal Mind Wellness offers free 6 week courses on ‘Stress Control’ which are available throughout the county. Contact via email: www.donegalmindwellness.ie or Phone: 086 0298907

For further information contact Triona Stafford at 0831335700 / letterkennysp@yahoo.ie.

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Referral services such as Counselling in Primary Care (CIPC) usually take the following route:

**ROUTE TO COUNSELLING**

1. **Discuss your needs with GP**
2. **Referral to CIPC if counselling is suitable option for you**
3. **Read client information leaflet**
4. **Opt in to counselling. Phone CIPC**
5. **Counselling begins**
6. **Attend Assessment. Arrange more appointments. Further counselling sessions arranged.**
7. **Confirm attendance at Assessment Appointment**
8. **Receive Assessment Appointment Letter**

### COUNSELLING SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samaritans</td>
<td>Emergency Help and Support - Anonymous 24/7 phone-line</td>
<td>116 123</td>
</tr>
<tr>
<td>Aware</td>
<td>Support groups and phone line for depression and anxiety</td>
<td>1890 303 302</td>
</tr>
<tr>
<td>GROW</td>
<td>Mental Health support and information</td>
<td>1890 474 474</td>
</tr>
<tr>
<td>Alcoholics Anonymous</td>
<td>Concerns about your or another's drinking - Support groups</td>
<td>01 8420 700</td>
</tr>
<tr>
<td>Gamblers Anonymous</td>
<td>Help for gambling addiction</td>
<td>01 8721133</td>
</tr>
<tr>
<td>National Counselling Service NCS</td>
<td>Free professional confidential counseling and psychotherapy service for trauma and abuse.</td>
<td>HSE WEST NCS number: 1800 234 115</td>
</tr>
</tbody>
</table>

### STRESS MANAGEMENT

Providing support for someone in psychiatric care can become a major source of stress for you and your family. Our bodies usually cope well with short-term pressures but too much stress for too long can make us unwell. Stress can show itself in many ways and can have a negative impact on our minds and bodies if we try to ignore it. Recognizing stress is the first step towards doing something about it.
5. How best to explain parental admission to the psychiatric unit to our children?

**Seeking Help for Yourself First**

It is important to develop your own understanding of what is happening first. This will help you to feel more confident and prepared to talk to your child and answer their questions. Get help for yourself if you need it so that you can be there for your child.

**The Family Liaison Officer at the Inpatient Unit**

It can help to discuss your experiences with mental health professionals and/or the family liaison officer at the unit. The family liaison office is located beside reception. The Family liaison officer provides support for the inpatient and their family members during the first admission. They will work with the person in hospital, the family members and hospital staff.

**Explaning An Admission to the Psychiatric Unit to Children and Young People**

Allow flexibility for how and when the conversation takes place. Children and teenagers

<table>
<thead>
<tr>
<th>Donegal Youth Services (Self referral)</th>
<th>Youth Information Centre, The Loft drop in youth cafe, Teen Talk one to one therapy for 12-25 year olds, Day Break for up to Junior Certificate students, LGBT programme, outreach service, exam support and mental health drop in service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBT helpline (Self referral)</td>
<td>A confidential service providing listening, support and information to lesbian, gay, bisexual and transgender (LGBT) people, their family and friends.</td>
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</table>
have different needs and their ability to understand what is going on will vary. Bearing this in mind you may decide to talk to them separately.

If possible, a parent is the best person to inform their own children about a psychiatric admission. If this is not possible it is important to try to have a parent present when someone else they know and trust talks to them.

Encourage children and teenagers to ask questions. They may be frightened and confused. This will let you know how they are dealing with the news. Some children may not be prepared for face to face questions so consider alternative ways for the child to ask questions such as writing them down for you to answer later.

Try to answer questions as truthfully as you can in a way that is appropriate for their age and understanding.

**Remember it is ok not to have answers to all questions and it is ok to say, 'I don’t know, but we can find out'. Be honest and consistent.**

It is important to continue with normal routines following a parental psychiatric admission, let children know that they can play and continue to do normal things and that their daily routines will remain in place wherever possible.

The admission of a parent to the psychiatric unit can be an extremely upsetting experience for children and teens. Often, the events leading to the admission may have been especially traumatizing for the family and children involved.

There are many services available that offer help, support and counselling for both parents and children.

<table>
<thead>
<tr>
<th><strong>Counselling in Primary Care (CIPC) (Referral)</strong></th>
<th><strong>Parentstop (Self referral)</strong></th>
<th><strong>Strengthening Families (Self referral)</strong></th>
<th><strong>Jigsaw (Self referral)</strong></th>
<th><strong>Teenline Ireland (Self referral)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Short term counseling services that provides up to 8 counselling sessions with professional counselors and therapists.</td>
<td>Short term counseling services that provides up to 8 counselling sessions with professional counselors and therapists.</td>
<td>One-to-one and support group service for parents who need help in dealing with parenting challenges</td>
<td>Free and confidential support service for young people aged 16-25.</td>
<td>A freephone listening service for teenagers.</td>
</tr>
<tr>
<td>Referral from GP or member of primary care team</td>
<td>074 91 77249 – Letterkenny</td>
<td>074 91 25598</td>
<td>074 97 26920</td>
<td>1800 833 634 or Text ‘TEEN’ to 50015</td>
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<tr>
<td>074 93 73493 – Inishowen</td>
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6. Admission will impact my family financially. Where can I get information about benefits and entitlements?

**S.T.E.E.R**

S.T.E.E.R can provide practical and emotional support for service users and family members and addresses a range of issues such as accessing appropriate health care and treatments, relationships with health care professionals, information on medication, housing issues, social welfare, access to education, accessing information on mental health issues and access to closed support groups.

**CONTACT S.T.E.E.R**

Phone the Letterkenny branch at 074 91777311 or you may meet with a S.T.E.E.R representative on one of their frequent visits to the unit.

**MABS**

The Money Advice and Budgeting Service (MABS) is a free, confidential, independent, non-judgmental and non-profit making service for people in dept or at risk of getting into dept. They provide confidential, independent and free money advice and budgeting service and assist low income families to develop the knowledge and skills they need to avoid getting into dept and to deal effectively with dept situations which arise.

**CONTACT MABS**

Phone the MABS Helpline 0761 07 2000 (Mon-Fri 9-5pm) or visit the MABS website www.mabs.ie
7. How does the Mental Health Act impact on the patient and family?

WHAT IS “INFORMED CONSENT”

Consent means you agree to treatment. For your family member to give consent they must fully understand what they are agreeing to. They will receive information about their treatment plan from their consultant psychiatrist and they should discuss the plan and fully understand the potential effects of treatment and what might happen if they do not agree to treatment before giving their consent.

RIGHTS OF A FAMILY MEMBER IN THE PSYCHIATRIC UNIT UNDER THE MENTAL HEALTH ACT 2001

Most people who go into hospital for treatment do so by choice. This is called voluntary admission. However, people with mental disorders are sometimes admitted and treated against their will, to protect them from harm and danger. This is called involuntary admission. The law allows involuntary admission to hospital, but strict procedures must be followed for this to happen.

The Mental Health Act 2001 makes sure the best interests of your family member are the most important aspect of mental health law. This Act brings Irish law into line with international human rights standards. As a user of the mental health services, the rights of your family member are protected under the law. The Mental Health Act states that your family member has the following rights as an inpatient in psychiatric care:
The best interests of your loved one should be considered before any decision about their care or treatment is made. They should be included in discussions with the care team.

- They hold the right to dignity and respect
- They hold the right to be fully informed
- They have the right to be listened to. They are also entitled to take part in any decisions made that may affect their health.
- They hold the right to review their treatment plan (If your family member is admitted voluntarily)

Your family member may want to leave the hospital; however, the medical staff may decide that they are too ill to go home and that it is in their best interests to stay. If this happens they can insist that your family member stays in hospital for up to 24 hours so that they can meet and be examined by their own consultant psychiatrist and a second consultant psychiatrist. They will only be admitted as an involuntary patient if both consultant psychiatrists decide that your family member has a mental disorder which may cause them to be a danger to themselves or others.

**IN Voluntary ADMISSION**

A person can only be admitted involuntarily in the presence of a mental disorder. The Act defines mental disorder as

'**mental illness, severe dementia or significant intellectual disability**'

(A mental disorder is a mental illness that can affect your mood, thinking and behaviour.)

There are three stages in the formal procedure for involuntary admission:

1. A person aged 18 or over can make an application to a doctor (in most cases this will be your GP) to have your family member admitted to hospital.

2. The doctor will examine your family member and if they think that they meet the conditions for involuntary admission, they will recommend that they are admitted to the D.O.P.

3. A consultant Psychiatrist in the hospital will then examine your family member within 24 hours of their arrival and if they agree that your family member meets the conditions for involuntary admission they will sign an admission order.

**PERIODS OF LEAVE UNDER THE MENTAL HEALTH ACT**

Your family member may request permission to leave the hospital for a period of time. Involuntary patients can request a period of leave which will be considered by their consultant psychiatrist. If the Psychiatrist agrees they will give your family member a note to allow them to leave the hospital and they will be considered ‘absent with leave’. The note will state how long they may leave the hospital for and some conditions they must follow when they are away from the hospital. They must return to the hospital on or before the day and the time agreed with the Psychiatrist.

If your family member leaves without permission or does not return on their agreed time, they are considered ‘absent without leave’. The unit staff may bring them back to the hospital and in some cases, they may ask the Gardai to help them.
8. I am worried about the effect of alcohol or drugs on my family member. What happens during treatment?

If your loved one has been abusing alcohol or other drugs, they may need to go through detoxification (usually referred to as ‘detox’) before attending the psychiatric unit. A detox allows substances (such as drugs or alcohol) to be safely removed from the body. This is important because alcohol or other drugs can cause changes in mood and behaviour. In some cases, alcohol can mask underlying mental health problems making it difficult to understand what the person is experiencing and how they are coping with it.

By safely removing harmful substances from the person’s system, it will be easier for you and professionals to understand the difficulties the person is experiencing and how best to support them. The detoxification will usually be started or completed in a general hospital. Your family member can then be transferred to the psychiatric unit. Hospital staff are very aware of the impact of substance abuse on families and will be happy to discuss your worries.

It’s important to understand that detox is not a whole treatment for problematic substance-use. It might help the patient to stop abusing alcohol and other drugs in the short term, but without follow-up care and therapy, the risk of relapse into substance use can be quite high. Because addiction affects both the mind and body, people affected by addiction often benefit from other therapies, including counselling, rehabilitation, family support programmes and/or medication. If your family member requires additional
support after detox, this will be discussed in the care-planning meetings.

Your family member may ask you to bring alcohol or other drugs onto the ward for them. It is important for the well-being and success of their treatment that you do not do this. Alcohol is a depressant and may make symptoms worse. If you are feeling under pressure to bring substances into the ward, please inform our nursing staff who will help you address this.

The following contact details are for families who may be affected by alcohol or drugs. Now that your loved one is safely receiving treatment as an inpatient, you may decide to reach out and talk about the impact of addiction, either for yourself or another family member you are worried about.

**Al Anon** and **Al Teen** provide support for families affected by alcohol addiction issues. Meetings are held throughout the County.

- **Annagary** – Tuesday 8pm
- **Ballyshannon** – Monday 8.30pm
- **Derryvane/Muff** – Tuesday 8pm
- **Donegal Town** – Sunday 8pm
- **Falcarragh** – Sunday 8pm
- **Letterkenny** – Tuesday 8.30pm / Friday 10.30am / Sunday 8pm

You can get more details by ringing **01 8732699**

You can also contact the HSE advice service on **FREEPHONE 1800 4590459** or on the internet at helpline@hse.ie. This number provides guidance and assistance for family members dealing with the impact of substance abuse. It offers active listening support and face to face contact for both the addict and others involved. The service is available from Monday to Friday 9.30am – 5pm.
9. How can I support my family member following their discharge from the psychiatric unit?

DEALING WITH A CRISIS

Remember safety cannot be guaranteed by anyone - the goal is to reduce the risk and build supports for everyone in the family. However, despite best efforts, crisis situations may still arise after discharge. It is important to be aware of local crisis numbers and appropriate services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Samaritans</td>
<td>116 123</td>
</tr>
<tr>
<td>Your Local GP</td>
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<tr>
<td>Now Doc - (GP out of hours)</td>
<td>1850 400 911</td>
</tr>
<tr>
<td>Letterkenny University Hospital - Emergency Department</td>
<td>074 9125888</td>
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DISCHARGE FOR INVOLUNTARY PATIENTS

Involuntary inpatients may be discharged at any time if their consultant psychiatrist believes that the patient no longer has a mental disorder that requires treatment in hospital.

QUESTIONS TO ASK MEDICAL TEAM ON DISCHARGE OF YOUR LOVED ONE

- What is the treatment plan?
- Is there a follow up appointment?
- What is my role in the safety plan of this person?
- What should we look out for and when should we seek more help from the medical or mental health services?

DISCHARGE FOR VOLUNTARY PATIENTS

Voluntary patients are not obligated to remain in the psychiatric unit. Therefore, they may choose to leave at any time unless their Consultant Psychiatrist believes that it is unsafe for them to do.
QUESTIONS FOR THE PATIENT ON THEIR DISCHARGE

Ask your family member if it is ok to be honest and direct with your questions and concerns.

• Do you feel safe to leave the hospital and are you comfortable with the discharge plan?
• How is your relationship with your doctor/ when is the next appointment?
• What has changed since your suicidal thoughts or actions began (if applicable)
• Will you agree to talk to me/us if the suicidal feelings come back?
• What else can we do to help you after you leave the unit?

SAFETY PLAN

Make safety a priority for your family member upon their discharge from the unit, especially in circumstances where previous suicidal thoughts or attempts have occurred. Safety is ultimately an individual’s responsibility, but often a person who feels suicidal has difficulty making good choices themselves. As a family member, you can help your loved one make better choices while reducing risk at home.

A safety plan should be a joint effort between your family member and their doctor, therapist or psychiatric unit staff and you. As a family member, familiarize yourself with your this safety plan and understand your role in it, including:

• Knowing your family member’s “triggers” such as an anniversary of a loss, alcohol, or stress from relationships
• Building supports for your family member with mental health professionals, family, friends and community resources.
• Working with your family member’s strengths to promote his or her safety.
• Promoting communication and honesty in your relationship with your family member.

REDUCING RISK OF SUICIDE OR SELF HARM AT HOME

• Overdoses are common and can be lethal. If it is necessary to keep pain relievers such as aspirin, paracetamol or co-codamol in the home, keep small quantities or consider keeping medication in a locked container. Remove unused or expired medications from the home.
• Guns are high risk and they should be taken out of the home and secured.
• Alcohol use or abuse can lower inhibitions and cause people to act more freely on their feelings. As with medication, keep only small quantities of alcohol in the home, or none at all.
10. I am not satisfied with the treatment given to my family member. How do I make a complaint?

We hope you will be satisfied with the service your family member receives during their inpatient stay in the psychiatric unit. We understand that this may be a difficult time for everyone involved and that problems sometimes arise. If you have any concerns, please speak to a member of staff, you can ask for a meeting with someone in charge. If you decide that your concerns are serious enough to require a formal complaint, please see the contact details below.

**UNIT MANAGER**
Department of Psychiatry
Letterkenny General Hospital
Letterkenny
Co. Donegal
Tel: 074 9104700

**CONSUMER SERVICES DEPARTMENT**
HSE West
Butt Building
Ballybofey
Co. Donegal
Tel: 074 9189016

**INSPECTOR OF MENTAL HEALTH SERVICES**
Mental Health Commission
St Martin’s Road
Dublin 4
Tel: 01 6362400
Maintaining Hope –
You do not have to travel this road alone

Families commonly provide a safety net and a vision of hope for their family member in psychiatric care which can be emotionally draining. You don’t need to carry this burden by yourself. The experience will be different for everyone involved. It will help if you talk to each other and people you can trust. Get support from helping organisations and get professional advice whenever possible. Use the resources within this information pack, and seek help from family and friends to help you create a support network.

Above all, take care of yourself

Donegal Mental Health Services Family / Carer Information Pack

Colette.corry@hse.ie
Telephone: 07491 04787