

How to find Gillis Memory Centre

Mullinure Health and Wellbeing Centre

St Luke's Hospital Site

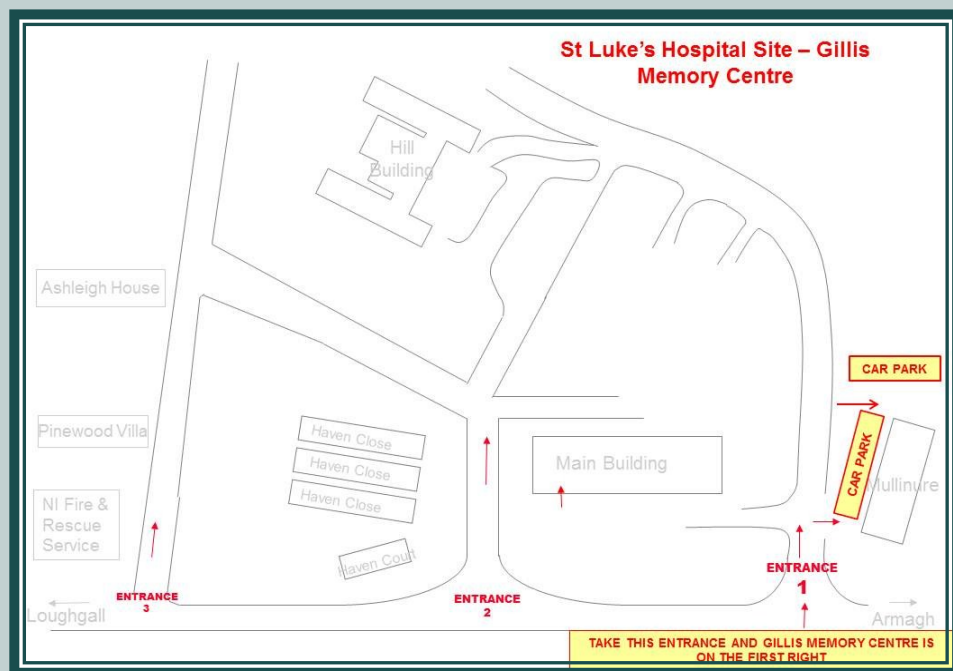
Loughgall Road

ARMAGH

BT61 7NQ

028 37 412183

[Www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)



Please follow the signs from the main entrance.

Gillis Memory Centre



Pre-admission information for patients, carers and relatives

January 2015

Our Philosophy of Care

We recognise the unique needs of the person with dementia and through this understanding provide high quality, compassionate care and support for people with dementia and their carers/families.

Introduction to Gillis Memory Centre

The Gillis Memory Centre is a 24 bedded acute admission ward for people who have a diagnosis of dementia or who are being assessed because they are presenting with dementia like symptoms e.g. memory impairment, confusion.

It is based in Mullinure Health and Wellbeing Centre, St Luke's Hospital, Armagh and patients who are admitted are residents of the Southern Health and Social Care Trust area - Armagh, Dungannon, Craigavon, Banbridge, Newry and Mourne.

It is a mixed ward, catering for both men and women. The ward is divided into four 6 bedded dormitories - two male and two female.

The main entrance to the ward is secured via a keypad. This is because all patients in Gillis have some degree of memory impairment and / or confusion and this places them at a greater risk of wandering and getting lost.

Gillis Memory Centre has a secure garden area which is wheelchair accessible and provides a sensory and therapeutic environment which is enjoyed by both patients, relatives and carers.

Advocacy Service

The Northern Ireland Association for Mental Health (NIAMH) provides an independent Advocacy service in Gillis.

The Advocacy service is there to support you so that you can express your own views.

NIAMH aims to help you understand what's happening; ensure any concerns are relayed on your behalf, so you can make informed choices, through providing information and exploring options.

The Patient Advocate is usually on Gillis on Mondays and Wednesdays.

The contact numbers is:
Tel: 0740 7730 780 – (Anita Dunne)

RQIA

The Regulation and Quality Improvement Authority is an independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland. They can be contacted at:

**9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
Telephone: 028 9051 7500**

Emergency Treatment

The medical and nursing team in Gillis are able to treat mild medical problems your relative may experience during their assessment. However, in some circumstances your relative may require the expertise available in one of the Acute Hospitals such as Craigavon Area Hospital or Daisy Hill Hospital.

Confidentiality

To protect the dignity and confidentiality of other inpatients on the ward, the use of cameras and mobile phones is strictly prohibited on the ward/visiting area.

If you wish to take a photo/video of your relative please make this request through the nurse in charge who will be happy to accommodate you in a private area.

Who Can Help me with Concerns?

We welcome any comments in relation to your relative's care and would encourage you to approach staff if you have any concerns or problems. This allows us an opportunity to resolve any problems as soon as possible. We are continuously trying to improve the quality of care we provide.

Comments/suggestions/compliments or

complaints: There is a leaflet on the ward which may be completed or you can email to complaints@southerntrust.hscni.net

Visiting Times

Daily between 3pm - 4pm and 6.30pm - 7.30pm.
Visiting outside of these times can be arranged with the Ward Manager / Nurse in Charge.

It is recommended you visit in designated areas only to afford privacy to you, your relative and to other patients.

Children must be supervised at all times and will only be permitted within the designated visiting areas.

Admission to Gillis Memory Centre

The decision to admit patients to Gillis will in most circumstances have been made in conjunction with you, the Consultant and Keyworker.

We appreciate it can be a very difficult decision to admit someone to hospital and we aim to support relatives and carers through this stressful time.

Your relative's care will be managed by the Multi-disciplinary Team and this team will aim to invite you to attend their weekly meeting within 2 weeks of admission. The purpose of this and any subsequent meeting is to gather important information in relation to your relatives condition, social circumstances and to discuss outcomes and discharge plans.

Meet the Team

On admission, your relative will be allocated a Primary Nurse and an Associate Nurse.

They will be a point of contact for you to discuss any issues surrounding care.

The following are a list of staff who may be involved in your relatives care:

- Ward Consultant
- Ward Doctor
- Ward Nurses and Support Staff
- Patient / Carer Advocates
- Occupational Therapist

In addition the above staff work closely with Physiotherapy and Community Memory Services.

These staff will meet with you and your relative to gather information to help them understand your relatives personal needs. This will help us deliver care that is personal to your relative. You will also be asked to complete the '*This is Me*' personal profile.

If at any time have you have any queries or concerns please speak to a member of staff who will assist you with your query or concern.

What your relative should bring into hospital:

Here are some items you may wish to bring in to hospital for your relative:

- List of current medication
- Toiletries and bag
- Day and night clothes
- Appropriate shoes and slippers

This list is not exhaustive and you can discuss further with the Nurse in Charge of the ward or key worker.

Patients wear their own clothes so an adequate supply is required.

All clothing and personal items **must be clearly labelled** and easily identified prior to admission with the persons name and Gillis Ward.

Relatives /carers have to make arrangements for the laundry of their relatives clothing.

It is advisable **not** to bring anything of a valuable nature in to the ward as the Trust and staff cannot take responsibility for these.

Personal items (such as reading glasses, hearing aids, walking aids and dentures) need to be clearly labelled and easily identifiable.