There is a lot of information to remember, and this checklist is designed to help you ensure that you have obtained all the information needed to support your friend or relative.

Checklist

Named Nurse/Point of Contact.....

Contact Number (Ward).....

Visiting Times.....

Have you made an appointment to speak with the Consultant/Named Nurse or Carers Link Nurse to tell your story? ☐

Have you asked for any further information you need? (Named Person, confidentiality, Care Programme Approach (CPA) meeting) ☐

Have you got information on legislation and support services for yourself (Adult Support Plan, carer services)? ☐

If you require information on local carers group linked to forensic mental health services, please contact tsh.forensicnetwork@nhs.scot

The NHS operates a zero-tolerance policy in respect to violence and aggression. Visitors displaying threatening or abusive behaviour towards anyone on the ward will be asked to leave and this many compromise their ability to visit in the future.

Forensic Network

9. What Family, Friends & Visitors Need to Know

Visiting a Forensic Service

To ensure the health, safety, privacy and dignity of patients, many services will have a visitor's policy in place and a list of prohibited items, it is helpful to look at this before visiting.

Although all wards are different, many will ask the patient at the time of admission to name two people they would like to visit, and these people will become approved visitors. Patients may add other potential visitors to their visitors list throughout their stay, in line with any visitor's policy at the service.

Many wards will ask that visits are pre-arranged in advance by telephone to avoid any conflicts with patient's routine and any disappointment to the visitor.

Often visits to forensic wards will be supervised in a non-obtrusive manner by a member of the staff team.

You will normally be asked to leave personal items in a locker provided at the service's reception area. Gifts for patients may need to be given to a security nurse who will screen these before your friend or relative receives them.

Visiting Times

For visiting times you should ask a member of staff, many wards operate protected mealtimes, meaning that visiting is not permitted during designated times.

If you have any difficulty visiting during the visiting times you should speak to the nurse in charge or the carer coordinator for the service who should be able to assist in arranging alternatives.

Prohibited Items

Some items are prohibited within forensic services to ensure safety. Each service will have its own prohibited items list. The list below contains common examples of prohibited items.

- Flammable liquids (petrol, some lighters)
- Alcohol (or anything containing alcohol e.g. mouthwash)
- Illicit substances
- Non prescribed or over the counter medications
- Firearms or weapons including knifes.
- Explosives (fireworks)
- Canned drinks
- Glass jars/bottles/tins
- Audio or visual recording devices including mobile phones
- Passports
- Tools or mechanical equipment

If you are unsure about anything you may be planning on bringing in, please check with the nurse in charge in advance.

Right to Refuse Visitors

The service the right to refuse access to visitors under certain circumstances. These include:

- An indication that the visit will have detrimental effect on the patient's mental health state.
- An instance where the patient does not wish the person to visit.
- Knowledge by staff of previous disruptive behaviour within the service.
- There is suspicion of supplying alcohol or drugs, and visitors may be searched with consent.
- Visitors appear to be under the influence of alcohol or drugs.
- Non-compliance by the visitor on prohibited items or search procedure.

If a visitor has been refused the right to visit, staff must explain the reasons for this refusal.

Named Nurse and Carer Nurse

Most patients will have an identified named nurse who will often be your first point of contact. Some services may have a carer coordinator or carer link nurse who is available to provide support.

Carer Support Groups

Many services will be able to direct you to local support groups for families, relatives and visitors. You should ask the carer link nurse for information about groups that run in the area you live, not just the area the service is located in.