

# Broadmoor Hospital

Information for visitors

*We care  
to make the  
difference*

West London Mental Health



NHS Trust

# Welcome

## to Broadmoor Hospital

We're very pleased to welcome you to Broadmoor Hospital. Visits from family and friends are really important to patients' recovery and well-being, so your decision to come to Broadmoor could make a significant positive difference.



The Paddock Centre

## An introduction to Broadmoor Hospital

Broadmoor Hospital is one of three high secure Hospitals in England\*. It is part of West London Mental Health NHS Trust (WLMHT) which is based in Ealing.

The Trust offers a range of services to patients in the boroughs of Ealing, Hounslow and Hammersmith and Fulham, as well as medium secure forensic services in West London. WLMHT serves a community of some 700,000 people and treats around 20,000 patients each year.

At Broadmoor, we work with patients suffering from mental health conditions who require treatment within a high secure environment. Broadmoor is a hospital and part of the NHS. The average patient stay is around six years.

Wards are staffed by teams of clinicians, not prison officers. The clinical team includes nurses, psychologists, occupational therapists, social workers and doctors. Although the majority of patients have been transferred from prisons, the courts or medium secure units, not all patients in Broadmoor have committed a crime.

Patients are admitted to Broadmoor because they require treatment under conditions of high security that can't be provided anywhere else.

\*The other high secure hospitals are Rampton and Ashworth.

In this booklet, we give you an introduction to Broadmoor Hospital and try to answer the questions most people ask. If there's anything you still want to know or are anxious about, please don't hesitate to contact a member of the reception staff.

## Your visit

If this is your first visit to Broadmoor Hospital, your expectations may be based on what you've seen and heard in the media about the hospital and its patients. We ask you to come with an open mind, speak to the staff and observe the work that goes on, and then make your own judgement.

Feel free to ask any questions during or after your visit, but remember that staff can't discuss any individual patients with you, apart from the friend or relative you are visiting, and even then normally only with their consent.

## The hospital site

Broadmoor Hospital opened almost 150 years ago. It was added to in the 1980s and the newest building, called The Paddock Centre, was opened in 2005. Plans are being developed for a complete rebuild of the hospital.

The hospital has around 230 patients, all of whom are detained under the Mental Health Act. The hospital is for male patients only and is organised into two units, one where patients with the main diagnosis of a personality disorder are treated and the other where we work with patients who have a main diagnosis of mental illness. In both, we provide a wide range of treatments, activities and services for patients.

The Care Quality Commission (CQC) visits the hospital throughout the year to make sure that patient care and treatment is of a high standard, and they can do so unannounced. The CQC now incorporates the organisation which audits hospitals' compliance with the Mental Health



Act (the Mental Health Act Commissioners (MHAC), so we're rigorously checked with regard to this, too.

## What happens when a patient comes to the hospital?

On arrival at the hospital, each patient is met by a member of staff and given information about the hospital and the ward that they will be on. Patients all have their own rooms, but in some areas share toilet facilities and showers.

Most furniture is fixed for patients' safety but the rooms have space to keep personal possessions and memorabilia. If patients are extremely unwell on arrival their rooms would be simpler, for their own protection. Patients wear their own clothes but obviously on admission we have to take

decisions about which items such as belts with large buckles or jewellery, are safe.

When a patient arrives on their ward, they are met by their primary nurse, who will be the patient's key nurse during their stay on the ward. They are shown around the ward facilities and introduced to other patients when they're ready. How soon these things take place depends on the patient's state of health when he arrives.

Usually, a patient arriving at Broadmoor will go to an 'Admissions' ward. This is set up specifically for new arrivals to the hospital. There is a higher ratio of staff to patients here, and staff are specially trained to help ensure that patients remain safe even if they are unwell. Patients spend time here being assessed and depending on their progress they are moved to another acute treatment or rehabilitation ('rehab') ward.



On the ward

We also group patients into wards depending on whether they're diagnosed as having mainly mental illness or personality disorder, though many of our patients experience both. This is because treatments for the two diagnoses differ and also because it enables us to create the best possible atmosphere for recovery.

## What kind of medical care is offered at Broadmoor Hospital?

Psychiatrists are doctors who qualify in medicine in the normal way by completing five years study at medical school combined with hospital placements. They then specialise in mental health and complete seven years training, which includes specialising in forensic, child and adolescent, or some other branch of psychiatry.

(Forensic psychiatry is the speciality which provides advice to courts and prisons, and patients are admitted following an offence. It's the area where health care and the criminal justice system inter-connect).

Broadmoor Hospital has consultant psychiatrists and junior medical staff. Many of our doctors have vast experience and are leaders in their field of expertise and continue to teach and publish research. Some have additional qualifications in psychotherapy, neurology or other relevant specialisms.

When it comes to physical healthcare - an important aspect of patients' well-being - we have our own GP to ensure that practice is up-to-date. If patients have acute physical healthcare problems, we can take them to a local hospital under secure supervision.

## Who's responsible for the day-to-day care of patients?

A multi-disciplinary clinical team cares for each patient so that all aspects of their needs can be considered in their treatment and recovery. A clinical team consists of: a consultant forensic psychiatrist, a ward manager, primary and other nurses, a social worker, a psychologist, a psychotherapist, an occupational therapist and other therapists as needed. Wards also have security liaison nurses who help ensure patients and staff are in a safe environment.

As well as the clinical team staff, we also have a physiotherapist, a dietician, a hospital chaplain, a dentist, teachers, art and music therapists and vocational staff working at the hospital.

Modern day mental health care uses an 'evidence-based' approach. In other words, practices evolve based on what's proven to get the best results for patients. Tools and techniques are developed based on an evaluation of what works in particular situations, and this enables 'best practice' to be easily replicated by others.

Day to day on the ward, patient care is provided by qualified nurses and healthcare assistants. It's their job to spend time with patients, to get to know them and understand them and ensure they feel safe and supported. They will also be making assessments of the patient as they do this, so that decisions about treatment and progress reviews are made in light of the best possible information.

All patients' care is managed under the care programme approach (CPA). This is a way of planning and delivering care

which is centred on the individual's needs, rather than a rigid, one-size-fits-all treatment plan.

Every patient has a care plan, based on assessment of their needs and their own input, that covers a medication regime, a range of talking therapies, physical healthcare recommendations and suggestions for other activities which would help them in their recovery. This plan is then adapted as they make progress in their recovery.

If a patient is happy to involve a family member in his care planning meetings, we encourage carers to attend these as they can add valuable support and encouragement. If you're unable to do this, for what ever reason, you can contact the clinical team to find out about his treatment and progress. You can also speak to his social worker who can assist you further.



## What activities are available to patients?

The hospital provides a wide range of activities and we try to encourage patients to participate in at least some of them as part of their care and treatment programme.

Activities include various sports, a range of work-based activities such as woodwork, and recreational activities such as music or art.

There are supervised kitchen facilities for patients so that they can learn to cook and share the products of their labours with others on the ward.

There's also a patient magazine for those who enjoy creative writing. There are numerous themed art competitions



including one inter-ward event for the best decorated ward at Christmas. In many cases, activities take place off the ward setting and formal qualifications can be gained in many of the areas.

Achieving greater independence and more control of their lives is important for patients to regain confidence, so we offer training in life skills, such as cookery.

There's a dedicated education centre where patients can learn or improve existing skills in reading, writing and numeracy. Some go on to study for degrees through the Open University. They can also use technology here. There's a good library of both books and DVDs.

We provide a shop run by and for patients which has a range of both food and non – food items. We do try to limit the amount of 'junk food' patients eat to avoid their putting on weight, given that most of the medication prescribed for mental disorder tend to increase appetite. Some patients order music and films or computer games from catalogues for entertainment in their rooms. Obviously access to these facilities depends on a patient's health.

## How do patients get involved?

Each ward has a regular community meeting. Patients and ward staff sit down together and discuss live issues which arise from day-to-day life on the ward. Topics such as catering, heating, recreation activity in the hospital grounds and so on might be discussed. Any issues or incidents which have happened might be aired and settled.

Patients also have a monthly forum where elected representatives from each ward join members of the

hospital's staff and senior managers to discuss issues related to the general running of the hospital. It's an opportunity to find out what's going on, as well as to share views and discuss matters that patients have asked their ward representatives to bring to a wider, decision-making audience. These include things like policies, changes and innovations and upcoming events.

Sometimes, the hospital puts on conferences in which patients and staff participate jointly, and external speakers are invited. Recent events have included learning about the latest developments in mental health care and recovery, and how patients can take responsibility for playing a more active part in their own care and treatment.

## Visiting arrangements

You'll need to book all visits in advance by contacting the hospital reception (see contact details below). You can book up to two visits at a time, and to help us manage demand, we ask that you do so no more than one month in advance.

For each visit, you need to contact hospital reception at least five days before the day that you wish to visit (for example, if you'd like to visit on Friday, then contact reception no later than the Monday before).

It's best if you try to book as early as possible within the one month window described above, because the visits centre can only accommodate a limited number of people.

As the visits centre can get very busy sometimes, we occasionally can't accommodate you on the date you request, so when you call us to book, it's best to have some alternatives dates.



Visits including children are booked through the same system, but there are specific rules regarding visits involving children to ensure their safety. The social work team can give you guidance on this, including a leaflet which explains everything and a DVD which you can show to children so they know what to expect

To book a visit, contact the hospital reception, either in writing or by telephone. You can also call reception if you have any questions about visiting arrangements.

When you book, please give us details of any other people visiting with you. There's only space for three visitors per patient at any one time in the visits centre.

Main Reception  
Broadmoor Hospital  
Crowthorne  
Berkshire  
RG45 7EG

Tel: 01344 75 4565

Between 2.30pm - 4.30pm  
and 6pm – 8pm, any day

We'll send written confirmation of the visit to the person making the booking and of course we'll also make sure the patient knows the details.

It's important that you don't make the journey to the hospital unless you've received the visit confirmation letter (or verbal confirmation by telephone) as we can't accommodate visitors who haven't booked in advance. So, if you've tried to make a booking and haven't had confirmation, please check with reception before making any plans to travel.

If you're coming in for a mental health tribunal (MHT) or care plan approach (CPA) meeting you can also book a social visit at the same time. You do still need to follow the process explained above, including giving five days' notice.

## Visiting times

You can book either one hour or two hour visits, and can visit most patients as follows:

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9.30pm - 12pm						✓	✓
1.30pm - 4pm		✓	✓	✓	✓	✓	✓
6pm - 8pm			✓	✓	✓	✓	

If the patient you're coming to see lives in the Paddock Centre, visits are on Wednesday, Thursday, Friday and Saturday evenings and also during the day on weekends.

If you're bringing children to visit, you can visit every day, except Christmas Day. The length of your visit can be up to three hours (there is a separate child visiting leaflet).

**We're not open to visitors on Christmas Day.**

## Where do visits take place?

Most visits happen in an area known as the 'Visits Centre', but some are now taking place on the wards. The visits centre has fifteen tables for four people. This is why a patient can only have a maximum of three people visiting them at the same time.

All visits involving children take place in the Family Visiting Suite.

Patients who live in the Paddock Centre will generally have their visits in the centre and not in the central visiting hall.



The Paddock Centre

## Prohibited items

Broadmoor Hospital is a very secure environment so we prohibit certain items from being brought into the hospital. There's a list enclosed with this pack, and in case you forget it on the day, you can also get a list of these items from reception.

We also ask that you don't bring food for patients as we're unable to allow this in to the hospital. There are a few lockers in reception you can use to store items you can't take in to the hospital with you.

## Babies and small children

You can get a pushchair if you need one from the hospital reception area. You'll also find nappies and other things you need to change your baby in the baby changing facility in the family visits suite.

You can bring baby food and drinks into visits, but please speak to reception and visits staff about how we safeguard these whilst you're in the hospital.

## Dress and conduct

The hospital provides care for patients who are suffering from acute mental illnesses and have personality disorders, all of whom need special care. As a visitor you'll need to be aware of this, especially in relation to your behaviour and dress.

Please be sensitive to this by wearing clothes which don't attract attention and behaving in a calm and considerate

way. This is common sense, but to be clear, don't wear clothes which are see-through, too sexy or which could cause offence. Please, also wear minimal jewellery during visits.

If staff feel that you are inappropriately dressed you may be declined entry to the hospital.

## Expectant mothers

Although we take every step possible to ensure a safe environment for all visitors to the hospital, it is important to remember that there is a potential risk of unpredictable behaviour by patients suffering from severe mental illnesses or personality disorders. If you're pregnant, please consider this before making your decision to visit the hospital.

## Refreshments

You can get drinks and snacks from vending facilities in the visits centre. Tea, coffee, water and fruit are freely available, but you need to pay for all other drinks and snacks.

To protect patients' safety and well-being, we don't allow visitors to bring food into the hospital, but we do provide a shop service, below.

## Patients' shop purchases

If you'd like to purchase something for a patient from the shop, including a special food item, you can do so by filling in a requisition form, which will you'll be given during the course of the visit.

Towards the end of each visiting session, staff from the patients' shop will collect these together with payment.

Please bear in mind the earlier comments about helping the patient not to gain weight.

When you reach the visits centre, you'll need to store any baggage or 'prohibited' items in a locker in the entrance foyer.

## Outdoor clothing

There are coat hooks for clothing and we suggest you use these because for safety reasons we can't allow coats to be draped on the backs of chairs.

If you've travelled by car, leave as much as you can in the boot as the lockers are not very large.

## Celebration and religious food

You can order birthday and celebration cake and some seasonal foods through the patients' shop to share during a visit, but, again, we don't allow you to bring food from elsewhere in to the hospital.

You'll need to request these when you book your visit and reception staff will help you. You can also order some specialist, exotic and vegetarian items. The patients' shop has more information on this.

## Catalogues from high street stores

There's a selection of catalogues from major high street stores (such as *Argos*) in the visits centre so you can browse these with a patient and discuss purchases for him or for your home.

If you'd like to see a catalogue that isn't available please let our reception staff know and we'll try to obtain one for the visits hall for future use.

Obviously, the standard restrictions apply to any items bought from these catalogues, as do fire and safety regulations, so be aware that not all items in the catalogue may be suitable for use by a patient in Broadmoor Hospital.

## Patient accounts

Every patient has a hospital account, managed by the Patients' Cash Office. All internal and external transactions (except for personal shopping) are completed on a requisition basis. A patient lists the things he wants to buy on a requisition form and if he has money available, the purchase can then be made.

Most items can be bought from the patients' shop, either by the patient visiting the shop in person or via a requisition form. You can give money as a present through main reception.

## Bringing documentation or photographs to discuss with patients

If you want to bring any sort of documentation with you when you visit a patient (for example, papers about the sale or purchase of the family home), please let reception staff know, who'll then tell staff in the visits centre.

You can only take up to six sheets of paper into the visits centre, and we'll do the normal security checks on these at reception. Papers will also need to be read by the visits staff to make sure they won't have an adverse impact on the patient.

We can't allow patients to sign documentation or retain paperwork from the visit. If you want to leave papers for a patient to read later you need to do so as a 'gift' (see below).

If you're bringing documentation in with you, it's best if you arrive slightly earlier than usual for your visit to give staff time to carry out the necessary checks.

## Gifts for patients

If you'd like to bring in photographs, please let reception staff know when you book. The same security measures apply to these as to documents. You can leave photos for a patient by handing them in at the gift deposit window in reception after the visit. If the photo is framed, bear in mind that you'll need to remove the glass.

If you're bringing a gift in for a patient, you'll need to hand it in at the reception gift deposit window, which is in the

visitors' reception area. To protect patients' security, we can't allow you to hand gifts of any kind directly to patients, or vice versa, during a visit. This includes photos and documents. If a patient wants to leave a gift for you as his visitor, he can arrange this via ward staff.

It's best not to fully wrap gifts as they may need to be unwrapped for security reasons. A list of prohibited items is enclosed in this pack.

If you're bringing clothing and you want to check that the size is correct then please leave these items at the gift deposit window, explaining that you may want them back, and we'll make arrangements to send them to the ward.

Unfortunately, as there are no changing room facilities, we can't allow patients to try on clothes while you wait.

## Claiming for travel expenses

When you visit a patient you can claim 50% of your public transport costs or private vehicle mileage allowance, or 100% if you are attending a CPA meeting.

Please show your tickets, or other proof of purchase, to reception staff when you submit your claim. (Reception staff need the used portion of the ticket as supporting evidence for the hospital's finance department).

If you're travelling by private transport, you need to enter your vehicle's registration number and the estimated or actual mileage, and we'll pay a mileage allowance.

We'll send cheques (payable to the claimant) after the visit. If you'd prefer to have your payment credited directly to your bank account, just ask reception staff for the relevant form.

## Telephone calls

All patients have access to a telephone account system so that they can make outgoing calls from the hospital.

They nominate a list of people they want to contact regularly. The security department then contacts these people to gain consent to receive these calls, before any phone calls are made.

For their own protection, patients can't receive incoming telephone calls.

We're also looking at 'video visiting', particularly for families of the most unwell patients who may at short notice be unable to receive visitors. Families would make a video which could be emailed to the hospital and then saved on a DVD for the patient to view when he is well enough. Again, more news on this in the near future.



## Letters and parcels

Letters from home can often be extremely important for patients. We encourage relatives and friends to write regularly, even if only a few lines.

If you're sending letters and parcels to patients make sure they're clearly addressed with the patient's full name, to the hospital's address and postcode (shown on the back of this leaflet).

Patients can receive letters from their relatives or friends at any time and can write back as often as they like. You can send postal orders, cheques, money and money orders by letter post, but we don't recommend that you send cash via the Royal Mail postal system. You can leave cash in a sealed box, located in the gift deposit area.

For patients' safety and protection, our postal monitoring staff check all mail to patients except that from solicitors, courts and other official bodies.

We may restrict mail which might be disturbing, sent either to or by our patients. You'll see a small slip in mail which is sent out to you from patients, confirming the mail has been screened.

As mentioned earlier, we have a large, well-stocked shop where patients can buy or order goods, so do check whether items are available from there before sending them as gifts.

## Hairdressers

We fully understand that patients of some cultures need to have access to special hairdressing techniques. However, for both security and hygiene reasons we can't allow visitors to style a patient's hair during visits in the Visits Centre area.

The hospital can provide for all ethnic and European hair requirements through the hospital hairdressing service at *Broadcuts*.

## Any concerns?

If you have any comments, complaints or concerns, please don't hesitate to discuss them with staff at the main reception, or the person in charge of the ward or department. We'll make every effort to respond to you quickly and efficiently.

If you prefer, you can write to the Chief Executive or to the Complaints Manager who will be happy to discuss any concerns.

**Chief Executive**  
**West London Mental Health NHS Trust**  
**Trust Headquarters**  
**St Bernard's Site**  
**Uxbridge Road**  
**Southall**  
**UB1 3EU**



## Hospital contacts

**Leeanne McGee**  
Director of High Secure Services  
Tel: 01344 75 4052

**Dr Kevin Murray**  
Clinical Director of High Secure Services  
Tel: 01344 75 4082

**Wiz Magunda**  
Service Director - Mental Health Directorate  
Tel: 01344 75 4677

**Dr Mrigendra Das**  
Clinical Lead Consultant - Mental Health Directorate  
Tel: 01344 75 4426



*We care  
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difference*

**Broadmoor Hospital**

Tel: 01344 77 3111

Email: [communications@wlmht.nhs.uk](mailto:communications@wlmht.nhs.uk)

Web: [www.wlmht.nhs.uk](http://www.wlmht.nhs.uk)

Broadmoor Hospital  
Crowthorne  
Berkshire  
RG45 7EG