

Popular display items for secure facilities

Introduction

The following pages give an overview of the typical display material we would provide for secure facilities together with costings

All our services are custom made and we produce these to specific sizes to suit the available space. I would suggest to give a prospective client an idea of pricing using the guides provided and then we will be able to give to accurate costing once we have the specific quantities and dimensions

We are able to supply data sheets for every item we use, these covers everything and goes as far as the wallpaper paste and adhesive used.

If you prefer we can offer you a complete service in your care facility contacts on your behalf. This include visiting the facility to measure and advise on specifications. We would also provide samples to help your clients chose the best material. They will be able to choose from our wide range of imagery and we could source specific images or photographs of the local area on your behalf.. We would be able to install the items for you, our installers are used to the secure environment and we are happy to work at a time that best suits the facility, which can include out of hours or at the weekend.

I've restricted myself to the most popular items but if you are asked for any display item not included here please let me know and I'm confident we will be able help you.

Image panels



This is our staple offering. They are generally prints mounted to 3mm thick rigid panel with a satin seal. The print and seal are wrapped around the edges to prevent picking. The edge of the panels are often further protected on installation by using anti pick mastic. That's the easy bit and what that makes us unique is we are able to supply licenced imagery suitable for secure care. Our bank of royalty free images have been curated over many years.

Notice panels



We offer a wide range of notice panels specifically for the secure environment. These are often taken from the ideas of staff in secure wards. These include Mutual Expectations, Visitor Information, Ward Philosophy, Trust Values, Protected Meal Times and many others.

Welcome panels



A welcome panel is reassuring for visitors especially for those with heightened anxiety. It also indicates to the person they are at the right place as ward locations, including visitor entrances, can be confusing at the best of times. You can also add instructions and advice within the image panel including visiting and protected meal times

PrintFrames



PrintFrames are becoming really popular in secure facilities as way to replicate a framed image without the potential infection control or damage problems. These are becoming increasing in demand at facilities with elements of dementia as the patient can recognise it's a picture rather than the actual image.

Image Chromaphons



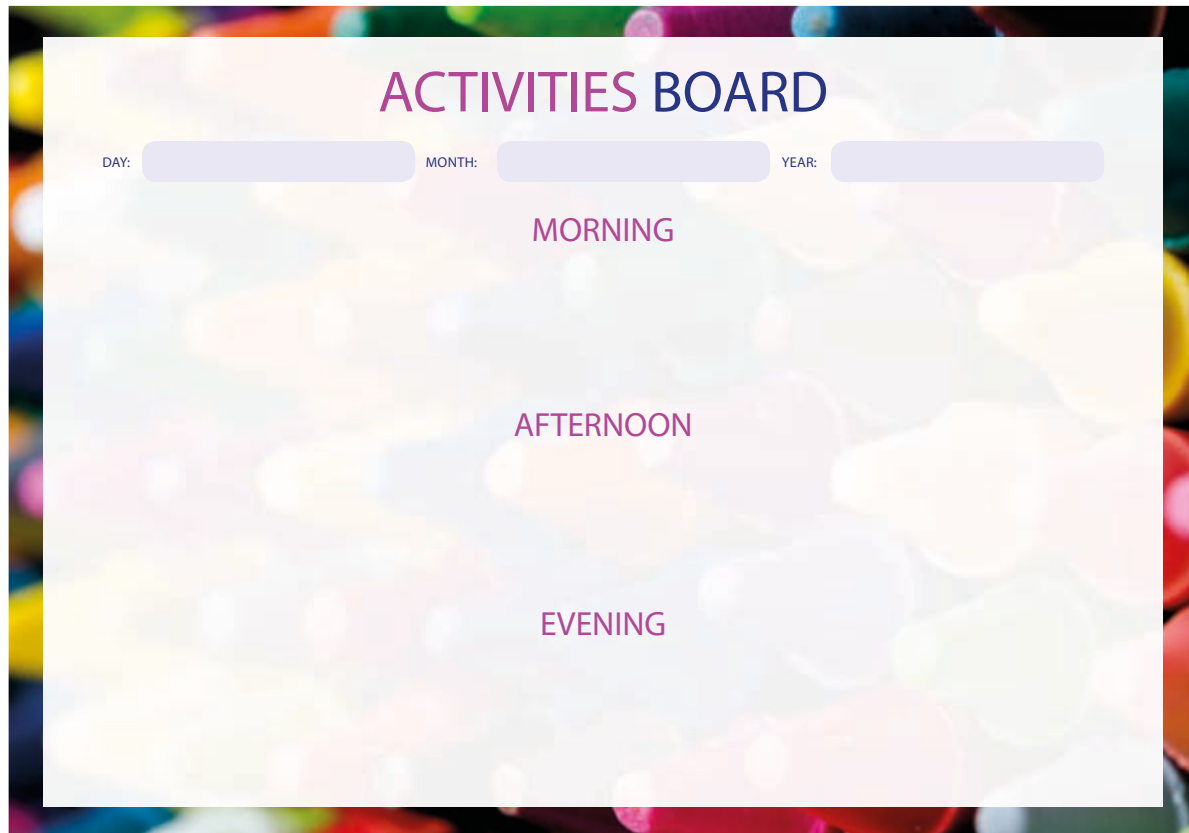
Our unique Chromaphon sound absorbing panels are a great way to significantly reduce the echo and clatter that's often found in secure facilities where carpets are not suitable. They also act as decorative items and will brighten up the area with either printed material or specialist fabric covering. We offer three depths; the standard is 50mm but you can choose 25mm or 100mm deep. The largest Chromaphon in one piece is 2500mm x 1250mm.

Fabric Chromaphons



Fabric Chromaphons are a good alternative to the image versions if they are to be discrete. We offer a wide range of colours in both smooth and woven styles. These are particularly suited for corridor areas.

Timetables



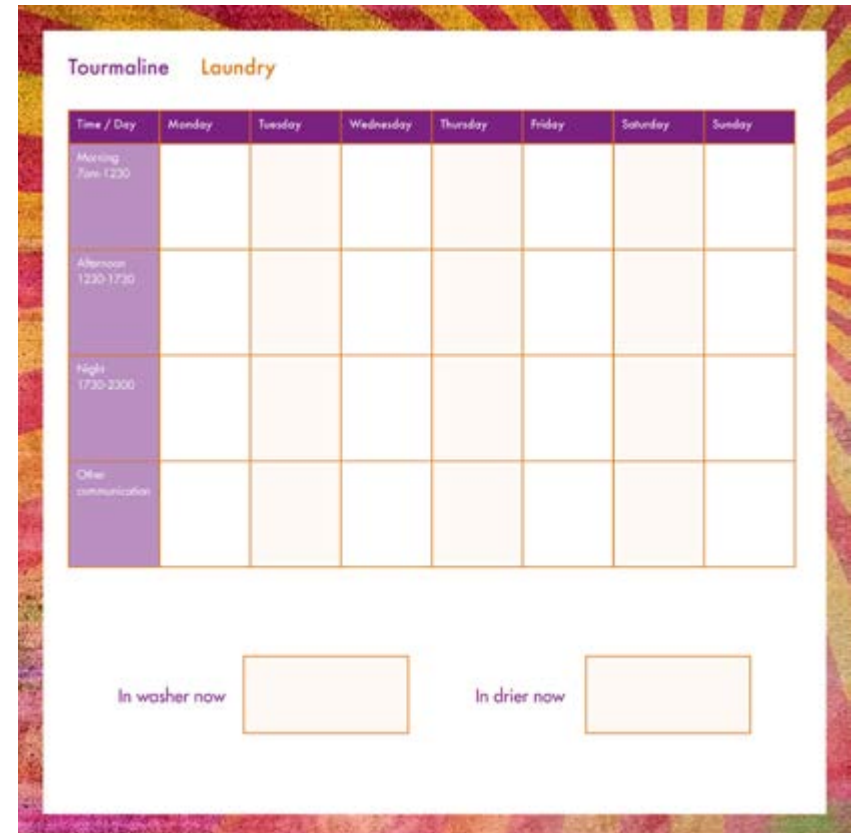
ACTIVITIES BOARD

DAY: MONTH: YEAR:

MORNING

AFTERNOON

EVENING



Tourmaline Laundry

Time / Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning 7am-12:30							
Afternoon 12:30-17:30							
Evening 17:30-20:00							
Other communication							

In washer now In drier now

Our custom made dry wipe timetables are an ideal way to keep patients and staff up to date and able to plan the time ahead.

Daily Menu and Healthy Eating

TODAY'S MENU

Breakfast

After going overnight without food, your energy reserves are low. You now need fuel so get into the habit of eating a healthy, nutritious breakfast in the morning and you will feel the benefits throughout the rest of the day.

Lunch

A healthy lunch is an easy way to ensure that you don't lose energy during the afternoon. Aim that least a third of your plate to be vegetables or salad. Then include some starchy food such as potatoes, rice or pasta. The rest of your plate can be protein rich food such as lean meat, fish and pulses. Take it easy on the

Tea

This should be the lightest meal of the day. Follow the lunch guidelines and make sure your plate is not too full as you don't want unprocessed food in your stomach overnight. Choose a meal with plenty of simple carbohydrates and avoid too much sugars and saturated fats. Good examples are vegetables, fruit, nuts, potatoes and rice.

Don't skip breakfast

A healthy breakfast can provide fibre, vitamins, minerals which are important for health. Choose wholegrain cereals, porridge or wholemeal toast for a healthy start to the day.

Eat plenty of fruit and veg

Eat at least five portions of a variety of fruit and veg every day as they contain different combinations of vitamins and minerals. Fruit and vegetables should make up around one third of what we eat each day. They are very important as they are good sources of fibre, as well as having lots of essential vitamins and minerals.

Eat plenty of fish, including oily fish

Fish is a good source of protein and contains many vitamins and minerals. Aim to eat at least 2 portions of fish a week, including at least 1 portion of oily fish. Oily fish are high in omega-3 fats, which may help prevent heart disease.

Cut down on saturated fat and sugar

Reduce the amount of cholesterol in the blood, which increases your risk of developing heart disease. Regularly consuming foods and drinks high in sugar increases your risk of obesity and tooth decay.

Eat less salt

Eating too much salt can raise your blood pressure. People with high blood pressure are more likely to develop heart disease or have a stroke. Most of our salt intake comes from processed foods rather than salt added during cooking or at the table so always check food labels.

Get active and be a healthy weight

Get up, healthy, inspired, inspired!

Being active can reduce your risk of developing a healthy weight which is an important part of overall good health. Physical activity can reduce the risk of type 2 diabetes, heart disease, stroke and help you maintain a healthy weight.

Don't get thirsty

We need to drink plenty of fluids to stop us getting dehydrated. The government recommends 6-8 glasses every day. Water is the best choice as it keeps you without adding extra calories to your daily intake.

Base your meals on starchy carbohydrates

Having carbohydrate foods in your diet provides energy and fibre. Choose wholegrain varieties when you can, they contain more fibre and can help you feel full for longer.

FOOD ALLERGENS

CELERY Celery sticks, celery, leaves and seeds.	CEREALS CONTAINING GLUTEN Barley, rye, wheat, oat and malt.	CRUSTACEANS Includes prawns, Molluscs, shellfish, fish and shellfish.	EGGS Eggs, eggshells, egg whites, egg yolks and any products containing any of these.	FISH Salmon, trout, cod, haddock, plaice, sole, sea bass, sea bream, sea trout, sea mullet, sea perch, sea bass, sea bream, sea trout, sea mullet, sea perch.
LUPIN Lupin, lupini, lupin seeds, lupin flour, lupin oil, lupin protein.	MILK Milk, cream, cheese, butter, milk powder, milk, milk powder, milk powder.	MOLLUSCS Includes prawns, shellfish, fish, and shellfish.	MUSTARD Mustard, mustard seeds, mustard oil, mustard powder, mustard paste, mustard.	NUTS Almonds, hazelnuts, cashews, walnuts, pecans, pineapples, groundnuts and all other nuts.
PEANUTS Peanuts, peanut butter, peanut oil, peanut flour, peanut protein.	SESAME Sesame, tahini, sesame oil, sesame seeds, sesame flour, sesame protein.	SOYA Soy, soybeans, soybean oil, soybean flour, soybean protein, soybean meal, soybean cake, soybean hulls, soybean straw, soybean meal, soybean cake, soybean hulls, soybean straw.	SULPHUR DIOXIDE Sulphur dioxide, sulphur dioxide, sulphur dioxide.	Other allergens Other allergens, other allergens, other allergens.

If you'd like to know about our ingredients please speak to a member of staff before you choose your food and drink.

Daily Menu

Breakfast

Lunch

Dinner

FOOD ALLERGENS

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If you'd like to know about our ingredients please speak to a member of staff before you choose your food and drink.

We offer a dry wipe Daily Menu panel which can include allergens. This often goes with a Tips for Healthy Eating panel giving nutritional advice. These are all designed by us so can select the text that is appropriate to your ward.

Window film



We offer a range of different styles and opacities of window film including frosted, crystal and clear film so that you get the balance of a great image but still allow the available light to show through. The issue of confidentiality where people can see through door windows into wards is solved using crystal film where you can see the shape of a person on the other side without being able to identify them.

Door signs



Our door signs are all custom made using layouts that have been approved for use in various ward types. For NHS facilities, we always follow their guidelines in terms of colour and fonts. They are usually produced as rigid pvc panels with a protective satin seal. The print and seal are wrapped around the edges for a clean look and to prevent picking.

Information panels

Visitor Information

Mon to Sun	Activity
06:00	TV lounges open
07:00	Nursing staff hand-over
08:00	Breakfast (Mon-Fri)
09:00	Drug round / Brunch (Sat, Sun & Bank Holidays)
09:30	E-cigarette break
10:00	Ward round (10:00-12:30 Thursdays)
12:00	Lunch (Mon-Fri)
12:30	E-cigarette break
12:00	Nursing staff hand-over
14:00	Drug round / Ward round (14:00-17:30 Mon) / Lunch (Sat, Sun & Bank Holidays)
15:30	E-cigarette break
17:00	Dinner (Mon-Sun)
18:00	Drug round
18:30	E-cigarette break
19:30	Nursing staff hand-over
20:30	Supper
21:30	E-cigarette break
22:00	Drug round
00:00	TV lounges locked (Mon-Fri) / Protected sleep time (00:00-07:00)

Caffra PICU is made up of lots of staff who all have different roles:

-  **Ward Managers**
navy blue tops
-  **Staff Nurses / Deputy Ward Managers**
royal blue tops
-  **Healthcare Assistants**
light blue tops
-  **Occupational Therapists**
green tops
-  **Activity Workers**
light green tops

Once authorised by MDT, patients will be granted escorted arrival or escorted section 17 leave.
Section 17 leaves up to three escorted hours per week. Not to occur on consecutive days.
All ward and section 17 leave is at nursing staff discretion.

BSMHFT and Caffra Suite take all complaints seriously.
If you wish to make a complaint, please speak to the nurse in charge.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10:00-11:00							
11:00-12:00							
12:00-13:00							
13:00-14:00							
14:00-15:00							
15:00-16:00							
16:00-17:00							
18:00-18:45							
18:45-19:30							

Matron:
Ward Manager:
Deputy Ward Manager:
Consultant Psychiatrist:

Weapons of any kind are prohibited on these premises. Any weapons found will be confiscated and may not be returned. If it is suspected that you are in possession of an item deemed by staff to pose a risk to others, you will be asked to surrender the item. If you refuse to do so, the police will be contacted.
BSMHFT reserves the right to search any individual entering these premises. BSMHFT reserves the right to refuse entry to its premises at any point.

If you should require any information in another language, please speak to a member of the nursing staff team.

Property Disclaimer

BSMHFT works with West Midlands police in order to prevent illicit substance use and distribution. The use of illicit substances can have a negative effect on mental well-being and affect prescribed medications.
Any person found or suspected to be in possession of an illicit substance or involved in the distribution of illicit substances on that premises, will be reported to the police. BSMHFT will support the prosecution of offenders in such cases.
Drug-detection dogs are used randomly within these premises.

IT'S YOUR CHOICE
Physical abuse of our staff is likely to result in your prosecution.





Macarthur Centre

Black Country Partnership
NHS Foundation Trust



Food and drink in hospitals

Drinks and snacks are freely available and there's generally no reason for extra food to be brought in. However, if patients or their relatives and friends wish to supplement the hospital diet with additional items, in the interest of patient food safety and comfort, it is essential that they follow these simple rules:

- All visitors and carers must inform ward staff of any brought in food items.
- We cannot provide refrigerated storage for brought in food and drink.
- We cannot reheat or keep warm brought in food.
- We cannot accept any responsibility for untoward effects resulting from eating or drinking brought in items.

Always check with the nurse in charge what food and drink is allowed, given the patients condition, for example patients with diabetes may not be allowed sugary foods.



Visiting Times

Your welcome to visit, please contact reception to arrange a suitable time.

Monday to Friday	Weekends
11:30 - 19:45	14:00 - 19:45

45 visits are 45 minutes long and may be supervised by staff members.
Please book your 45 minute slot with reception or call 0121 612 8408.

CCTV

This scheme is controlled by Black Country NHS Foundation Trust for the purpose of crime prevention, public safety, prevention and incident review.
For more information contact the facilities team on 0121 612 8130/8135.



Protected meal times

Protected meal times are between 12 - 1 and 5 - 5:30
No other activities take place at this time so that the patients have an undisturbed meal.

Contraband

Not permitted

Alcohol, illicit and street drugs, energy drinks, glass, glue and solvents, inflammable material, weapons and imitation weapons, cigarette lighters and matches, metal cans, chewing gum, blue tack, cigarettes, blades, fireworks and explosives.

Restricted

Photographic equipment, food, audio recording devices, pornography, mobile phones, aerosols, e-cigarettes, internet connectable devices, aftershave, toiletries, safety razors, electric hair clippers, credit cards and cash over £20, string, tools, plastic bags.

In the heightened atmosphere of a secure facility it is important that notices are clear and concise. Rather than using generic messages that are often not relevant to the ward and generally not the best dimensions you can choose your own custom made notice panels to convey the information quickly and easily. These can be notice panels or have a dry wipe surface so they can be continually updated.

Wayfinding signs



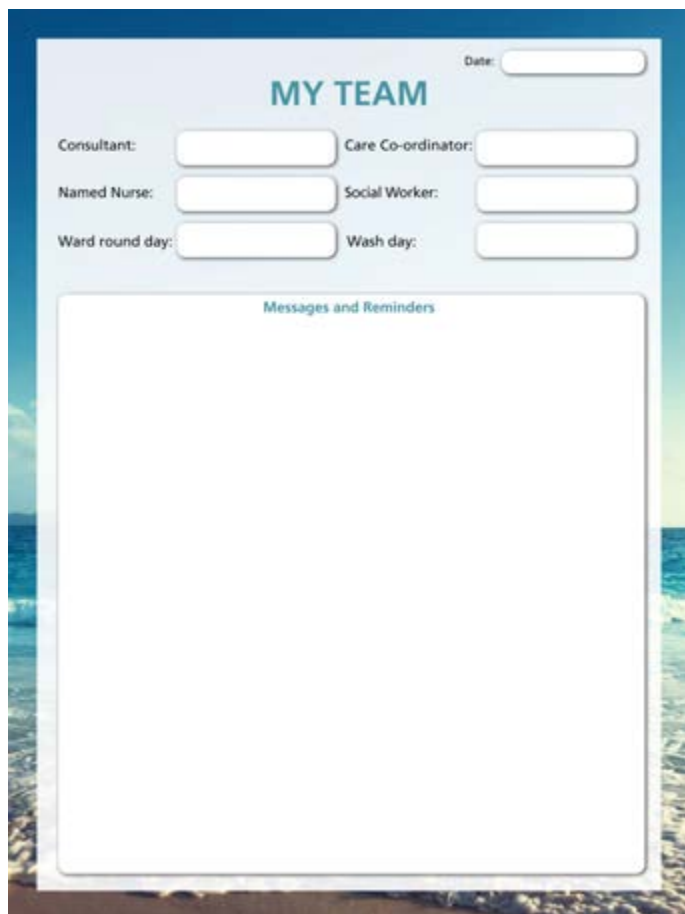
Good quality wayfinding signs are essential in any care . It is suggested that we need four times the amount of signage in a hospital environment compared to general areas thanks to heightened anxiety of the visit. It is also known that many thousands of pounds worth of clinicians' time are spent directing lost visitors. Our sign techniques have been well researched using colour, graphics where possible and clear lettering to guide a person throughout their visit.

Wallpapers

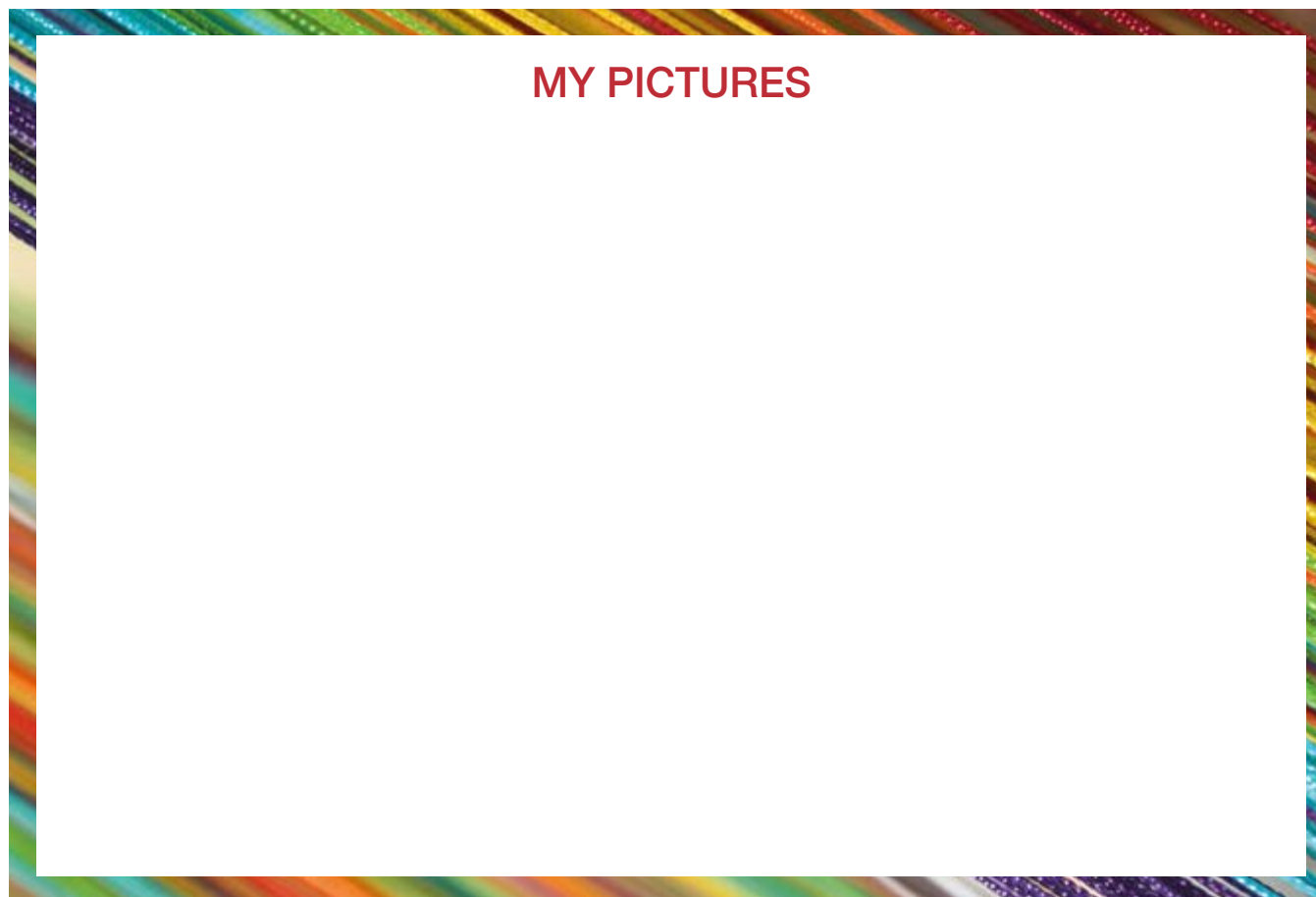


A custom made wallpaper is a great way to cover a large area and to make an great impact. We generally count the number of “wows” we get from passers by when installing a wallpaper. There is a range of three different surfaces, smooth textured and matt. The smooth option is by far the most popular as it’s the easiest to clean.

“My Team” dry wipe panels and My Pictures panel



The "My Team" panel is a dry wipe panel with a blue header and a light blue background. It features a "Date:" field at the top right. Below the header, the title "MY TEAM" is displayed in blue. The panel includes six input fields for staff information: "Consultant:", "Care Co-ordinator:", "Named Nurse:", "Social Worker:", "Ward round day:", and "Wash day:". Below these fields is a large white rectangular area labeled "Messages and Reminders". The panel is framed by a blue border with a beach scene background.



“My Team” dry wipe panels are extremely popular in secure facility bedrooms. It’s great for messages and reminders. In the wards where it’s generally a short stay you can include the general information and a timetable for visits and meals. These are made using a premier grade dry wipe finish. We also provide dry wipe markers and a cleaning kit with each panel. The “My Pictures” panel is a great way to allow patients to put up photographs and memorabilia without marking the walls.

"You Said We Did" and Shift dry wipe panels

GIG CYMRU NHS WALES | Bwrdd Iechyd Aneurin Bevan Health Board

You said, we did

Listening to your feedback Date:

What you told us **What we did**

Progress of work

We welcome comments from service users and carers about our services please tell us about your experiences.
To find out more talk to any member of staff.

When asked "Overall how would you rate the care and support you received from our staff"
 % responded excellent or good

Meadowcroft

TODAY'S DATE IS: PROFESSIONAL IN CHARGE:

STAFF ON DUTY			You Said	We did
MORNING	AFTERNOON	NIGHT		
ONE TO ONE TALK		ONE TO ONE TALK		
THOUGHT OF THE WEEK				

Custom made shift boards are produced using a premium dry wipe material that can easily be applied and removed. The designs are customisable to any layout and size and are very useful for hospitals where these are updated on a daily basis. The permanent information is protected beneath the surface. This stops the problem of using both permanent and temporary marker pens with the surface soon becoming a dull grey colour.

Safewards and Mutual Expectations

Safewards - we're here for each other

Clear Mutual Expectations
These are a set of mutually agreed standards that are displayed on the ward. They will be reviewed by Staff and Service Users on a regular basis.

What is Safewards?
The Safewards model helps us to work together to reduce conflict and containment as much as possible. It encourages a good relationship between Staff and Service Users.
This makes the environment a therapeutic and peaceful place where people can feel safe.

Reassurance
Staff will always relax and reassure Service Users if there has been a negative event on the ward. They will offer support and explanation to prevent anxiety spreading.

Know Each Other
Staff and Service Users will share information they are happy to communicate to others about themselves in order to build a rapport. These will include likes, dislikes, and interests.

Talk Down
If a Service User becomes upset or angry Staff will establish the safety of all concerned, clarify the problem and listen to what the Service User has to say. The issue will be addressed displaying respect and empathy.

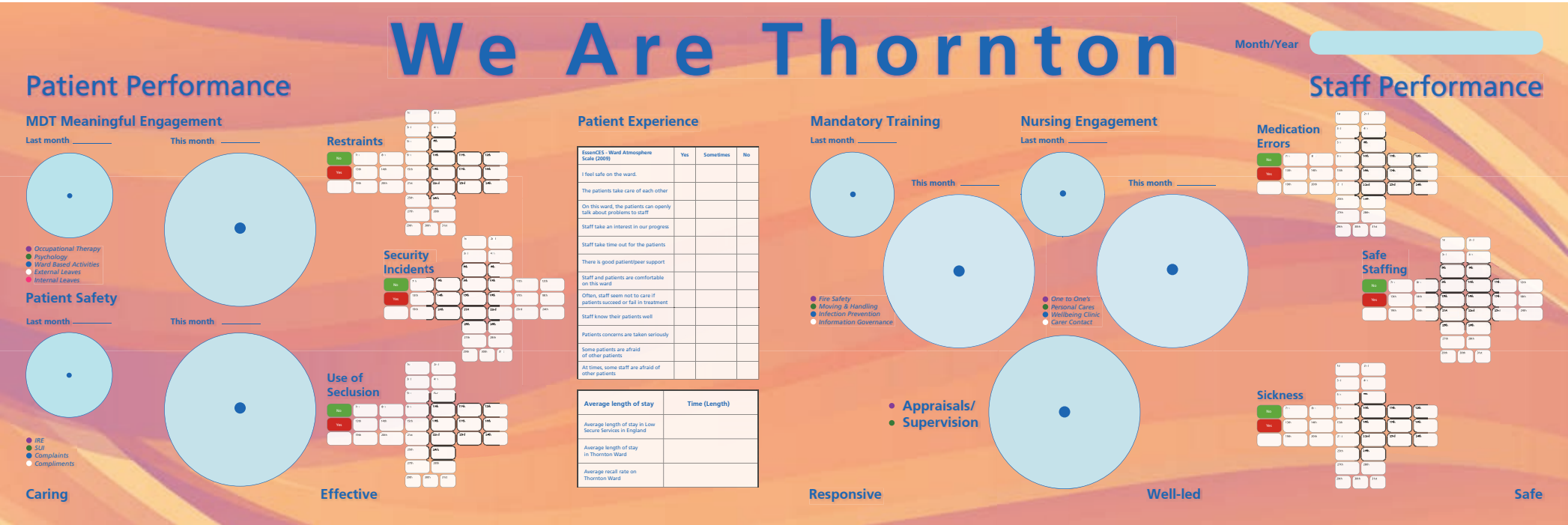
Bad News Mitigation
Staff will be aware of the stress that can be caused when they have to give bad news. They will give support and offer time and a suitable place for the Service User to express their feelings.

Brook Ward - Mutual Expectations

1. Mutual respect will be shown to all people on the ward.
2. Ward staff will act professionally at all times in the presence of colleagues, service users, carers and all other professionals on the ward.
3. Everybody will show compassion and concern for each other, particularly in times of crisis or hardship.
4. Everybody will show understanding and respect to one another's differences.
5. Everybody will compromise with each other when necessary to ensure that everybody gets the same fair treatment.
6. Everybody will be honest with each other as much as possible. Staff will be clear in what they are trying to achieve for service users.
7. We shall not discriminate or use each other's differences as a way to offend each other.
8. We shall communicate clearly with service users and keep patients up to date in a sensitive manner.
9. Staff will ensure that all procedures are carried out as swiftly as possible.
10. Violence and aggression will not be tolerated by anyone on the ward. Service users will be offered 1:1 time to talk through any frustrations and express themselves in a safe space.
11. Staff and service users will have a positive attitude towards each other and try make every contact a positive one.
12. Staff will be open to hear suggestions and ideas from service users and will have the willingness to change where appropriate.

The Safewards initiative is becoming popular in secure facilities. We offer a notice panel giving the various items in plain English. We also offer custom made Mutual Expectations panels using either the expectations supplied by the ward or from a set of expectations we've used in previous panels

Performance dry wipe panels



Performance dry wipe panels are a great way to show staff, patients and visitors how well the ward is doing in a tangible measurable way. These can be quite complex with a variety of indicators.

Installation in secure facilities



A vital aspect of the services we offer to secure care facilities is installation. Our team of installers are used to the environment and it's particular demands. They are all PASMA, scissor lift, tower and ladder trained so can work at height. They have had restraint training so in some facilities can work without an escort. We provide detailed RAMS before each installation indicating the risks involved and how they are to be mitigated.

Working in occupied secure environment can be time consuming, the extra safety measures means that installs generally take 3 - 4 times the time of an unoccupied ward. We would normally charge £850 per day for two people and £550 for one person. This is a long day and the installers will generally stay until it's finished rather than leaving at a particular time. They are also happy with early starts which means the bulk of the work is done in communal areas before there is much activity there.

Summary

I hope this gives a good idea of the wide range of display items we offer for secure facilities.

The first stage is generally a site visit. We would walk round the ward area discussing the various options. I would record locations and take measurements. This would lead to an itemised proposal with suggested imagery and the all important draft costing. There is no cost or obligation for this visit .

Following further discussion there is generally a second visit where the details are finalised prior to production and installation.

If this is of interest please give me a call on 01235 438922 or email nigel.a@caredisplay.co.uk

Thank you.

Nigel Allen

care:display
Part of carbon colour

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