

## PATIENT INFORMATION

# Inpatient Psychology Service

## From Clinical Health Psychology

### **What is Clinical Health Psychology?**

Clinical Health Psychology is a specialist area which focuses on helping people and their families to adjust to, and manage, their physical health conditions. The impact of chronic ill health may be more than just the physical aspects of the disease and its treatment. There are emotional and psychological effects too, such as feelings of fear, anger, sadness, worry, or low mood, all of which are normal and may change over time. Sometimes emotional stress can be addressed by the person themselves, with the support of their friends, families, and healthcare team. However, often people need more specialist support, and this is the role of Clinical Health Psychology.

### **The Impact of Admission to Hospital**

We know that stays in hospital may be challenging for many people. Being in an unfamiliar clinical environment, undergoing tests, receiving treatment and facing uncertainty away from friends and family may lead to feelings of distress and worry. This, in turn, may make the physical symptoms feel worse.

Families can also be affected practically and emotionally by their loved one's admission to hospital.

### **Support from the Clinical Health Psychology Inpatient Service**

Our Inpatient Psychological Therapist, Michelle Wilson, provides support to patients and families during hospital admission by providing a safe, confidential space to discuss worries and to find a way forward. Using her extensive psychological understanding and experience of working on acute inpatient wards, Michelle can help with the following:

- Coming to terms with diagnoses of health conditions
  - Management of symptoms and side effects
  - Preparing for treatments and procedures
- 
- Making decisions about treatment
  - Low mood and worry caused by a physical health condition.
  - Trauma as a result of physical health (e.g., due to past procedures).
  - Difficulties in relationships as a result of physical health.
  - Distress which may be preventing engagement with treatment
  - Difficulties with thinking skills as a result of injury or illness.

With your permission, Michelle may work closely with other ward staff and professionals involved in your care to provide the highest quality of unified care and ensure the needs of you/your family are met.

### **How can I be referred to the Inpatient Psychology Service?**

If you would like support from the Inpatient Psychology Service during your stay in hospital, please speak to a member of your healthcare team and they will complete a referral for you.

Your referrer will need to seek your consent to confirm you would like to be referred to the service (or parents/guardians to consent on behalf of under 18's). By agreeing to a referral to our service you agree that we may contact other services involved in your care, as necessary, and/or access your medical file.

Once the referral has been received and accepted, patients will be contacted within two working days to arrange an appointment to see you. (Please note, the Inpatient service operates 9am-5pm Monday to Thursday and 9am -2pm Fridays).

### **What happens at your first appointment:**

- The first appointment is often a face-to-face assessment which takes place on or near the ward. We can also offer telephone support or video consultation, if preferred.
- We will listen to you to obtain a full understanding of your needs.
- We will then make a plan together to ensure that you receive the support that is right for you.
- This may include a psychological intervention with the Inpatient Psychology service, or alternatively, signposting to other services, if deemed appropriate.

### **Psychological Therapy:**

The Inpatient Psychology Service provides a range of short-term support based on psychological theory and models which have been proven to be helpful and effective

for people with physical health conditions. We commonly use the following therapies in our work: Cognitive Behaviour Therapy (CBT), Acceptance and Commitment Therapy (ACT), Eye Movement Desensitisation Reprocessing (EMDR), Solution Focused Therapy (SFT), Narrative Therapy and Motivational Interviewing (MI).

- We will agree between us the goals which you wish to work on, as well as the frequency and length of contact.
- If you are discharged from the hospital before the work is completed, we will discuss options with you for ongoing support.
- You have the right to withdraw from treatment at any time without it affecting future care.

## **How your information is used and stored**

Clinical Health Psychology notes are confidential files which are kept separately to medical notes and cannot be accessed by other staff. Patient confidentiality is imperative. We will only share information with your care team on a need-to-know basis, having discussed with you and obtained your consent to do so first.

For more information about how the Trust manages your records and how you can access your records please see: <https://www.torbayandsouthdevon.nhs.uk/about-us/data-protection/>

## **Evaluating the service**

We are always keen to hear your feedback and would welcome any suggestions for service improvements. If you provide feedback you are consenting to us using this anonymously for service audit/promotion.



For further assistance or to receive this information in a different format or language, please contact the Clinical Health Psychology Service.

### **Formal complaints about the Service may be made to:**

Head of Clinical Health Psychology, Hengrave House, Torbay Hospital, Torquay, TQ2 7AA.

Tel: 01803 654573. Or via PALS: [tsdft.feedback@nhs.net](mailto:tsdft.feedback@nhs.net)

[www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)

 TorbayAndSouthDevonFT     @TorbaySDevon

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.