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如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમને ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ કદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

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Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tîp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see www.cwps.nhs.uk
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Cheshire and Wirral Partnership **NHS**
NHS Foundation Trust



Information for Family, Friends and Carers

Willow Ward/PICU



Visiting Times
Visiting times by arrangement with Ward Staff.
Please avoid therapeutic hour 4pm - 5pm and protected meal times - lunch 12pm - 1pm and dinner 5pm - 6pm.

The staff on the ward aim to provide a welcoming, professional and sensitive service to patients and carers.

Willow Ward/PICU: Tel: 01244 397 301/7296

Triangle of Care



The **Triangle of Care** is a three way partnership between the service user, carer and professionals. With all voices being heard to support and influence care and treatment, this will produce the best chance of Recovery. CWP is part of the national programme for Triangle of Care and all members of CWP staff are actively encouraged to promote this three way partnership, as part of their everyday working practice.

Key Contacts

Willow is a Psychiatric Intensive Care Unit which is dedicated to treating patients with an enduring mental illness within an environment which offers a higher staff/patient ratio and low stimulus.

.....is the ward manager. He/she is the senior nurse who is in charge of the ward.

Dris the consultant psychiatrist in overall charge of the care of your relative/friend/partner.

.....is the named nurse in your relative/friend/partner's nursing team who will co-ordinate all aspects of their care..

There are **carer link nurses** on the ward. You will receive a letter from the carer links informing you of their role and how you can contact them. They will help you to access any information you need, including support groups and voluntary organisations.

You can also find out more about the role of the carer link and who the carer links are for the ward on the **Carer Link board**.

Please do not hesitate to ask any of the staff for help, advice for more information.

Contact Numbers

Willow Ward/PICU

01244 397301/7296

Patient Advice and Liaison Service PALS

08001 954462

Cheshire and Warrington Carers Trust

0800 085 0307

Making Space

01925 571680

Alzheimer's Society

01925 572239

Young Carers

0151 356 3176

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.

Personal Notes

Confidentiality

All patients have a right to maintain confidentiality about their treatment whilst they are on the ward and staff can only share information about patients if they have given permission for this. Staff do encourage and promote the involvement of carers and if permission is not given they will revisit this decision on a regular basis with the patient and promote the benefits of carers being involved.

If you know that your relative/friend/partner has made an Advanced Statement or an Advanced Decision, please inform a member of the nursing team.

Sometimes, in order to provide effective assessment and treatment, it may be necessary to share information with other agencies. Some patients' difficulties mean that they are unable to give informed consent. With these patients, staff will liaise with people who know them well and work on a best interest/need to know basis.

If you would like to discuss your relative/friend/partner's care there are a number of ways this can be done including attending weekly reviews or specific appointments. If you wish to discuss something confidential please let us know and we can arrange for you to arrive a few minutes early for the meeting. If you cannot attend meetings then we would be happy to arrange a telephone call with you where we can record your comments for input at the meeting.

For more information please talk to nursing staff.

Preparation for discharge

Willow Ward has MDT (Multi-Disciplinary Team) & Pre-Discharge meetings. Team members, Carers and Service Users all attend this meeting.

This will be where plans are discussed in preparation for the Service User's discharge, in which the plans will be centred around their personal needs.

What happens on admission

On admission you will be met by a member of staff in a quiet area where sharing of information can take place. You will then be shown around the ward and introduced to the staff on duty.

We will ensure that you have information on

- Reviews
- Therapeutic Time
- Activities
- Spiritual Care
- Medication
- Health and Wellbeing
- Discharge Planning

We want you to have all the information you need so please feel free to ask us any questions or concerns that you have.

What to bring

- Several changes of clothes where possible.
- Personal toiletries where possible.
- Service Users are asked where possible to have their clothing laundered at home as there are limited laundry facilities on the Ward.
- Service Users are discouraged from bringing valuable items & large amounts of money onto the ward.
- Any personal electrical items would be safety checked before they are used on the ward.
- The ward has guidelines covering the use of mobile phones. Patients are asked not to take photographs or use the phone as a recording device.

What not to bring

We advise that certain items are not brought onto the ward such as:

- Alcohol
- Cigarettes
- Razor Blades
- Mirrors

If you are unsure about other items, please do not hesitate to contact the ward.

Care Planning

We want service users, carers and staff to work together with care planning.

The doctor and the nursing team review each patient's care and medication on a weekly basis. Carers are encouraged to attend these review meetings with the patients consent.

A care plan will be developed with each patient, outlining their care and treatment. Staff encourage carers to be part of this.

The care plan will name which staff will be responsible for ensuring that it is implemented.

As a carer you may feel that you wish to talk to us confidentially about information which you feel is important to your relatives care. Please talk to any member of staff who will put you in touch with the named nurse.

Religious and Spiritual Beliefs

The religious and spiritual beliefs of individual patients are respected and supported whilst on the ward.

The Hospital Prayer Room is situated on the ground floor opposite the Oasis Café. It is open 24/7 for people of all faiths and no faith as a place for quiet reflection. Prayer mats, Bibles and various other Holy Scriptures are available on request. There is a prayer request box in the Prayer Room.

Our Chaplains are available to talk to or meet with you. Our Chaplains hold services in the prayer room and visit the ward.

Chaplains are available 24/7 and can be contacted on Ext 7354 or in emergency through the staff.

Enhancing Health

It is against the law to smoke inside any Cheshire and Wirral Partnership NHS Foundation Trust building. It is also against Trust policy to smoke within the perimeter of trust property.

Cigarettes and Lighters can not be held on the ward. Nicotine Replacement Therapy is offered to patients while on the ward.

As a health facility, the ward aims to promote and encourage healthy lifestyles through good diet and exercise.



What does it mean if my relative has been admitted under a section of the Mental Health Act

Sometimes, due to the nature of a patient's disability or illness, they need to be admitted under a section of the Mental Health Act.

We will sit down with you and explain what this means for you and your relative.

Advocacy can also be a useful source of information about the Mental Health Act.

Independent Advocacy

Advocacy is available to support people who have difficulty expressing their views or wishes effectively. An advocate can represent the views of a person at meetings and reviews so that each person's rights are respected and listened to.

Advocacy may be able to provide additional help with benefits.

The contact details for the local advocacy service are

The Cheshire Advocacy Hub
Sension House
Denton Drive
Northwich
CW9 7LU

Tel: 03333 66 00 27

Email : advocacy@ageukcheshire.org.uk

<http://www.ageukcheshire.org.uk> <http://www.cheshirecil.org>

We will mention advocacy to patients and carers where we feel they could benefit from advocacy support.

Activities

The Occupational Therapist (OT) will discuss goals with the service user for their recovery using OT intervention. During their stay on Willow ward, they will be offered opportunities and will be encouraged to participate in activities of their choice and those activities offered on the ward.

OT staff will ask the service user to complete a Personal Activity Plan. This is for their own well being and also for assessment purposes. They will also be encouraged to be as independent as possible in the activities of daily living on the ward, such as doing their own washing and seeing to their own personal care if they are able to do this. This will aid the recovery towards their discharge.

Service users are encouraged to attend the weekly community ward meeting to increase their input and participation in ward events and the environment.

Service users will be asked to complete some formal OT assessments as part of their overall mental health multi disciplinary team assessment which focuses towards recovery and discharge plans.

Friends and Family Room

There is a friends and family room situated outside the ward providing an alternative place for visits.

This is a quiet and comfortable space where you will have access to resources such as books, leaflets and toys for small children.

This room offers a private space out of the ward environment.



Meals and Drinks

Mealtimes are an important part of the day on the ward.

There are three set meal times where patients have a choice of meal, and snacks, and hot and cold drinks are available during the day.

All meals offer a wide choice of food and include healthy options.

Special diets and cultural/ethnic requirements are catered for. These can be discussed with staff on admission.



Meal times on the ward

Breakfast 07:30 till 09:00

Lunch 12:00 till 13:00

Dinner 17:00 till 18:00

Oasis Café

The Oasis café is located on the ground floor of Bowmere hospital. Hot and cold meals and snacks are available as well as hot and cold drinks.

The Oasis café is open from :

Monday—Friday 08:00—16:00

Saturday & Sunday 08:00—12:00



Visiting

Support from carers, relatives and friends is important.

The staff will advise you of visiting times on the ward and they are also printed on the front of the booklet.

Visits outside of these times can be arranged by contacting staff on the ward.

Staff must be informed in advance if children are to visit. This is so that we can make the necessary arrangements and that a visiting room is available. We want to make sure that everyone feels comfortable during the visit.

A member of staff will always be available during visiting times if you have any questions. Please come and talk to us.

Contacting the ward

Please feel free to contact us if you have any questions.

It would be helpful to avoid our busiest times, meal times and therapeutic times and we can advise you of these.

Disclaimer

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Any such property remains the owners responsibility and at the owners risk