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Information about the Alderley Unit

Information for patients, carers and families



Introduction

The Alderley Unit is a regional Low Secure Unit for people with learning disabilities who have committed an offence or are assessed as likely to commit an offence.



All patients in the Alderley Unit are detained under a Section of the Mental Health Act. The unit provides Low Secure facilities for the assessment and treatment of patients.

The Alderley Unit is located within Cheshire, in a rural setting, 9 miles from Macclesfield and 2.5 miles from Alderley Edge. The nearest main line railway station is in Alderley Edge.

Travelling by car, the A535 road runs past the main entrance to the unit. Public transport times and a map are available from the unit.

The staff at the Alderley Unit aim to provide a welcoming, professional and sensitive service to patients and their carers. Please do not hesitate to ask the staff for help, advice or information.

The contact details for the unit are:

**Alderley Unit
Soss Moss Site
Chelford Road
Nether Alderley
Macclesfield
Cheshire SK10 4UJ**

Telephone: 01625 862500

Useful contact numbers

Alderley Unit	01625 862500
Social Services	0300 123 5010
Benefit Advice Line	0800 88 22 00
Patient Advice and Liaison Service	0800 195 4462
Advocacy Experience	01625 862507
Mencap	0161 728 8109
Mind	01625 500 644
Cheshire Carers Centre	0800 085 0307

We hope you have found this booklet useful. We would value any comments or suggestions you may have.

Please contact:

Alderley Unit
Soss Moss Site
Chelford Road,
Nether Alderley
Macclesfield
Cheshire SK10 4UJ

Tel: 01625 862500

Confidentiality

All patients have a right to maintain confidentiality about their treatment whilst they are at the Alderley Unit.

With the patient's consent, staff encourage the involvement of carers and significant others. Sometimes, in order to provide safe effective assessment and treatment, it may be necessary to share information with other agencies.

Some patients' may be unable to give informed consent. In this case, staff will liaise with people who know them well and work on a best interest/need to know basis.

Telephone calls

There is a pay phone on the unit for patients to make outgoing calls. Mobile phones (without cameras or internet access) are permitted on the unit between 10am and 10pm.

Carers and friends can contact patients through the main unit telephone number, but staff request that no calls are received after 9pm in the evening.



Visiting

Support from carers, relatives and friends is important. The unit does not have specific visiting times but it is requested that all visitors contact the unit to make arrangements, prior to visiting.

The Alderley Unit has a family visiting room where visits can take place off the ward in a relaxed more private environment.

Staff must be informed in advance if children are to visit, in order that the necessary arrangements can be made.

What is the Alderley Unit like?

The Alderley Unit is an all male unit with fifteen individual en-suite bedrooms which patients are given their own key for.



Patients will need to provide their own digital TV or digital free view box for use in their bedroom.



There are two TV lounges, a dining room, an activities room, an IT suite, a visitors room, gym, utility room and a games room. There is also a rehabilitation kitchen on the unit where patients are encouraged to prepare their own meals and snacks.



Who are the staff?

The Alderley Unit has a staff team who provide professional support to patients on a 24 hour basis. The ward manager oversees the unit, supported by a deputy ward manager. There are qualified nurses and clinical support workers on shift at all times.

An onsite therapy team consisting of Psychology, Occupational Therapy and Speech and Language Therapy work alongside unit staff to ensure a person centred approach to treatment and rehabilitation.

A consultant psychiatrist is based on site who is responsible for co-ordinating the medical treatment and care of all patients.

Domestic staff and administration staff support the smooth day to day running of the unit.

What happens when patients are admitted?

On arrival, all patients are shown around the Alderley Unit and introduced to the other patients and staff on duty.

Staff will ask about any special diets, daily routines or other information that they may need to know. Staff will also ask about medication, including any home remedies or vitamins that are being taken.

All medication is administered by unit staff.

Staff will make a list of clothing and other personal items that have been brought in and ask that any valuables be put in the unit safe.

Care plan

A doctor will conduct a physical health check with all patients soon after admission. Following an initial assessment, a care plan is put in place which outlines each patient's individual care and treatment.

The consultant psychiatrist and wider multi-disciplinary team meet monthly with each patient to review the care plan.

After three months, as part of our effective care co-ordination process, a more detailed care and treatment plan is developed, which is reviewed regularly.

Patients are encouraged to be fully involved in all assessments, reviews and planning meetings specific to their care. Carers are also encouraged to attend.



Patient Advice and Liaison Service (PALS)

As a patient, relative or carer sometimes you may need to turn to someone for on the spot help, advice and support. The Patient Advice and Liaison Service is there to meet both your individual needs and to focus on improving the service for all NHS patients.

The service is confidential, and aims to:

- advise and support patients, families and carers
- provide information on NHS services
- listen to your concerns, suggestions and queries
- help sort out problems quickly on your behalf
- provide information about local or national based support agencies, and refer patients and families to them if necessary

Helen Chadwick is our PALS Officer.

Telephone: 0800 195 4462 (24 hour answerphone)

Email: complaints@cwpa.nhs.uk

Independent Advocacy Service

Independent Mental Health Advocacy is provided by Advocacy Experience to support and empower patients at the Alderley Unit.

Alice Porter, our advocacy caseworker is available 8.30am to 16.30pm, Tuesday, Wednesday and Thursday.

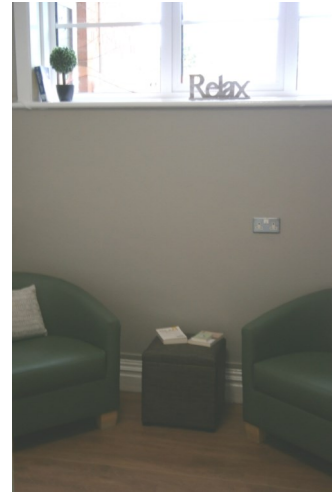
Alice is contactable by phone on 01625 862 507.



Religious and spiritual beliefs

The religious and spiritual beliefs of individual patients are respected and supported at the Alderley Unit.

Staff are able to provide information and facilitate access to what is available in the local area. We have a multi-faith room available on site which patients can access as wanted.



Patient meetings

Patients are invited to take part in a fortnightly 'My Service My Say' meeting, alongside advocacy services. This is an opportunity to make suggestions, discuss concerns and for information to be shared.

There is also a daily planning meeting, held each morning to assist patients to plan and prepare for their day.

The unit manager responds to all issues that have been raised either individually to patients, or at the following meeting. This ensures that patients' views are part of the development of the unit.

Feedback on services

In order for us to continue to improve our services, your feedback (compliments, concerns, complaints) is essential. Please speak to staff or fill in a comments slip available from the unit. If you would like to make a formal complaint there is a formal complaints procedure.

Management of Violence and Aggression

There are times when staff may have to support patients at the Alderley Unit by using physical intervention. This means supporting patients to keep themselves and other people at the Alderley Unit safe. If needed, staff will develop a positive behavioural support plan with and for each patient. This will have pictures in it of how staff will support them if their behaviour becomes a danger to themselves or other people.

What to bring?

Patients should bring several changes of clothes, including nightwear, slippers and toiletries.

Patients are supported to do their own laundry on the unit. Patients may also wish to bring any personal items that they would normally use at home, such as art or drawing materials, books etc.

What not to bring?

The Alderley Unit has a strict security policy which details items that are not allowed in the unit for safety reasons, including lighters, matches or cigarettes. A full list can be obtained by contacting the unit staff.

Patients are discouraged from bringing valuable items and large amounts of money into the Alderley Unit. Any electrical items will need to be safety checked before they can be used.

Please contact the unit staff for further information.

Enhancing health

No alcohol or illegal substances are allowed into the Alderley Unit. We are a no smoking unit and no tobacco is allowed on site.

As a health facility, the Alderley Unit aims to promote and encourage healthy lifestyles through good diet and exercise. Support can be given to patients who wish to give up smoking. Carers are encouraged to support patients to achieve a healthy lifestyle.

Activities

All patients on The Alderley Unit have an individual activity programme, which is determined by their care plan and individual interests.

The unit has two vehicles for off-site activities such as hiking, personal shopping and to make use of the local leisure facilities. Access to these activities will be dependant on the needs of individual patients.



The unit has a full industrial gym for patients to use. Support is given by a qualified gym instructors and by trained members of the staff team.

There is a rehabilitation centre, York House, on the Soss Moss site which is for patients who would benefit from support to develop their skills in areas such as cooking.



The Alderley Unit has a variety of garden areas which are used in the summer months for both relaxing and therapeutic activities.



Meals and drinks

Mealtimes are an important part of the day at the Alderley Unit with food provided by a cook and chill service.

Menus are discussed with the patients and several choices are offered at each meal time.

Special diets including cultural/ethnic requirements can be catered for and these can be discussed with staff when patients are admitted.

Hot and cold drinks are available throughout the day, with patients accessing these as wanted.

Please note that the meal times at the Alderley Unit are protected. This means that we do not allow patients to be disturbed when they are having their meals.



Meal times at the Alderley Unit are:

Breakfast	8am
Lunch	12pm
Dinner	5pm
Supper	9.30pm

Carer Link

Ellie Gray is the carer link for the Alderley Unit. Ellie will make contact with all carers, following admission, to discuss the carer link role and the support available to carers.