

Shouting and swearing

Shouting, swearing and being aggressive can upset other people.



Please respect other people by not shouting, swearing or being aggressive.

Talk to staff if you are angry or worried about anything and they will try to help you.

Technology

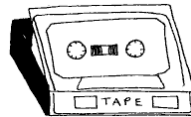
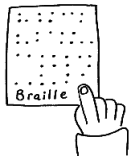


Staff will talk to you about using your devices at Eastway.

There are rules about this and you may not be allowed to use these devices.

You are NOT allowed to take photographs on the ward, of staff or other service users.

This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.
© CWP NHS Foundation Trust

The information in this leaflet was valid at the date of production **April 2022** and is due for review in **April 2024**
Leaflet code: E-EW-07-152

Eastway



Information for people
who use services

Eastway

Eastway is an inpatient unit where people with learning disabilities can go when they are unwell.



Eastway has a big lounge, a dining room, a kitchen and 3 garden areas for all service users to use.



Male and female service users can come to Eastway and everyone can use the lounge, dining room and gardens. There is also a female only lounge.



There is also a female only lounge.

Your family, friends and carers can visit you at Eastway



When you arrive at Eastway staff will show you around the unit and you can meet the other service users.

The office

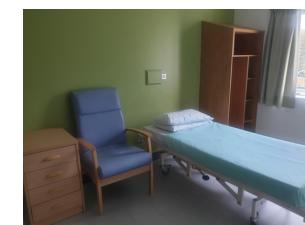
The office has information about you and other service users which must be kept safe and confidential.



This is why the office door is locked.

Your bedroom

Your bedroom is your private space. Please do not go into other service users bedrooms and do not ask other service users into your bedroom.



Your bed will have pillows, sheets and blankets provided by the hospital. You cannot bring your own.

Clothing

You will wear your own clothes at Eastway.



Staff can help you to choose. We have a washing machine and dryer here for your clothes or your carers or family can wash them for you.

Please wear socks and slippers when you are walking around the unit.

Things you need to know when you are at Eastway

The entrance

To stop people walking on and off the ward without staff knowing, there are locks on some of the doors.



Staff will tell you if you can leave the ward with staff or on your own or with your family or carers.



The kitchen

There is a kitchen where you can make snacks and drinks with support from staff.

There is equipment in the kitchen which can be dangerous if it is not used properly.

The kitchen door is locked to keep everyone safe.

Please tell a member of staff when you want to use the kitchen.

Your Bedroom

You will have your own bedroom.

Your bedroom has a wardrobe for your clothes.



We have showers and you will be able to use the bath.



Staff will talk to you about having a key to your bedroom.

This will depend on the support that you need.

The Staff at Eastway

There are lots of staff who work at Eastway.

The staff are there to help and support you.

There is a picture board of all the staff on the unit.



Your Care at Eastway

The staff want to find the best way to help you at Eastway.

The staff will need to talk to you and to the people who know you well to write your **care plan**.



The staff will talk to you about who we should talk to.

If you are not happy with the plan for your care and treatment you can tell the doctor or the staff that you want a **second opinion**. Staff will ask another doctor or staff team to look at the care that you need. You can also ask a family member or carer to tell the staff that you would like a second opinion.

You will have a **review meeting** every one or two weeks.

This is a meeting where you and the people who help with your care get together and talk about how you are doing.



Staff will spend time with you before your meetings to talk about anything you want to discuss at your meeting.

If you do not want to go to your meeting, staff will do this for you. Then we will let you know what happened in the meeting.

Your medicines and tablets at Eastway



When you come to Eastway the doctor will talk to you about your medication.

We will be able to give you information about your medication.



It is important that you tell the staff if you feel unwell .

Your Money

The staff will talk to you about looking after your money. You might need help with this.



We will let whoever looks after your money know when you need money whilst you are at Eastway.

Your health at Eastway

Healthy eating and drinking

Staff will talk to you about eating healthy food and drinks to help you feel good.

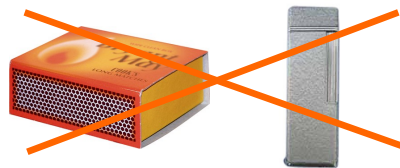


You cannot drink alcohol when you are at Eastway.

You cannot smoke when you are at Eastway.



All hospital buildings and grounds are no smoking. We want to help you to be healthy and staff can support you to give up smoking. We have different nicotine replacement therapies we can talk to you about.



Lighters and matches are not allowed at Eastway.

Going to bed at night

Getting a good nights sleep can help to improve your mental health.

Staff will talk to you about what we can do to help you to sleep well.



Having Your Say

You can talk to the staff if there is something you are not happy with at Eastway.

Service User Meetings

We have service user meetings at Eastway.

At the service user meetings you can talk about what you like and what you do not like at Eastway.

This helps us to do our best at Eastway.

Advocacy

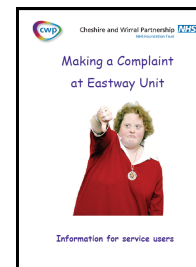
An advocate is someone who can speak up for you during your stay at Eastway and in meetings.



Staff will ask an advocate to come and talk to you.

Making a Complaint

Making a complaint means speaking up about something you are not happy with.



There is a leaflet that tells you how to make a complaint.

The leaflet tells you the people who can help you to make a complaint.

The Food at Eastway

A variety of food and drinks is available daily.
Staff will speak to you about what you like and what you do not like.

If you need to have any special types of food the kitchen staff can arrange this for you.

Meal times at Eastway:

Breakfast	8am
Lunch	12pm
Dinner	5pm
Supper	9pm



Drink and snacks are available during the day.



Tell us food/ drinks that you like



do not like

.....
.....
.....

.....
.....
.....

Activities at Eastway

Eastway has lots of activities.



Staff will spend time with you to talk about the things you like to do.

Once you are well enough, you can do activities in the community.

Tell us the things you like to do

.....
.....
.....



CCTV at Eastway

We have CCTV on the Unit.

You can talk to staff about this.

