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Information about Greenways Inpatient Assessment and Treatment Unit



For more information see www.cwps.nhs.uk.
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Information for family, friends and carers

Introduction

This booklet has been put together to provide information about Greenways.

Greenways is an inpatient assessment and treatment unit for adults with learning disabilities, and is located near the town centre of Macclesfield.



The unit provides specialised assessment and treatment in a therapeutic environment.

Macclesfield has all the amenities of a town, with good transport links by road and rail. There is a bus stop on the main road outside the unit and the train station is about one and a half miles away on the other side of the town. Public transport details and a map are available from the unit.

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

The contact details for the unit are:

**Greenways Assessment & Treatment Unit
Rosemount Site
Lea Bank Close
Macclesfield
Cheshire SK11 8HE**

Telephone: 01625 508550

There will be occasions when a patient may not be admitted to the assessment and treatment unit nearest to their home. This will be assessed on an individual needs basis and discussed with you.

Useful contact numbers

Greenways	01625 508550
Social Services	0300 1235012
Benefit Advice Line	0800 88 22 00
NHS 111 Service	Dial 111
Macclesfield Hospital	01625 421000
Patient Advice and Liaison Service	0800 195 4462
Mencap	0161 968 9250
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:

Marie Joyce (Unit Manager)

Greenways Assessment & Treatment Unit
Rosemount Site
Lea Bank Close
Macclesfield
Cheshire SK11 8HE

Telephone: 01625 508550

Confidentiality

All patients have a right to maintain confidentiality about their treatment at Greenways.

With the patient's consent, staff encourage the involvement of carers and significant others. 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.

Visiting

Support from carers, relatives and friends is important.

The visiting times at Greenways are flexible and can be arranged with staff.

We do have protected patient time in the day when we try not to have visitors and we can inform you of these times.

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

Staff will show you how to summon help or attention when you are visiting on the unit.

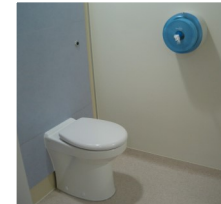
Telephone calls

Patients on Greenways are able to have the use of a telephone to speak to friends and relatives. Times and usage are agreed as part of the care plan.

What is Greenways like?

Greenways is a purpose built unit, designed to enhance the patient experience.

There are twelve bedrooms, a main lounge and dining area, 3 smaller lounges, an activity room, computer room and assisted kitchen.



Each patient has their own bedroom with ensuite facilities.

Visits can be arranged and are encouraged prior to admission. Patients will be given information about their named nurse, doctor and any other specific information they require.

Who are the staff?

Greenways has a staff team who provide professional support to patients on a 24 hour rota basis.

The unit manager oversees the unit, supported by a full multidisciplinary team.

The consultant psychiatrist (doctor) is responsible for co-ordinating the medical treatment and care of all patients, supported by the unit staff.

What happens when patients are admitted?

On arrival, all patients and carers will be shown around Greenways and introduced to the other patients and the staff on duty.



Staff will then ask about any special diets, daily routines or other information that staff may need to know.

Staff will also ask about medication, including any homely remedies or vitamins that are being taken.

All medication will be administered by unit staff.

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

Care plan

The doctor will normally assess all patients soon after admission.

The doctor and the nursing team review each patient's care and medication on a weekly basis. Patients and carers are encouraged to attend. In addition, medical cover is available 24 hours.

Care plans will be developed for each patient outlining their individual care and treatment. We encourage patients and carers to be part of this.

The plans will name which staff will be responsible for ensuring that they are implemented.

As part of the patients discharge care plan, arrangements for home leave will be discussed with the patient and carer. There may be occasions when the service user will be moved bedrooms during leave to accommodate other needs on the unit.

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

Patient Advice and Liaison Service Officer

Free Phone: 0800 195 4462

Email: pals@cwpa.nhs.uk

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.

Admission under a section of the Mental Health Act 1983

Sometimes due to the nature of a patient's disability or illness they require to be admitted under a section of the Mental Health Act. If this happens it would be explained to the patient and/or their carers by a member of staff.

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

Transfer between assessment and treatment units

There may be occasions when a patient will need to transfer to a different unit after they are an inpatient. This transfer may be at very short notice due to the nature of a situation on the unit.

The staff will tell the patient what is happening and aim to support them and their carers as much as they are able.

Carer Link

There is a carer link at Greenways who takes the lead for coordinating support for carers and makes contact with all carers, following admission. We aim to ensure close links are maintained with carers, and family members, and that they receive the support and information they need.

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 or a **feedback form** available from the unit.

We will also ask for your feedback using '**carer stories**'. This is an opportunity to listen to the carers experience of using the service at Greenways, and carer feedback supports all service development.

Management of Violence and Aggression

There are times when staff may have to support patients at Greenways using physical intervention. This means supporting patients to keep themselves and other people at Greenways safe.

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.

Support for laundry can be offered or it can be taken home if preferred.

Patients may also wish to bring personal items that they would normally use at home, such as art or drawing materials, books etc.

What not to bring?

Patients are discouraged from bringing valuable items and large amounts of money into Greenways.

Any electrical items will need to be safety checked before they can be used.

Greenways has guidelines covering the use of mobile phones, lighters and matches and general rules of the unit.

Please contact the unit staff for further information.

Enhancing health

No alcohol or illegal substances are allowed into Greenways.

Smoking is not allowed inside or outside Greenways.

As a health facility, Greenways 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

The staff at Greenways encourage daytime and evening activities to fit in with individual patient choice and needs.



The ward has a culture of encouraging patients activity engagement and Participation in activities of daily living skills and leisure activities both group based and 1 to 1. Patients are offered a variety of activities on the ward. The activity room, computer room and assisted kitchen are all used as part of activity programmes.



There are gardens and patio areas which are used in the summer months both for activities and for relaxing.

Patients are supported to make use of local facilities in and around Macclesfield.

Patient meetings

A patient meeting takes place weekly. This is an opportunity for patients to make suggestions, discuss concerns and for information to be shared. Support is available for patients to take part if required.

Day centre and college

The staff at Greenways support patients to try to maintain their usual daily activities as much as possible. It will be discussed and agreed on admission whether patients can continue to attend their day centre or college during their stay.

Meals and drinks

Mealtimes are an important part of the day at Greenways.



There are four set meal times, and snacks are available during the day.

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

Hot and cold drinks are available throughout the day.

Special diets and cultural/ethnic requirements can be catered for.

These can be discussed with staff when patients are admitted.

Meal times at Greenways are:

Breakfast	8am - 9.30am
Lunch	12pm - 1.30pm
Dinner	5pm - 6pm
Supper	9pm

Religious and spiritual beliefs

The religious and spiritual beliefs of individual patients are respected and supported whilst at Greenways.

Staff are able to provide information and facilitate access what is available in the local area.