

If you feel unhappy or unsafe at Eastway you can



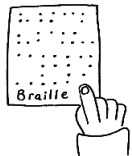
Talk to any of the staff and tell them what is wrong.

Talk to Amanda the ward manager and tell her what is wrong.



If you do not want to talk to staff you can telephone the patient advice and liaison service officer on **0800 195 4462**.
You can ask someone to help you.

This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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Things you need to know
when
you are
at Eastway



Information for service users,
families, friends and carers

This leaflet has information about keeping safe, being healthy and respecting other people.

There might be more information in your care plans.



Staff will talk to you about this information and explain these things to you.

You can talk to any of the staff. They are all friendly and there to help you.

You will notice that some of the doors are locked on Eastway.

The entrance door

The entrance door to Eastway is always locked for safety and security.

This stops people walking onto the unit and they need staff to let them in.

You can get out of the unit.

Your care plan will tell you if you can leave the unit with staff or on your own.



Clothing

You can choose the clothes you want to wear at Eastway.

It is important to choose clothes that are respectful of other patients.



Guns and knives

You cannot bring guns or knives onto Eastway.



Plastic bags

Plastic bags can be dangerous and must be given to staff.



Please talk to staff if you have any questions.

Shouting and swearing

Please respect other patients and do not shout or swear at Eastway unit.

Shouting and swearing can upset other patients.



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

Your bedroom

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



Electrical Equipment

You can bring your own electrical equipment to Eastway but it is your responsibility to look after it.



If you bring any electrical equipment to Eastway it must be checked by staff from the estates department. They will check it is safe to use. Staff will arrange this for you.

Please do not lend your electrical equipment to other patients.

Do not play your music too loudly as the noise disturbs the other patients on the unit.



The kitchen door

The kitchen door is always locked for health and safety.

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

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



The office

The office door is always locked.

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

Your information is kept in a file and on the computer.

Staff will talk to you about your care plan.



All health service buildings are no smoking.

This means you cannot smoke inside

Eastway or in the garden.

You must not bring lighters or matches on to the unit.



We want to help you to be healthy and staff can support you to give up smoking.



Staff will give you your money when you need it.

Staff are not responsible for you money if it is not in the safe.

Healthy Eating

Staff will encourage you to eat healthy food.

Healthy food makes you feel good and stops you getting overweight.

Ask your visitors not to bring in unhealthy food like biscuits, chocolate and crisps.



Alcohol and drugs

Alcohol and drugs are not allowed at Eastway.

You cannot drink alcohol or take drugs when you are at Eastway.



Alcohol and drugs can affect your health and your medication.

Going to bed at night



Getting a good nights sleep can improve your mental health.

Staff will help you with this.

Mobile phones, IPADS and computers



You can use mobile phones, IPADS and computers at Eastway.



You cannot take pictures of other people at Eastway.



You can only look at porn material in your own bedroom.