

## If you feel unhappy or unsafe at Greenways you can



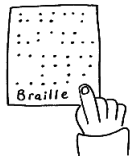
Talk to any of the staff and tell them what is wrong.

Talk to Marie 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](http://www.cwp.nhs.uk).

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# Things you need to know when you are at Greenways



## 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 Greenways.

### **The entrance door**

The entrance door to Greenways 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 Greenways. It is important to choose clothes that are respectful of other patients.



### **Guns and knives**

You cannot bring guns or knives onto Greenways.



### **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 Greenways. 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 Greenways but it is your responsibility to look after it.



If you bring any electrical equipment to Greenways 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 and training kitchen doors

The kitchen doors are always locked for health and safety.

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

Staff will make you a drink or a snack if you want one.

There is a kitchen where staff can support you to make your meals and wash your clothes.



## The nurses office

The nurses 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 a computer.

You can look at your information at any time.

Staff will help you to read your information.



## No smoking

All health service buildings are no smoking.  
This means you cannot smoke inside  
Greenways 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 your 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  
Greenways.  
You cannot drink alcohol or take drugs  
when you are at Greenways.



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 encourage you to go to bed  
around 11pm so you can get a good sleep.



## Mobile phones, IPADS and computers



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



You cannot take pictures of other people  
at Greenways.



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

