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Crook Lane

Short Break Service



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

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Information for carers

Introduction

This booklet has been put together to provide information about Crook Lane.

Crook Lane is a respite unit providing short breaks for adults, aged 18 and upwards, with learning disabilities and who also have additional complex needs.

These may include challenging behaviour, or profound and multiple disabilities.

Crook Lane is located in the residential area of Wharton, 1.5 miles from the town centre of Winsford. Public transport details and a map are available from the unit.

The staff at Crook Lane aim to provide a welcoming, professional and sensitive service to their service users and carers.

Please do not hesitate to ask the staff for help, advice or information.



Useful contact numbers

Crook Lane	01606 861003
NHS Direct	111
Leighton Hospital A&E	01606 255141
Patient Advice and Liaison Service	0800 195 4462
Independent Advocacy	01606 42688
Mencap	0808 808 1111
Cheshire Carers Centre	0800 085 0307
Community LD Team (East)	01625 509 013
Community LD Team (West)	01606 288 850

The contact details for the unit are:

**Crook Lane
Respite Unit
152 Crook Lane
Wharton
Winsford
Cheshire CW7 3EQ**

Telephone: 01606 861003

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

Please contact:

The unit manager
152 Crook Lane
Wharton
Winsford
Cheshire CW7 3EQ
Telephone: 01606 861003

Confidentiality

All service users have a right to maintain confidentiality whilst they are at Crook Lane.

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

Some service user's difficulties mean that they are unable to give informed consent. With these service users, 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.

A room can be made available for visitors and staff must be informed in advance so that this can be organised.

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

Telephone calls

Service users at Crook Lane are able to use the office phone to speak to friends and relatives.

Carers and relatives can phone the unit at any time.

The unit has a 24 hour answer phone facility.

How to access respite at Crook Lane

Service users and carers who wish to access the service at Crook Lane must ask their social worker to make a referral to the their local learning disability community learning disability team at Wyvern House in Winsford, Stalbridge Road in Crewe or Rosemount in Macclesfield

What happens next?

An assessment will be carried out by a member of staff from the community learning disability team and a member of staff from Crook Lane.
(An information leaflet for carers is available on the assessment process.)

A decision will be made and the carer and social worker will be informed by letter as to whether the service user has been accepted for respite at Crook Lane.

Following acceptance to the service at Crook Lane, all service users and carers will be invited to visit the unit, to have a look around and meet the staff on duty.

How much respite is allocated to each person?

The allocation of respite will be discussed with service users and carers following acceptance of the referral.
Service users and carers have the opportunity to request respite at times to suit their individual needs.

What happens if the service user is unwell?

Carers must provide a contact number for emergencies and inform staff of any recent health issues affecting the service user.
Crook Lane is unable to accept anyone for respite who has or shows signs/symptoms of an infectious illness e.g.

What is Crook Lane like?

Crook Lane is a bungalow with 6 single bedrooms.

The bedrooms are not ensuite, but have toilets and bathroom facilities close by.



There are also 2 lounges, a dining room and kitchen.



Visits are encouraged following acceptance to the service.

Service users are offered the opportunity to come for tea, or for overnight visits, to allow them to become gradually familiar with Crook Lane.

Who are the staff?

The staff team at Crook Lane provide professional support to service users on a 24 hour rota basis.

The unit manager oversees the unit, supported by qualified nurses and health support workers.

Access to other professional groups such as social workers, community nurses and individual therapists is available dependant on individual service user's needs.

Each service user at Crook Lane has an identified member of staff who is responsible for coordinating their care plan.

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

You can contact our PALS team on :

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.

Religious and spiritual beliefs

The religious and spiritual beliefs of individual service users are respected and supported at Crook Lane.

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



Transfer between respite units

There may be occasions when a service user may need to transfer to a different respite unit. This transfer may be at short notice and will only happen in the case of an emergency.

The staff will always discuss the transfer with the service user and carer and offer the support required.

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.

A complaints leaflet is available from staff on the unit or from the PALS service (for more information please see page 9).

What to bring

Service users should bring ample clothing to cover the whole of their stay. Clothes should be clearly marked with their name, and include dressing gown, nightwear, slippers, toiletries and continence products for day and night if used.

Some laundry can be done on the unit. This can be discussed with the staff.

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

A small amount of money should be brought in for any personal purchases that may be required.

CWP does not accept responsibility for loss of or damage to any personal or other property whilst at Crook Lane.

Medication

Service users should bring an adequate supply of medication to last the whole of their stay. All medication should be in the current boxes with a pharmacy label that identifies the service users name, dosage and times to be taken.

Staff cannot administer medication that is not clearly labelled in this way.

What not to bring

Service users are discouraged from bringing valuable items and large amounts of money to Crook Lane.

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

Please contact the unit staff for further information.

Activities

The staff at Crook Lane encourage evening and weekend activities within the unit, to fit in with individual service user's choices and needs.

Day of the week	Activity
Monday	Bingo/ Games night
Tuesday	Music night
Wednesday	Bowling
Thursday	Arts and Crafts/ Hair and Beauty
Friday	Party Night
Saturday	'Goodie' preparation
Sunday	Movie afternoon

These include television, music, jigsaws, board games and books.



There is a small garden area which is used in the summer months for activities and for relaxing.

Service users are also supported to make use of the local facilities in Winsford.

Day centre and college

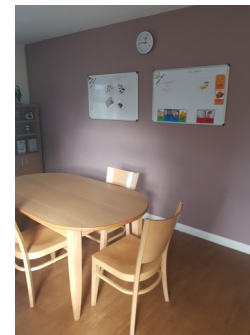
Whilst staying at Crook Lane, service users continue to attend their day centre or college.

Staff will liaise with the transport department to coordinate transport arrangements to and from Crook Lane.

Meals and drinks

Mealtimes are an important part of the day at Crook Lane, and all food is home-cooked by unit staff.

There are three daily meals provided, and snacks are also available.



All meals offer clients a 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 at Crook Lane.

Enhancing health

No alcohol or illegal substances are allowed into Crook Lane.

Cheshire and Wirral Partnership Trust has a Trust wide no smoking policy and therefore no smoking is allowed at Crook Lane.

