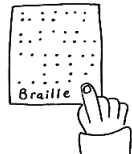


## Getting to know you

Is there anything you would like to tell us about you.  
This will help us until we get to know you better.  
Things like your hobbies, if you go to church, things  
you like and things you do not like.

Blank writing area with horizontal dotted lines for text entry.

This leaflet is available in other languages or formats



## Crook Lane



## Information for



For more information see [www.cwp.nhs.uk](http://www.cwp.nhs.uk).

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production **January 2020** and is due for review in **January 2022**

Leaflet code: E-CLIF-08-219

## Crook Lane

Crook Lane is a health respite unit where people with learning disabilities can go for a short break.



Male and female service users come to Crook Lane and everyone can use the small lounge, big lounge, dining room, kitchen and garden.



You will have your own bedroom. Your bedroom has a wardrobe for your clothes and a small sink.

A key is available for your bedroom. The staff will talk to you about having a key to your bedroom.



You will have a bathroom near to your bedroom.

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

## Having visitors at Crook lane

Your family, friends and carers can visit you at Crook lane.

There are times in the day when it is better for visitors but the times are flexible.

Ask your visitors to telephone the staff to arrange a suitable time to visit.



## Making a complaint at Crook Lane

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



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



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 staff will give you a copy of the leaflet and talk to you about it.

## Advocacy



An advocate is someone who can support you and speak up for you at any time.

Staff can give you more information or get someone from the advocacy service to come and talk to you.

If you have an advocate or someone who you would like to speak up for you please tell the staff.

My advocate is:

.....

## Information at Crook Lane



There is a leaflet stand in the hall at Crook Lane.

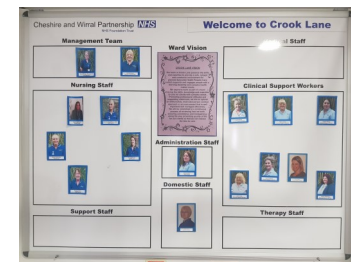
The leaflet stand has lots of information leaflets about health services and being healthy.

Staff will show you the leaflets and help you to read them.

## The Staff at Crook Lane

There are lots of staff who work at Crook Lane.

There is a picture board of all the staff in the hall.



You can talk to any of the staff at Crook Lane. The staff are there to help and support you.

You will have a named nurse and an associate nurse at Crook Lane.

They will talk to you and involve you in planning your own care plan.

Your named nurse is called

.....

Your associate nurse is called

.....

Please talk to the staff if you have any preferences around your support with personal care.

## The food at Crook Lane



The meals at Crook Lane are cooked in the kitchen by the staff. There is a choice at each meal.



### Meal times at Crook Lane:

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

The mealtimes are flexible to suit your own needs. You can ask the staff for drinks during the day and snacks if you are hungry.

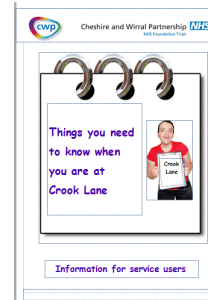
Tell us the food that you like

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Tell us the food that you do not like

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## Things you need to know at Crook Lane



Crook Lane has a list a leaflet with information to help you feel safe.

Staff will go through this with you.

## Your medicines and tablets at Crook Lane



When you come to Crook Lane the staff will put your medication in a locked medication cupboard in the office.

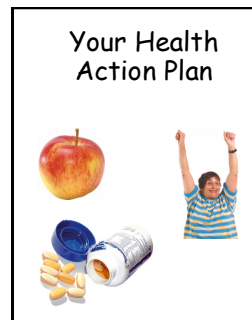
It is important that you tell the staff if you feel unwell when you take your medication.



Please bring your health action plan with you to Crook Lane.

Your health action plan tells you

- The things you need to be healthy
- The help you need to be healthy



## Your health at Crook Lane

We want to help you to be healthy at Crook Lane.

### No smoking

All health service buildings are no smoking. This means you cannot smoke inside Crook Lane or in the garden.



You must not bring lighters and matches into Crook Lane.



You are not allowed to bring drugs into Crook Lane.



You can use your mobile phone at Crook Lane.

You cannot use your phone to take pictures.



If you bring you bring things with you when you stay at Crook Lane it is your job to look after them.

## Activities at Crook Lane

The staff will talk to you about things you can do during your stay.

The unit has a lounge with a television and DVD player and a selection of board games and magazines.

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



There is also a garden for activities in the summer or you can sit and relax.

## Your Money at Crook Lane

You will need to bring some money with you to Crook Lane for your own personal use. The staff will talk to you about looking after your money.



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

## Your Care at Crook Lane

### Your information

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

To help you the staff will need to talk to the people who know you well.  
information

The staff will talk to you about collecting and sharing your information.

Assessment and Treatment  
Collecting and Sharing Information

Assessment and treatment means finding the best way to help you  
To do this I need to find out some things about you  
I will talk to you  
I will talk to the other people who help and support you

The people I am happy for you to talk to  
I will share the things you tell me at my team meeting  
This is a meeting with the other staff who work with me  
I might need to share the things you tell me with other services  
This is to make sure you are getting help from the people who can support you best

### Your care plans

Information about the help you need and who will help you is written into your care plan.

The staff will talk to you and involve you in planning your care plan.

Your care plan is kept in your file in the office.

You can have a copy of your care plan if you want.

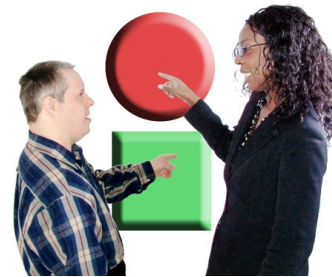
### Moving to another respite unit

There are times when we need to move service users to a different respite unit.



This would only happen in an emergency to make sure that everyone is getting the care and support that they need.

## Your Communication Needs



It is important for us to know how you like to communicate with other people.

Tell us if you use a personal dictionary, communication aid, signs or symbols or if you have seen a Speech and Language Therapist.

It is also important to tell us if you have any hearing problems.

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