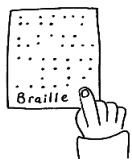


Getting to know you

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.

A large rectangular box with a black border, containing ten horizontal dotted lines for writing.

This leaflet is available in other languages or formats



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



Information for

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Greenways

Greenways is an inpatient unit where people with learning disabilities can go when they are unwell.



Greenways has a big lounge and dining room, 3 small lounges, a kitchen and gardens.



You will have your own bedroom. Your bedroom has a wardrobe for your clothes. There is a desk and window seat.

You will have a shower room inside your bedroom. There are also 2 bathrooms.

Your bedroom is called room number

Your bedroom is

When you arrive at Greenways staff will show you around the unit and you can meet the other patients.

Making a complaint at Greenways

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 Greenways.



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.



We have patient meetings at Greenways.

At the patient meetings you can talk about what is good and what is not good at the Greenways. This helps us to provide a good service at Greenways.

Information at Greenways



There is a leaflet stand in the entrance to Greenways.

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.

Having visitors at Greenways

Your family, friends and carers can visit you at Greenways.



The visiting times are flexible and can be arranged with you and your carers.

Tell the staff if you are having visitors and they can arrange to get the visiting room ready for you.

There are times in the day when we cannot have visitors on the unit and we call this **protected patient time**.

The staff at Greenways

There are lots of staff who work at Greenways.

There is a picture board of all the staff at the front door.

Marie Joyce is the manager.



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

You will have a named nurse and an associate nurse at Greenways.

They will meet with you to talk about your care.

Your named nurse is called Your associate nurse is called
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The doctor at Greenways is called

Dr

Dr comes to Greenways every week and will talk to you and the staff about how you are feeling and your medication.

The food at Greenways

The meals are delivered to Greenways every day. You can look at the menu on the patient information board. There is always a choice of food at each meal.

Meal times at Greenways:

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



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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Your medicines and tablets at Greenways



When you come to Greenways the doctor might talk to you about taking medication to help you get better.

If you already take medication the doctor might talk to you about changing your medication.

You will get information about all your medication.

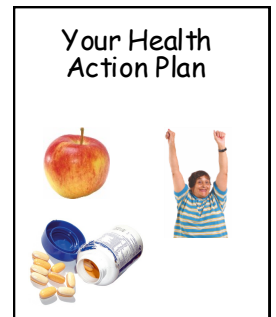


It is important that you tell the staff if you feel unwell when you take your medication.

You will have a health action plan.

Your health action plan tells you

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

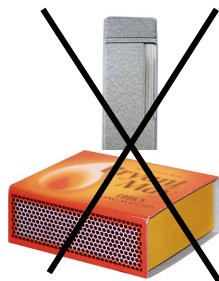


Your health at Greenways

We want to help you to be healthy at Greenways.

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 and matches on to the unit.

Staff can help you if you want to give up smoking.



You are not allowed to bring alcohol or drugs into Greenways.



You can use your mobile phone at Greenways.

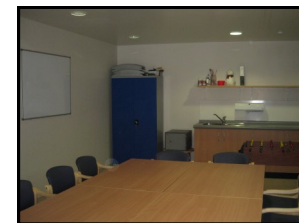
You cannot use your phone to take pictures.

Greenways has a list of 'house rules' to help you feel safe at Greenways. Staff will explain them to you.

Activities at Greenways

The staff will talk to you about things you can do during the day.

There is an activity room, a computer room and a relaxation room.



There is a training kitchen you can use to cook meals with help from the staff.



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

Your Money and Benefits

When you arrive at Greenways the staff will talk to you about looking after your money.

Staff will give you your money when you need it. Staff are not responsible for you money unless it is kept in the safe.



Sometimes your benefits will change when you are in Greenways.

Staff can get you information about your benefits.

Your care at Greenways

Your information

The staff want to find the best way to help you at Greenways.
To help you the staff will need to talk to the people who know you well.

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 are 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 the carer

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

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

Your care plans

Information about the help you need and who will help you is written into 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.
The doctor and the staff will involve you in planning your own care and always ask you for your consent.

Getting a second opinion

If you are not happy with the plan for your care and treatment you can tell the doctor or the staff that you want a second opinion.
Staff will ask another doctor or staff team to look at the care that you need.



You can also ask a family member or carer to tell the staff that you would like a second opinion.

Your care planning meetings

You will have a care planning meeting every week.
This is called the Ward Round.



This is a meeting where you and the people who help with your care plan get together to talk about the plan.

Having an advocate

An advocate is someone who can support you at your care planning meeting or speak up for you at any time.

If you would like an advocate, speak to the staff.
Staff can give you more information or get someone from the advocacy service to come and talk to you.

Moving to another inpatient unit

There are times when we need to move patients to a different inpatient unit.



We have to do this to make sure that patients are getting the support and treatment that they need.



If you have to move to another inpatient unit the staff will always talk to you and give you support.