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The information in the leaflet was valid at the date of production April 2019 and is due for review in April 2021
Leaflet code: E-TH-06-066

Thorn Heys Respite Unit



Information for
family, friends and carers

Introduction

Thorn Heys is a specialist health respite service for adults with learning disabilities in Oxton on the Wirral.



Thorn Heys provide breaks for individuals and families with caring responsibilities for adults with learning disabilities, who also have complex health issues.

These complex health issues can be related to physical health, mental health and challenging behaviour. Our overall aim is to provide a person - centred, safe and effective stay for service users who access our service.

The staff at Thorn Heys aim to provide a welcoming, professional, sensitive and supportive service to their service users and carers. Please do not hesitate to ask the staff for any help, advice or information.

What service users can expect and experience

- Service users can experience safe, effective and appropriate care, treatment and support that meets their needs.
- We will help service users understand the care and support choices available to them.
- We will help service users to express their views, so far as they are able to do so and be involved in making decisions about their care and support.
- The overall service provided will protect rights and dignity and promote inclusion, choice and independence.

Useful contact numbers

Thorn Heys	0151 488 8101
Social Services	0151 606 2000
Central Advice and Duty Team (CADT)	0151 514 2222
Benefit Advice Line	0800 88 22 00
NHS Direct	0845 46 47
Arrowe Park Hospital	0151 678 5111
Patient Advice and Liaison Service (PALS)	0800 1954 462
WIRED Carers Helpline	0151 670 0777
Mencap (Wirral)	0151 342 4553

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

Please contact:

The unit manager

Thorn Heys
Colombia Road
Oxton
Wirral, CH43 6TU

Tel: 0151 488 8101

Confidentiality

All service users have a right to confidentiality whilst they are at Thorn Heys.

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.

Directions to Thorn Heys

For a leaflet giving detailed directions on how to find this site please contact either Ashton House or Thorn Heys.

Telephone calls

Service users at Thorn Heys are able to use the phone to speak to friends and relatives.

Carers and relatives can phone the unit at any time.

Who are the staff?

The staff team at Thorn Heys provide professional support to service users 24 hours a day.

Each service user at Thorn Heys is allocated a primary nurse who will work closely with them and their carer to draw up a care plan. This primary nurse will supervise the delivery of care.

Enhancing health

Cheshire and Wirral Partnership NHS Foundation Trust has a Trust wide no smoking policy and therefore smoking is not allowed on Thorn Heys site.



It is accepted that some service users do smoke and for these service users smoking is only permitted outside the grounds.

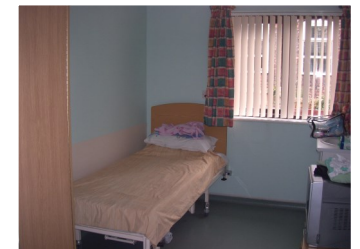
What is Thorn Heys like?

Thorn Heys is a small 5 bedded unit on one level (no stairs).

There is a combined dining area and lounge. It has a secluded garden which is used for activities and relaxing.



The bedrooms have their own locker, wardrobe and wash basin. The toilets, shower room and bathroom are close by.



How to access respite at Thorn Heys

Service users and carers who wish to access the service at Thorn Heys must make an initial referral to the community learning disability team at Ashton House in Oxton.

What happens next?

A team assessment and a further eligibility criteria assessment will be completed by a member of staff. (An information leaflet for carers is available on the assessment process).

A decision will then be made, and the carer and/or the referrer will be informed by letter as to whether the service user has been accepted for respite at Thorn Heys.

Following acceptance to the service at Thorn Heys, the service user and their carer 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.

Thorn Heys is unable to accept anyone for respite who has or shows signs/symptoms of an infectious illness e.g. diarrhoea, vomiting, chicken pox etc.

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

Curtis Daniels is our PALS Officer.

Free phone: 0800 195 4462

Email: cwp.pals@nhs.net

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.

The local advocacy service is:

W.I.R.E.D,

Unit 7.

Wirral Business Park.

Arrove Brook Road.

Upton

Wirral.

CH49 1SX.

Tel: 0151 670 1500 Fax: 0151 670 1600

Care Plans

Every service user has a care plan which details the care and support they need during their stay at Thorn Heys. All service users will have care plans in an easy read format to enable the service user to be more involved in their care.

We have also developed one page personal profiles. This is a summary about the person under the following headings:

- What is important to me
- What other people like about me
- How best to support me

Arthur

What is important to me

- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
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- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship

What other people like and admire about me

- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
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- The people that I care for, and those to whom I have a special relationship

How best to support me

- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
- The people that I care for, and those to whom I have a special relationship
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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.

What to bring

Service users should bring enough clothing to cover the whole of their stay. Clothes should be clearly marked with their name, and include dressing gown, nightwear and slippers. Some laundry can be done on the unit. This can be discussed with the staff.

Service users who use continence aids are asked to bring sufficient supplies for the length of their stay.

Service users should bring their own toiletries and may also wish to bring personal items that they would normally use at home, such as games, drawing materials and books.

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

Personal mobile phones can be used during respite stay, however service users are requested not to take photos of others whilst on the unit.

What not to bring

Service users are discouraged from bringing valuable items and large amounts of money. Valuable items are brought in at the owner's risk.

Any electrical items will need to be safety-checked by the Estates Department before they can be used.

Medication and other documents

Service users are requested to bring copies of the following documents:

- List of current Medication
- Health passport
- Health action plan
- All about my health

On the day prior to admission, unit staff will contact carers to clarify if there has been any changes in medication since pre-respite meeting.

Meals and drinks

Mealtimes are an important part of the day at Thorn Heys. There are three daily meals provided, and snacks are also available on request.

Hot and cold drinks are available throughout the day.

Main meals are prepared at Clatterbridge Hospital, delivered in a chilled condition and heated by specially trained catering staff.

All meals offer service users a choice of food including healthy options. Special diets and cultural/ethnic requirements are catered for.

These are discussed with staff at the team assessment and are regularly reviewed at the pre-respite meeting.



Day centre and college

During their stay service users are encouraged to continue to attend their day centre or college.

Staff will liaise with the transport provider to coordinate transport arrangements to and from Thorn Heys.

Religious and spiritual beliefs

The religious and spiritual beliefs of individual service users are respected and supported at Thorn Heys.

Staff will provide information as to what is available in the local area.

Activities

We recognise that service users need to participate in meaningful activities and we will match their interests with our activities. We will have activities on the unit, which will include:

- We have planned time for DVD's and other interactive games.
- We also plan community activities on a weekly basis designed around the service users interests.
- We have also purchased a communication aid called 'talking mats' which will be used to enable service users to make choices and decisions.
- We have a range of sensory equipment to provide stimulation for service users.
- The service user will also be involved in planning and completing their activity board with staff.
- Cookery sessions which will include lunch preparation and healthy snacks.

