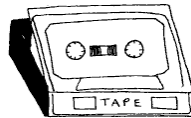
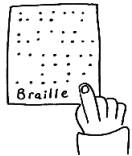


Getting to know you

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.

This leaflet is available in other languages or formats



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

The information in this leaflet was valid at the date of
production **April 2019** and is due for review in **April 2021**

Leaflet code: E-THIF-08-216



Thorn Heys



Information for Service Users

Thorn Heys

Thorn Heys is a health respite unit where adults with learning disabilities can go for a short break.



Thorn Heys has five bedrooms for male and female service users.

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

What can you expect during your stay at Thorn Heys

- You will get the care and treatment you need
- You will be involved in your care plans and support
- You will be helped by staff to understand choices you can make about your care and support
- You will feel safe
- You will be treated with dignity and respect
- You will be encouraged to be as independent as possible

Having visitors at Thorn Heys

Your family, friends and carers can visit you at Thorn Heys.

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

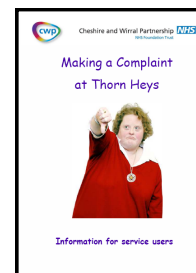
Ask your visitors to telephone the staff to arrange a suitable time to visit.



Making a complaint at Thorn Heys

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 Thorn Heys.



There is a leaflet that tells you how to make a complaint.

The leaflet tells you about 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:

.....

Moving to another respite unit

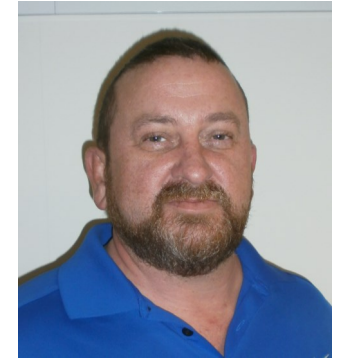
There are times when we need to move service users to a different respite unit.



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

The Staff at Thorn Heys

The manager of Thorn Heys is called David Woodworth.



There are staff at Thorn Heys during the day and at night.

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

You will have a named nurse at Thorn Heys. Your named nurse is called

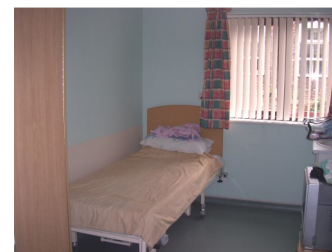
.....

What is at Thorn Heys

There is a dining room, lounge, kitchen and garden.



Everyone can use these areas.



You will have your own bedroom. Your bedroom has a wardrobe for your clothes and a bedside cabinet. There is also a sink for washing.

The food at Thorn Heys

The meals are cooked at another hospital and come in a trolley to Thorn Heys.

There is a choice of food at each meal.



Meal times at Thorn Heys:

Breakfast	7am - 9.30am
Lunch	12pm - 1.30pm
Dinner	5pm - 6pm
Supper	9pm



Drinks will also be offered often during the day.

You can have a drink when you want one.

Staff will make you a snack if you want one.

Day Centre and College

You will be encouraged to attend your day centre or college.

Your transport will pick you up from Thorn Heys.

Religious beliefs

You can be supported to attend religious services in the local area during your respite stay.

Your Money at Thorn Heys



You may need to bring some money with you to use if you go on an outing from the unit.

You can look after your own money or the staff will put it in the safe for you.

Important information about Thorn Heys



Staff will show you this booklet.

It is about things that you will need to know when you are staying at Thorn Heys

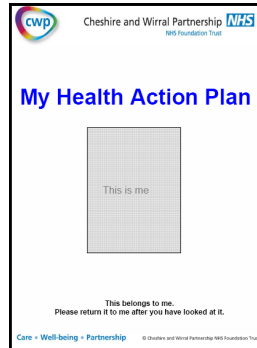
Your health at Thorn Heys

We want to help you to be healthy at Thorn Heys.

Please bring your health action plan with you to Thorn Heys.

Your health action plan tells you

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



Your medication at Thorn Heys



When you come to Thorn Heys the staff will keep your medication in a locked medication cupboard in the office.

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

Activities at Thorn Heys

The staff will help you to plan your activities during your stay. Activities we can offer:

- We plan time for DVD's and other games
- We have weekly activities out in the community
- We have a talking mat to help you make choices and decisions
- Cookery sessions to help you prepare lunch and healthy snacks
- An activity board in your bedroom to help plan what you will do each day



Your Care at Thorn Heys

The staff want to find the best way to help you at Thorn Heys.

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

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 intervention plan. This is part of your care plan.

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

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

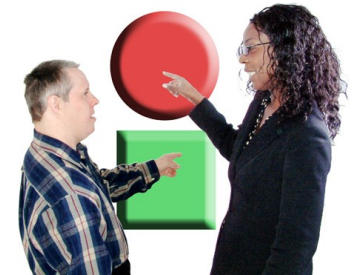
You can have a copy of your care plan if you want.

You will also have a one page profile . This has the following information:

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

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.

Information about your health

There are information leaflets that you can read at Thorn Heys.

The leaflets have information about health services and being healthy.



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