

Information about CWP

You can ask for a copy of information about CWP.
This is called Freedom of Information.



This might be information about

- Policies
- Minutes of meetings.

You can send an email to CWP:

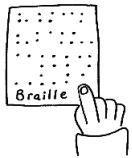
FOI@cwps.nhs.uk



Freedom of Information Officer
Safe Services,
Redesmere,
Chester CH2 1BQ



This leaflet is available in other languages or formats



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

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Information about You and CWP



Get involved with how your information
is used by the
learning disability community team

Collecting and Sharing Information

The community team want to find 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.



I will share the things you tell me at my team meeting.

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.



You can tell me if there are people that you do not want me to talk to.

What you have told us to do

We have talked to you about collecting, sharing and storing your information.



You have made a choice about:

- How you would like us to contact you
- Having copies of letters about you



We have written down your choices on a form.

We will put the form in your file on the computer.

This means that all the staff who work with you can see it.



How to contact us

If you have any questions about the information in this leaflet you can telephone us at

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Copies of Letters



There will be times when we need to send letters about you to other people.

These people may include:

- Your doctor
- staff at your day service
- staff and carers where you live.



You can have copies of the letters sent to you.

We can send copies of the letters to your carer.

We can send copies of letters by e-mail.



You can choose not to have copies of the letters sent to you or your carer.

There may be some letters that you cannot have a copy of.



What would you like us to do?



Sometimes we need to do assessments to get more information.

If you need to have an assessment the staff will talk to you about it.

Your information is put in a file on the computer.



Your information is safe and secure.

We will talk to you about how we use your information.

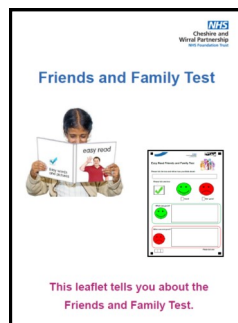
If you need to see your information ask someone to help you.



We might need to look at your information if we are asked to do a survey or audit about our services.

If you have a mobile phone we would like to text you for feedback.

This is called the Friends and Family Test.



We can share your information by e-mail.

This means changes can be made on the computer.

Information like your health action plan and your care plan.



We hold a list of people who are at risk of crisis or admission to our inpatient services.

This is so we can help people quickly.

1. name
2. _____
3. _____

People might be at risk because

- They become physically or mentally unwell
- They get into trouble with the police
- They have problems with their behaviour and have to move from where they live.

You need to tell us if you do not want to be on this list.

Tell us if you have any questions about your information.

Contacting You

There will be times when a member of staff from the community team will need to contact you.

There are different ways that we can contact you to arrange an appointment or send you information.



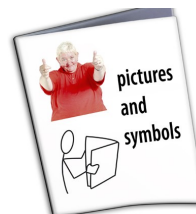
We can contact you by letter.

We can send the letter to another person

Your carer or a member of your family.

The letter can have words only.

The letter can be in large print.



The letter can have pictures and symbols.

We can contact you by telephone.



We can contact you by e-mail.



What would you like us to do?

