

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff or e-mail [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর ব্যক্তির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা [cwp.info@nhs.net](mailto:cwp.info@nhs.net) এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tîp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા [cwp.info@nhs.net](mailto:cwp.info@nhs.net) પર ઇમેઇલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या [cwp.info@nhs.net](mailto:cwp.info@nhs.net) पर ईमेल करें



The information in the leaflet was valid at the date of production Dec 2020 and is due for review in Dec 2022  
Leaflet code: A-BWIB-20-825



Cheshire and Wirral  
Partnership  
NHS Foundation Trust

# Brooklands Ward

Information for you and your family,  
and carers

Springview  
Clatterbridge Hospital  
Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

0151 343 5528

Helping people to be  
the best they can be

# Contents

This leaflet includes information about Brooklands that we feel may be useful to you as a patient, or family member/carer. However if there is any further information you require, please speak to a member of staff.

Information is included in this leaflet under the following headings:

<b>Introduction</b> .....	<b>4</b>
<b>Contact numbers</b> .....	<b>5</b>
<b>Aims of the ward / philosophy of care</b> .....	<b>6</b>
<b>What happens on admission</b> .....	<b>7</b>
<b>How to access interpreting services</b> .....	<b>7</b>
<b>What to bring and what not to bring to Brooklands</b> .....	<b>8-9</b>
<b>Ward facilities and layout</b> .....	<b>10</b>
<b>Code of conduct on Brooklands</b> .....	<b>10</b>
<b>Visiting times</b> .....	<b>11</b>
<b>Child visiting policy</b> .....	<b>12</b>
<b>Pet visiting policy</b> .....	<b>12</b>
<b>Meal times</b> .....	<b>13</b>
<b>Cafés and shops</b> .....	<b>14</b>
<b>Modes of treatment</b> .....	<b>15</b>
<b>Triangle of care</b> .....	<b>16</b>
<b>Care planning and carer involvement</b> .....	<b>17</b>

# Sexual safety

## Safety & What You Can Expect On Our Wards

What can I do if I am not OK with something during my stay on the ward?

- Talk to a member of staff and let them know you do not feel safe
- Or
- Ask to speak to the Ward Manager or Matron
- Or
- Call the Patient Advice & Liaison Service (PALS) for free on 0800 195 4462 you can also write to them at PALS FREEPOST RRBA UEGB AZJA Redesmere COCH Health Park, Liverpool Road, Chester CH2 1BQ or email [cwp.pals@nhs.net](mailto:cwp.pals@nhs.net) PALS deal with problems quickly and confidentially and can help you to make a complaint if this is what you want to happen. Ward staff can also help you to speak with PALS
- Or
- Contact independent Advocacy their number is available on the ward.



Helping people to be  
the best they can be



### What can I expect when I am staying on this ward?

- To meet staff who are friendly and approachable
- To have staff I can speak to if I do not feel safe & know they will do something about it
- To feel physically, sexually and emotionally safe
- To be respected and to respect other people
- To get help when I need it
- To have a chance to discuss any needs I have as part of my care plan



### What things should NOT happen when I am staying on this ward?

- Feel unsafe, physically, sexually or emotionally
- Feel that I cannot speak with someone if I feel unsafe
- Feeling disrespected or disrespect other people
- Feel I have not received the right help when I asked for it
- Feel my wishes about my care have not been respected
- Be treated differently if or when I say I am not OK with something



# Contents continued

Discharge planning.....	18
My safety plan.....	18
Questionnaires & Feedback.....	19
Activities.....	20-21
Gym.....	21
Religious and spiritual care.....	22
Falls.....	23
Smoking, alcohol and enhancing health.....	23
Personal safety and security on Brooklands.....	24
Safeguarding.....	25
Gender.....	25
Accessing health records.....	25
Confidentiality and information sharing.....	26
Legal status.....	27
Capacity.....	27
Advocacy.....	28
Carer support.....	29-30
Patient Advice and liaison Service ('PALS').....	31
Further support for people with mental health conditions and their carers.....	32-33
Sexual safety.....	34

## Introduction

Welcome to Brooklands Ward. Brooklands is a 10-bedded intensive care ward. The ward is part of Cheshire and Wirral Partnership NHS Foundation Trust (“CWP”). Brooklands is situated at Clatterbridge Hospital on the Wirral.

The Ward Manager is Suzanne Holmes. The Consultant Psychiatrist is Dr Feroze. You and your family/carers are welcome to talk with Suzanne and request an appointment with Dr Feroze to discuss any aspects of the care provided.



**Suzanne Holmes**



**Dr Feroze**

## Further support for people with mental health issues and their carers continued

### **MIND**

Website: [www.wirralmind.org.uk/](http://www.wirralmind.org.uk/)

Telephone: 0151 512 2200

### **Wirral Education for Wellbeing**

This is for you accessing CWP secondary mental health teams and their family/carers. They are based at St Catherine’s Hospital, Birkenhead. They are an educational service, facilitating various courses and workshops focused on supporting people in their mental health recovery. There are prospectus’ available each term detailing the courses that are being facilitated. Please speak to a member of staff if you would like a copy of this.

Website: [www.cwp.nhs.uk/services-and-locations/services/wirral-education-for-wellbeing/](http://www.cwp.nhs.uk/services-and-locations/services/wirral-education-for-wellbeing/)

E-mail: [cwp.educationforwellbeing@nhs.net](mailto:cwp.educationforwellbeing@nhs.net)

Telephone: 0151 488 7250

## Further support for people with mental health issues and their carers

There are local organisations providing support for people living with mental health issues and their family/carers. Information and contact details for some of these are included below:

### Wired

Website: [www.wired.me.uk](http://www.wired.me.uk)

E-mail: [contact@wired.me.uk](mailto:contact@wired.me.uk)

Telephone: 0151 522 7990

### Age UK

Website: [www.ageuk.org.uk/wirral/](http://www.ageuk.org.uk/wirral/)

Telephone: 0300 33 00 111

### Family Tree

Website: [www.familytreewirral.co.uk/](http://www.familytreewirral.co.uk/)

Telephone: 0151 488 8159

## Contact numbers

Please contact the ward office at any time if you wish to speak to staff. Staff may be unavailable at times particularly at busier times of the day, for example meal times. If carers are calling please call again if you are unable to get through.

**Brooklands Ward office – 0151 343 5536**

**Brooklands Ward cordless phone** (if you would like to speak to a patient please phone this number as the phone can be taken to them) – **0151 343 5536**

**Occupational Therapy office – 0151 343 5631**

**Dr Feroz secretary – 0151 343 5553**

**Stein Centre** (to contact staff in the community team) – **0300 303 3157**

## Aims of the ward / philosophy of care

Brooklands is a specialist therapeutic environment. Care is provided by dedicated, skilled and experienced staff who are trained in providing acute person centred care. The care we provide reflects CWP's commitment to the '6 C's', which are –

- **Care**
- **Compassion**
- **Commitment**
- **Competence**
- **Communication**
- **Courage**

An individual person-centred care planning process will begin on admission in collaboration with you and your family/carers, supporting your journey through the assessment process. Each patient has a named nurse, supported by an associate nurse, who will co-ordinate aspects of your care. This ensures that you and your family/carers have an accountable, trained nurse acting as a focus for the care and support you receive. Brooklands staff encourage family and carers to participate in all relevant aspects of care.

## Patient Advice and Liaison Service (“PALS”)

CWP is committed to providing the opportunity for you and family/carers to give a compliment, seek advice, raise concerns or make a complaint about the services provided. CWP offers a PALS service, which is a confidential service for you and your carers. Comments, concerns, complaints and compliments may be sent to PALS. PALS will listen to any concerns you and/or family/carers may have about the care provided and liaise with services to try and resolve these.

PALS are available Monday-Friday (except bank holidays), 9:00am-5:00pm and can be contacted as follows –

Telephone: 0800 195 4462

E-mail: [cwp.pals@nhs.net](mailto:cwp.pals@nhs.net)

Write to:

PALS FREEPOST RRBA UEGB AZJA

Patient and Carer Experience Team Cheshire and Wirral Partnership  
NHS Foundation Trust

Redesmere, Countess of Chester Health Park

Liverpool Road

Chester

CH2 1BQ

There is a leaflet available on the ward about PALS. Please speak to a member of staff if you would like a copy of this for further information.

## Carer support continued

### Carer's assessment

Carers are entitled to a carer's assessment if they provide support to a family member or friend who would be unable to manage otherwise without this help. The carer's assessment is not a test of how well the carer is providing support to the person they are caring for, but to look at how their caring responsibilities impact on their own health and well-being, and their abilities to do the things they want to do in their day to day life. A carer's assessment can be accessed through the Central Advice and Duty Team ("CADT") -

Online: [www.wirral.gov.uk/health-and-social-care/adult-social-care/support-if-you-care-adult/carers-assessment](http://www.wirral.gov.uk/health-and-social-care/adult-social-care/support-if-you-care-adult/carers-assessment)

E-mail: [wcnt.centraladviceanddutyteam@nhs.net](mailto:wcnt.centraladviceanddutyteam@nhs.net)

Telephone: 0151 514 2222 (option 3)

Under section 10 of the Care Act the right to assessment for a carer is triggered if it appears to the Local Authority that the carer might need support now or is likely to in the future. For more information please speak to ward staff.

### GP

Some GP surgeries record the names of carers. This information helps them to make sure that carers receive information about the help and support that is available. Carers can contact their GP surgery if they would like to discuss this or for further information.

## What happens on admission

On admission you will be met by a member of staff and will be shown around the ward and introduced to the staff on duty. A doctor will complete an assessment. Nursing staff will commence a care plan which will be developed during your admission by staff, with you and your family/carers.

We will ensure that you have information on:

- Visiting times
- Reviews
- Activities
- OT interventions
- Meal times
- Medication
- Care planning
- Discharge planning
- Spiritual care
- Health and well-being

Much of this information is included in this booklet. We would like you to have all of the information you need, so please feel free to ask us any questions or to discuss any concerns you may have.

## How to access interpreting services

The Trust aims to ensure that a range of translator/interpreter services are provided for those patients and family/carers for whom English is not their first language or who may require communication support. Ward staff can request these services for you and your family/carers as



# What to bring and what not to bring to Brooklands

You require the following items on the ward –

- **Changes of clothing** (day wear – we encourage you to wear daytime attire to maintain dignity and a normal routine)
- **Night wear** (including dressing gown for you to wear in communal areas)
- **Underwear**
- **Toiletries** including shower gel, bubble bath, shampoo, deodorant, toothbrush, toothpaste, and shaving foam and razors if appropriate
- **Slippers or indoor footwear** (please ensure appropriate footwear which is comfortable, well-fitting and supportive)
- **Outdoor footwear**
- **A jacket or coat** (should you go out for walks or to attend appointments)
- **Personal belongings** such as a book, puzzle books, magazines
- **Small amount of money** (if you would like to buy drinks/snacks or newspapers)
- **Mobility aid(s)** the patient usually uses (e.g. zimmer frame)
- **Sensory aids** the patient requires (e.g. glasses, hearing aids)

Please ensure that all items are labelled with your name, to help staff to identify belongings.

Family/carers are kindly asked to launder your clothes or you may use the ward laundry. Please ensure that you have sufficient clothing to cover the time when relatives take laundry home to wash. Some patients may require more than one change of clothing per day.

# Carer support

## Carer Link Nurses

All ward staff are available to discuss any questions or concerns with carers, and to provide informal support. However, we also have Carer Link Nurses on the ward, whose role it is to be there to support carers, so as carers have someone they can talk with and to help them make sense of what may be a difficult situation.

Our Carer Link Nurses on Brooklands are Gemma and Nigel. Gemma and Nigel will help to identify and provide personal support to carers as needed. Due to the nature of shifts Gemma and Nigel may not always be available on the ward when carers are visiting, however carers are able to leave a message with ward staff. Gemma or Nigel will also be available the last Friday afternoon every month between 1-3pm if there is anything carers wish to discuss.



**Gemma**



**Nigel**



# 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 to ensure each patient's rights and views are respected and listened to. An advocacy referral can be made following admission to Brooklands.

The Wirral Advocacy Hub offers a single point of contact for all advocacy enquiries in the area. The Hub will perform advocacy triage by offering an information, signposting and referral service for all health and social care related advocacy enquiries. The types of advocacy support available via the Wirral Advocacy Hub are –

- Independent Mental Capacity Advocacy
- Care Act Advocacy
- Independent Mental Health Advocacy
- General Advocacy

Advocacy is independent, free and confidential. It supports you' voices and safeguards you' rights.

To access advocacy, please contact as follows -

**Telephone:** 0300 2000 083

**E-mail:** [referral@wirraladvocacyhub.net](mailto:referral@wirraladvocacyhub.net)

**Website:** [www.ncompassnorthwest.co.uk](http://www.ncompassnorthwest.co.uk)

There is a leaflet available on the ward with further information about the Wirral Advocacy Hub. Please speak to a member of staff if you would like a copy of this.

If you bring in any personal electronic equipment such as radios or televisions, these will need to be safety checked by CWP staff before they can be used. Ward staff will arrange this.

Please do not bring in –

- **Cigarettes or e-cigarettes**
- **Any ignition sources** such as lighters or matches
- **Alcohol and/or illicit substances**
- **Medication**
- **Sharp items** including glass (e.g. in photo frames) and mirrors.  
Please give any razors in to staff
- **Large amounts of cash**
- **Valuable items** (including jewellery, expensive clothing, and items of great sentimental value)

Due to the nature of the ward, items may be misplaced and lost. CWP accepts no responsibility for loss or damage to any personal or other property on its premises, except for any personal property deposited with CWP for safekeeping in accordance with Trust policy. Any such property remains the owner's responsibility and at the owner's risk. As we cannot be held responsible for cash and/or valuables retained by you on the ward, we would not recommend these items being brought to the ward. Cash and valuables can be deposited in the patients' bank at Springview.

We are aware that some patients have hearing aids, dentures and glasses which may be valuable. Please can you make staff aware of this on admission. You may wish to consider taking out your own insurance for such items.

If you are unsure about what items are suitable to be brought onto Brooklands, please discuss this with a member of staff.

## Ward facilities and layout

The ward provides a fairly spacious environment, with different areas for you to spend time in, including:

- Dining room
- Conservatory leading out to the garden.
- Main lounge
- Garden
- Female quiet lounge
- Male quiet lounge
- Clinic
- Individual bedrooms with en-suites
- Shared bathroom
- Two communal toilets
- Seclusion room

If you prefer a quieter environment we do have some quieter spaces where you can sit. You are encouraged to spend time in communal areas. However you also have your own bedroom and can choose to spend time there if you prefer and if appropriate.

Toilets for visitors are available at Springview on the ground floor, just outside Brooklands.

## Code of conduct on Brooklands

We encourage everyone on Brooklands to be respectful of each other. Patients all have different needs and require different levels of support, and we ask you to please be tolerant of this.

If you or family/carers feel unhappy or unsafe on Brooklands, or have any queries, please discuss these with staff.

## Legal status

Sometimes due to the nature of a person's illness, you may be admitted under a section of the Mental Health Act. If a patient is detained under a section of the Mental Health Act, a member of staff will inform the patient and their nearest relative what this means and what their rights are under the Act. A nearest relative is a legally defined term within the Mental Health Act which is different to next of kin.

Some patients may be under a Deprivation of Liberty Safeguards ("DOLS"), which is a part of the Mental Capacity Act. You also have certain rights if placed on a DOLS, which will be explained to them.

There are additional leaflets available on the ward regarding this. Please speak to a member of staff if you would like further information.

## Capacity

When you have capacity to make certain decisions, you will be provided with the appropriate information to make these decisions, e.g. regarding treatment and discharge planning. However if a patient is assessed as lacking capacity to make these decisions, these will be made under the best interests principles of the Mental Capacity Act. An assessment of a person's capacity is based on a particular decision at a certain time, therefore some people may have capacity to make certain decisions but not others, and this may also change over time.

If you know that a patient has made an Advanced Statement or an Advanced Decision, please inform a member of staff. If a patient has completed a Lasting Power of Attorney, please also advise staff of this.

You may not have the capacity to make some decisions and may not have capacity to sign important paperwork, e.g. regarding finances and accommodation. Please do not ask you to sign any important documents without discussing this with ward staff first.

## Confidentiality and information sharing

You have a right to maintain confidentiality about your treatment whilst you are on the ward and staff can only share information about you if you have given permission for this. Staff do encourage and promote the involvement of family/carers and if permission is not given, they will revisit this decision on a regular basis with you and promote the benefits of family/carers being involved. Staff will be able to share information without consent if the information poses as a risk to yourself and others.

Sometimes, in order to provide effective assessment and treatment, it may be necessary to share information with other agencies. Sometimes due to your illness you maybe unable to give informed consent. If this is the case, staff will liaise with people who know you well and work within best interest principles. All information shared will be treated in accordance with the data protection act. Information may be passed on to other professionals within the care team. All information provided will remain confidential.

For further information regarding confidentiality, and protecting and sharing information held by CWP, there is an information leaflet available on the ward entitled 'Information We Hold'. Please speak to staff if you would like a copy of this.

## Visiting times

The general visiting times on Brooklands are as follows:

**1:30pm – 4:00pm**

**5:30pm – 7:00pm**

However, we recognise how important it is for you to spend time with your family/carers. Therefore visiting times can be flexible to meet the needs of you and your family/carers. Please phone to check before you visit, and please also be mindful of the treatment programme, ward rounds, Occupational therapy activities and Doctors meetings. Speak to a member of staff if you wish to discuss this further.

We ask that visits take place in visitors rooms in order to respect the privacy and dignity of other patients and to maintain the safety of all people on the ward, visitors are asked not to wander around the ward or to go into bedrooms. There are potential risks within the ward environment at times, e.g. physical and verbal hostility, therefore staff need to be aware of visitors' whereabouts at all times. There may be occasions when visits maybe curtailed if the ward is unsettled or if the visit is causing distress to the patient or other patients.

If appropriate, visits may take place in communal areas of Springview, such as the 'healing environment' area inside or the garden, or in other areas on the Clatterbridge Hospital grounds, such as hospital cafés. This would depend on you and how you were presenting at the time. Please discuss this with staff for more information.

We ask visitors to be aware of other patients' and staff confidentiality whilst visiting your relative/friend. In order to respect patients' privacy and dignity, we ask that you don't discuss other patients or conversations you may hear when outside of the ward. Mobile phones

## Child visiting policy

Children are not allowed to visit on the ward, due to the changeable nature of the ward environment. However children are able to visit in communal areas at Springview or within the Clatterbridge Hospital grounds. There is also a family room available upstairs at Springview, which provides a quieter, comfortable, more private space where children can visit. Please speak with a member of staff in advance to make arrangements to visit with children, so as the family room can be booked to accommodate this, as this room is shared with other wards across Springview.

Accompanying you from the ward would also need to be reviewed with ward staff at the time of the visit, as this would be dependent on how the you were presenting at the time.

## Pet visiting policy

If it is felt that your pet visiting you whilst you are in hospital would be of significant therapeutic value by the multi-disciplinary team, then advice will be sought from the Infection Prevention and Control nurse before the visit may take place. There are strict guidelines for animals who visit wards at Springview.

However, visits may take place outside of Springview on the Clatterbridge Hospital grounds; at the front of the building or at other places within the grounds. Please ensure that you have appropriate resources to clean up and dispose of any waste during a visit.

## Safeguarding

As healthcare providers we have a duty of care to safeguard the welfare of children and vulnerable adults. We take any allegations of abuse seriously and will refer these to the appropriate authorities.

## Gender

CWP is committed to providing you with same-sex accommodation to safeguard your privacy and dignity when in hospital. This means providing same-sex sleeping areas, bathrooms and toilet facilities. All bedrooms are single to protect your privacy and dignity. All (but one) of the rooms on Brooklands have en-suite facilities.

## Accessing health records

All patients have the right to receive copies of letters about themselves. However, letters may be withheld if it is thought it may be detrimental for a patient to receive a copy. To request copies of personal information, please contact the subject access request team. The Wirral contact details are:

**E-mail:** [cwp.wirralaccesstohealthrecords@nhs.net](mailto:cwp.wirralaccesstohealthrecords@nhs.net)

**Telephone:** 0151 488 7306

Please speak to staff if you would like further information on this area.

## Personal safety and security

The door on Brooklands is locked for your safety, visitors can gain entry via a intercom that connects to the ward office, Staff are able to open the door to let people on and off the ward. You may be able to leave the ward depending on your presentation, risk, needs and legal status. You may require support from family/carers or staff when leaving the ward environment.

You have your own bedroom on the ward. It is possible for you to lock and unlock your own doors with an individual key fob, if appropriate.

You may bring mobile phones to Brooklands, however staff are not responsible for the safety of these. Mobile phones may not be used for the purpose of taking photographs, or making videos, social media and/or audio recordings of other patients, visitors or staff. We do have CCTV cameras in communal areas of Brooklands and Springview for everyone's safety.

If you or your family/carers feel unhappy or physically, sexually or emotionally unsafe on Brooklands, please discuss this with staff. You can also contact the Patient Advice and Liaison Service ("PALS"); further information about PALS can be found on page 34 of this leaflet.

## Meal times

Meal times are an important part of the day. We have protected meal times on the ward, to allow you the time to eat your meals without too many distractions.

There are three four meals each day as follows:

**Breakfast** – 8:00-10am

**Lunch** – 12:00-1:00pm

**Tea** – 5:00-6:00pm

**Supper** – 9:00pm

You are offered a choice of food for each meal. A selection of drinks and snacks including fruit are available for you throughout the day. Please speak to a member of staff to assist you. You and your family/carers are also welcome to bring some snacks/drinks in for you of their preference. However please note that we are unable to store or reheat food for you. Please label items brought into the ward.

We ask that you please refrain from giving other patients food or drinks, without speaking with ward staff first, as they may have additional dietary needs or allergies.

If you have any dietary requirements such as food allergies, specific nutritional needs, or cultural/religious requirements, please discuss these with staff as we can cater for a wide variety of dietary requirements.

## Cafés and shops

There are vending machines available at Springview to buy snacks and drinks.

There are several cafés available on the Clatterbridge Hospital site as follows:

### Ground floor of the oncology building

This is to the rear of the hospital site and serves drinks and light snacks

Opening times: Monday-Friday, 8am-5:30pm

Saturday-Sunday, 12:30pm-4:30pm

### Firtrees café

This is near the out patient department and main reception towards the centre of the hospital site and serves drinks and hot/cold meals.

Opening times: Monday-Friday, 8am-4pm.

### St John's Hospice 'The Hub' café

This is at the front of the hospital site and serves drinks and light snacks

Opening times: Monday-Sunday, 10am-4pm

There is a small shop in the oncology building selling magazines/newspapers, drinks/snacks and other amenities. Firtrees also sells newspapers and some drinks/snacks. There is a gift shop at St John's Hospice; opening times for this vary.

## Falls

Whilst staff will do their utmost to take measures to reduce the risk of you falling, we cannot always prevent this. However, there are things that can be done to help reduce the risk of falls such as:

- Please advise staff if the you have a history of falls
- Ensure that you have appropriate slippers and/or footwear available on the ward which fit you well and are comfortable
- Ensure that you have your glasses and hearing aids available if appropriate.
- Ensure that you have walking aid(s) available, if appropriate .

## Smoking, alcohol and enhancing health

CWP operates a strict no smoking policy; smoking is not permitted on any hospital site. It is against the law to smoke inside any CWP building and against CWP policy to smoke within the perimeter of trust property. Nicotine replacement therapy is available for all you. Please speak to staff if you require any further information about this.

Alcohol, cigarettes, lighters and illicit substances are not permitted on the hospital site and will be confiscated if found on an individual's person. We can provide support and advice for alcohol withdrawal as appropriate.

As a health facility, the ward aims to promote and encourage healthy lifestyles through good diet and exercise.



## Religious and spiritual care

We would like to ensure that your religious and spiritual care needs are respected and supported whilst on Brooklands. You are invited to share any information about your beliefs that you feel is relevant with staff. Family/carers are also encouraged to provide further information. This information will be incorporated within your care plan as appropriate.

We have a multi-faith room upstairs at Springview which you may access if appropriate. There is also a chapel in the main corridor of the Clatterbridge Hospital building (central to the hospital site) which can be accessed. However these are for personal prayer/reflection only; there are no services which take place in the multi-faith room or hospital chapel. Please speak with staff if you would like support to access the multi-faith room and/or chapel.

Bibles and other religious texts can be made available on request. You are also welcome to bring their own religious texts or items to the ward for personal use.

Please note that we do not have access to a hospital chaplaincy team. However if you would like someone from your usual place of worship to visit you on the ward, this can be facilitated. Please speak to staff if you require support to make arrangements for this. We do hold a monthly Christian church service on Meadowbank ward, for you, your visitors and staff across Springview. Please see posters on the ward or speak to staff for further details of when the next service will be held.

## Modes of treatment

A multi-disciplinary team approach is used on the ward to provide holistic assessment and treatment, incorporating use of medication as well as therapeutic interventions. The team working with you on Brooklands includes:

- Doctors
- Nurses
- Nursing Associates
- Clinical Support Workers (CSWs)
- Pharmacy staff (Pharmacists and Pharmacy Technicians)
- Occupational Therapy staff (Occupational Therapists [OTs] and Occupational Therapy Technical Instructors [OTTIs])

There is also access to other health professionals as required, which may include:

- Podiatry
- Physiotherapy
- Dietetics
- Speech and Language Therapy (SALT)

If required you will be allocated a member of staff working in the community team, who will assist in discharge planning and provide support following transfer/discharge from Brooklands. If you and/or family/carers would like a second opinion, please speak to a member of staff regarding this.

CWP covers a large geographical area and there is only one other intensive care ward within the trust. We will endeavour for you to be located in a hospital closest to your home, however there may be occasions where you are admitted to another ward within CWP.



## Triangle of care

The Triangle of Care is a three way partnership between the patient, their family/carers, and professionals. With all voices being heard to support and influence care and treatment, this will produce the best chance of recovery. CWP is part of the national programme for Triangle of Care and all members of CWP staff are actively encouraged to promote this three way partnership, as part of their everyday working practice.



## Activities continued

We also facilitate additional events throughout the year such as performances by singing groups, themed social events, ward social evenings and 'Home Safari' animal sessions. Please look for posters and additional leaflets on the ward advertising the details of these events.

If you have any questions about or would like to make any suggestions for groups or 1:1 activities, please speak to OT staff.

## Gym

We do have a gym at Springview for our patients and staff to use. You require a referral form to be completed by a doctor, and the gym instructor will then facilitate sessions in the gym. If a patient would like to access the gym, please speak to a member of staff. You will require some comfortable clothing and appropriate footwear to use the gym.



## OT interventions

Occupational Therapy (OT) staff work with all patients on Brooklands and will assess individuals' needs. We use meaningful activities to assess and support you. OT staff work on Brooklands between Monday -Friday (except bank holidays), 8:30am-4:30pm.

The OT team facilitate a weekly programme of activities/interventions on the ward, incorporating group and 1:1 activities. Possible group activities include baking, quizzes, social groups, craft, music, games and poetry. The majority of groups take place on the ward in the lounge, dining room, or in the department. You will be encouraged and supported to engage in groups and activities that are meaningful and of interest to them. This forms part of your assessment and intervention on the ward.

The activities planned for each day are displayed on the activity board in the dining room. The groups are planned based on your needs and preferences/choices/ideas. However we offer a flexible approach, therefore the activities planned for the week are subject to change, to adapt to the changing presentations and wishes of the patients.

You are encouraged to share information about hobbies and activities that are of interest and value to you.

Resources are available on the ward for you to use at any time including during evenings and weekends, such as books, newspapers, music, and television, these are located in the ward activity cupboard.

## Care planning and carer involvement

We would like you, your family/carers, and staff to work together with care planning. A care plan will be developed with each patient, outlining their care and treatment. You and your family/carers will be provided with a copy of your care plan and are encouraged to be involved in developing this.

If you would like to discuss your relative's/friend's care there are a number of ways this can be done.

- **Ward round** - a ward round is held every Monday to review each patient's care and treatment. This is attended by Dr Feroze, nursing staff and Occupational therapists, you (the patient) are invited to attend this meeting.
- **MDT meeting** - a multi-disciplinary team meeting ("MDT") is held each Thursday family/carers can be invited to the meeting.

At the meeting different people who are involved with your care and treatment, including ward staff, staff in the community team, and family/carers, come together to discuss what led to your admission to Brooklands, how you are presenting on the ward, and to start making plans for your discharge from Brooklands.

## Discharge planning

Discharge from Brooklands is planned as part of the assessment and treatment process via multi-disciplinary team review. We encourage the patient and family/carer involvement in this. Assessment and treatment plans will be discussed with you and your family/carers, and discharge plans and aftercare options will also be discussed and agreed. You and your family/carers will be given the opportunity to ask questions, receive support and discuss any concerns.

## My Safety Plans

We may ask you to complete a 'My safety plan', while you are on the ward this is a Behaviour support plans which describes the type of situations that you may find difficult and what you and others can do to help you cope with distress. They are a useful way of encouraging those supporting you to respond consistently.

Before writing a behaviour support plan it is important to think about:

How you like to spend your time and who with

What's important to you

What you like /not like

## Questionnaires and feedback

You will be invited to complete a 'Patient Experience Questionnaire' and a 'Friends and Family Test' towards the end of your admission. The feedback from all of these questionnaires is amalgamated and used to review how we can continue to develop and improve the service provided on Brooklands. We welcome any suggestions and feedback you have.

Should you or family/carers have any compliments or identify areas you feel we could improve on during a patient's stay, we would encourage you to discuss these with ward staff during the patient's admission. There is a feedback box located in the ward entrance if you would like to leave this feedback anonymously.

We hold community meetings with you on the ward weekly, in order to obtain your views.

For further information, please speak to a member of staff.

## Additional information

There are a large number of information leaflets produced by CWP. A selection of these can be found in the ward round room. If there are further leaflets that you would like that are not available, please speak to a member of staff.

We hope that you find this information leaflet useful. Please do not hesitate to speak to any of the ward staff for help, advice or for more information.