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Information about Saddlebridge Recovery Centre

Information for patients, carers and families



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

Saddlebridge Recovery Centre is a Low Secure Unit for people who have Mental Health difficulties and require enhanced levels of relational security.



All patients at Saddlebridge are detained under the Mental Health Act. The unit provides facilities for the assessment and treatment of patients and rehabilitation leading to their recovery.

Saddlebridge is located within Cheshire, in a rural setting, 9 miles from Macclesfield and 2.5 miles from Alderley Edge. The nearest main line railway station is in Alderley Edge.

Travelling by car, the A535 road runs past the main entrance to the unit. Public transport times and a map are available from the unit.

The staff at Saddlebridge aim to provide a welcoming, professional and sensitive service to patients and their carers. Please do not hesitate to ask the staff for help, advice or information.

The contact details for the unit are:

**Saddlebridge Recovery Centre
Soss Moss Site
Chelford Road
Nether Alderley
Macclesfield
Cheshire SK10 4UJ**

Telephone: 01625 862400

Useful contact numbers

Saddlebridge Recovery Centre	01625 862400
Social Services	0300 123 5010
Benefit Advice Line	0800 88 22 00
Patient Advice and Liaison Service	0800 195 4462
Advocacy Experience	01625 862507
Mencap	0161 728 8109
Mind	01625 500 644
Cheshire Carers Centre	0800 085 0307

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

Please contact:

Saddlebridge Recovery Centre,
Soss Moss Site
Chelford Road,
Nether Alderley
Macclesfield
Cheshire SK10 4UJ

Tel: 01625 862400

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.

Frequently Asked Questions

What to bring?

Patients should bring several changes of clothes, including nightwear, slippers and toiletries. Patients may also wish to bring any personal items that they would normally use at home, such as art or drawing materials, books etc. Patients are welcome to bring a TV (maximum 21 inch screen), laptop, DVDs, CDs and games, however any electrical items will need to be safety checked before they can be used.

What not to bring?

Saddlebridge has a strict security policy which details items that are not allowed in the unit for safety reasons, including lighters, matches or cigarettes.

Please contact the unit staff for further information.

How do you promote health and wellbeing?

No alcohol or illegal substances are allowed onto Saddlebridge. We are a no smoking unit and no tobacco is allowed on site. Support can be given to patients who wish to give up smoking through trained Nicotine Replacement Facilitators.

How do I stay in touch?

Ellie Gray is our on site Social Worker and carer link for the unit. Ellie will make contact with all carers, following admission, to discuss the carer link role and other support available.

Each patient will be allocated a **primary nurse** who will be able to liaise with carers and relatives about all aspects of care and rehabilitation.

What happens with money?

Our onsite Social Worker Ellie Gray will also advise regarding benefits and financial support. If necessary patients can be supported to open a bank account and to access money regularly.

Patients are discouraged from bringing valuable items and large amounts of money onto the unit.

How do you manage violence?

The trust has a zero tolerance to any form of violence or aggression towards staff, public and/or damage to trust property.

What is Saddlebridge Recovery Centre like?

Saddlebridge is an all male unit with fifteen individual en-suite bedrooms which patients are given their own key for.

Patients will need to provide their own TV for use in their bedroom.



There are two TV lounges, a dining room, an IT suite, a visitors room, a gym, a laundry room and an arts and crafts/ activity room. The unit has an extensive garden, with an allotment and gardening facilities available.



There is also a rehabilitation kitchen on the unit where patients are encouraged to prepare their own meals and snacks.

Who are the staff?

Saddlebridge has a staff team who provide professional support to patients on a 24 hour basis. The ward manager oversees the unit, supported by two deputy ward managers. There are qualified nurses and clinical support workers on shift at all times.

An onsite therapy team consisting of Psychology and Occupational Therapy work alongside unit staff to ensure a collaborative and systematic approach to treatment and rehabilitation.

A consultant Psychiatrist is based on site who is responsible for co-ordinating the medical treatment and care of all patients.

What happens when patients are admitted?

On arrival, all patients are shown around the unit and introduced to the other patients and staff on duty.

Staff will ask about any special diets, daily routines or other information that they may need to know. Staff will also ask about medication, including any home remedies or vitamins that are being taken.

All medication is administered by nursing staff.

Staff will make a list of clothing and other personal items that have been brought in and ask that any valuables be put in the unit safe.

Care plan

A doctor will conduct a physical health examination with all patients on admission. Following an initial assessment, a care plan is put in place which outlines each patient's individual needs.

After three months, as part of our effective care co-ordination process, a more detailed care and treatment plan is developed, which is reviewed regularly.

The consultant Psychiatrist and wider multi-disciplinary team meet with each patient every three weeks to review the care plan. Patient's are seen every week by the consultant and are reviewed regularly by Psychology and Occupational Therapy who provide individual care and treatment throughout admission.

Patients are encouraged to be fully involved in all assessments, reviews and planning meetings specific to their care. Carers are also encouraged to attend.



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

Helen Chadwick is our PALS Officer.

Telephone: 0800 195 4462 (24 hour answerphone)

Email: complaints@cwpa.nhs.uk

Independent Advocacy Service

Independent Mental Health Advocacy is provided by Advocacy Experience to support and empower patients at Saddlebridge Recovery Centre.

Our advocacy caseworker is Alice Porter. Alice available on the unit from 8.30am to 16.30pm, Tuesday, Wednesday and Thursday.

You can contact Alice by calling 01625 862 507.



Confidentiality

All patients have a right to maintain confidentiality about their treatment whilst they are at Saddlebridge.

With the patient's consent, staff encourage the involvement of carers and significant others. We will always listen to relatives and carers concerns in regards to admission and treatment.

Some patients' may be unable to give informed consent. In this case, staff will liaise with people who know them well and work on a best interest/need to know basis. Sometimes, in order to provide safe effective assessment and treatment, it may be necessary to share information with other agencies.

Telephone calls

There is a pay phone on the unit for patients to make outgoing calls. Mobile phones (without cameras or internet access) are permitted on the unit between 10am and 10pm.

Carers and friends can contact patients through the main unit telephone number, but staff request that no calls are received after 9pm in the evening.



Visiting

Support from carers, relatives and friends is important. The unit does not have specific visiting times but it is requested that all visitors contact the unit to make arrangements, prior to visiting. **Staff must be informed in advance if children are to visit, in order that the necessary arrangements can be made.**

There is a family visiting room where visits can take place in a relaxed and private environment, or if wanted visits can take place on the ward itself.

Activities

All patients on Saddlebridge Unit have an individual activity programme, which is determined by their care plan and individual interests.

The unit has two vehicles for off-site activities such as hiking, personal shopping and to make use of the local leisure facilities. Access to these activities will be dependant on the needs of individual patients.



The unit has a full industrial gym for patients to use. Support is given by a qualified gym instructors and by trained members of the staff team.

There is a rehabilitation centre, York House, on the Soss Moss site which is for patients who would benefit from support to develop their skills in areas such as cooking.



Saddlebridge has a variety of garden areas which are used in the summer months for both relaxing and therapeutic activities.



Meals and drinks

Mealtimes are an important part of the day on Saddlebridge with food provided by a cook and chill service.



Meal times on the unit are:

Breakfast	8am
Lunch	12pm
Dinner	5pm
Supper	9.30pm

Menus are discussed with the patients and several choices are offered at each meal time.

Special diets including cultural and ethnic requirements can be catered for and these can be discussed with staff when patients are admitted.

Hot and cold drinks are available throughout the day, with patients accessing these as wanted.

Please note that the meal times on the unit are protected. This means that we do not allow patients to be disturbed when they are having their meals.

Patient's health and wellbeing is of paramount importance to us and we support patients to choose healthy options where possible, assessing each care plan on an individual basis.

Patient's are able to purchase additional drinks and snacks and store fresh food within the unit kitchen if wanted

Religious and spiritual beliefs

The religious and spiritual beliefs of individual patients are respected and supported at Saddlebridge Recovery Centre.

Staff are able to provide information and facilitate access to what is available in the local area. We have a multi-faith room available on site which patients can access as required.

Patient meetings

Patients are invited to take part in a fortnightly 'My Service My Say' meeting, alongside advocacy services. This is an opportunity to make suggestions, discuss concerns and for information to be shared.

There is also a daily meeting, held each morning to assist patients to plan and prepare for the day ahead.

The unit manager responds to all issues that have been raised either individually to patients, or at the following meeting. This ensures that patients' views are part of the development of the unit.

Service users have the option of changing their Key Worker if they so wish. Ask to speak to the Team Manager for further information.

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.

