



Information Handbook for Carers



“To contribute positively to those entrusting themselves to our care”

**A resource pack for carers of those
admitted to
Cygnet Hospital Derby**

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HOW DO I CONTACT THE WARD?



In order to contact either the Litchurch, Alvaston , or Wyvern Wards, there are two ways to do so:

Reception Main Number: 01332 365434

Then request which ward you would like to speak to. Or direct dial:

Alvaston Ward: 01332 228472

Litchurch Ward: 01332 228460

Wyvern Ward: 01332 228452

Social Work Lead, and Social Worker for Alvaston and Litchurch Wards:

Beci Skelly: 01332 365434 ext 214

Email: beciskelly@cygnethealth.co.uk

Social Worker for Wyvern Ward:

Stuart Jackson: 01332 365434 ext 214

Email: stuartjackson@cygnethealth.co.uk

Social Work Assistant:

Claire Lomas: 01332 365434 ext 214

Email: clairelomas@cygnethealth.co.uk

Meet the team:

Hospital Manager: Mark Varney

Clinical Manager: Katie Casement

Alvaston Ward Manager: Marie Howlett

Litchurch ward manager: Louise Arthur

Wyvern Ward Manager: Louise Bannister

HOW DO I MAKE A COMPLAINT?



Whether you wish to make a suggestion on how the service can be improved or tell us about something you liked, the hospital wishes to hear from you!

Complaints provide an opportunity to examine hospital services and clinical practice and ensure that a culture of quality improvement and risk reduction exists to support the overall clinical governance framework within the hospital.

HOW TO MAKE A COMPLAINT

We would initially aim to resolve any matters raised informally via the service users Social Worker.

Social work contact number: **01332 365434 +214**

However, if you feel your complaint has not been resolved or dealt with properly you have every right to put your complaint in by:

- Writing formally
**Mark Varney Hospital Manager, Cygnet Hospital Derby, London Road,
Derby DE24 8WZ**
- Emailing the Hospital Manager:
markvarney@cygnethealth.co.uk
- Completing a compliment, comment or complaint slip which can be found in reception

We aim to acknowledge all complaints within two working days and respond to complaints within 20 working days. A copy of the complaint procedure will be issued to you.

Safeguarding

Derby MASH (Multi Agency Safeguarding Hub) AdultsMASH@derby.gov.uk

Telephone: 01332 642855

Minicom: 01332 640666

Fax: 01332 643299

SMS for deaf users: 01332 785642

Careline: 01332 786968

Raising Concerns:

If you feel that you are not happy with the service provided by the hospital and/or wish to make a complaint you feel has not been managed by the hospital you can contact CQC (Care Quality Commission)

Tel: 03000 616161 Fax: 03000 616171

VISITING HOURS/ INFORMATION



We believe that service users and their relatives and friends should be supported and provided with every opportunity to maintain relationships. Visits from family, friends and significant others are acknowledged as an important part of a patients treatment and rehabilitation.

HOW TO BOOK A VISIT:

- ◆ To arrange a visit call 01332 365434 and ask for the ward on which your family/ friend / significant other is based.
- ◆ You will then be able to book the **day** and **time** of the visit.

(It would be beneficial if 24 hours notice could be given to avoid disturbing therapy input and allow time to facilitate a quality visit!)

Wyvern Unit – Locked Rehabilitation Unit (Visiting Hours)

Monday to Friday: **4.00pm – 7.00pm**
Saturday and Sunday: **2.00pm – 7.00pm**

Litchurch and Alvaston Wards (Visiting Hours)

Monday to Friday: **4.00pm – 7.00pm**
Saturday and Sunday: **2.00pm – 7.00pm**

ON ARRIVAL

Monday to Friday **7.00am-8.15pm** reception staff are on duty. They will ask you to sign in and if you have any contraband items you are asked to sign a declaration and place in the lockers provided. All contraband items will not be allowed through the airlock without security checks.

Please remember to bring photographic ID with you for your first visit. A copy of this will be taken by staff to ensure service user safety.

VISITING RULES/ INFORMATION



- ◆ Homemade food can only be brought into the hospital for religious purposes, and this must be booked in advance with the ward team. If you have not made the team aware that you will be bringing food it will not be permitted. Any takeaway food brought in will be checked by a member of staff.
- ◆ For visitors of all units they will be monitored by a member of staff where appropriate.
- ◆ A Nurse will ask to see your ID before collecting you from reception and taking you to your meeting or visit.

VISITING WITH CHILDREN

If you wish to visit the hospital with a child, (by the term "child" we mean anyone under the age of 18), a set of specific procedures need to be followed. Cygnets Hospital Derby are required to follow these procedures, before allowing a child to visit.

- ◆ The service user should first request, in writing, a child visit with the MDT.
- ◆ The MDT will then carry out an assessment so they can have a better understanding of whether it is appropriate for the child to visit.
- ◆ The local social services authority is also included in this assessment and the planning of the visit.
- ◆ Only in exceptional cases will a request be refused.
- ◆ A risk assessment is completed which outlines where visits are able to take place, e.g. in hospital or in the community, and who needs to be present at the visit, e.g. staff or external social workers.
- ◆ Children must be supervised by a responsible adult throughout any arranged visits.

OTHER QUERIES:

Can I bring pets?: Pets can only be brought in at the discretion of the Hospital Manager.

Where can I park?: There are ample parking spaces available. Please use visitors parking. Disabled parking is available for blue badge holders. Full wheelchair access to the building and disabled toilets are available.

CONTRABAND RATIONALE



To ensure the safety of our service users, visitors and staff, at all times we operate a contraband list of items which are not allowed on the unit. Please **do not** bring any of the items on the list below to the unit:

- Alcohol
- Alkaline Batteries
- Aerosols
- Any Adhesive Tape
- Any Sharp Instruments or Tools
- Animals
- Blue Tak/Sticky Tak
- Chewing Gum
- Cans of Drink
- Canned Food
- Red Bull/Other Energy Drink
- Unsealed Cigarettes or Other Tobacco Products
- Cutlery
- Glass Bottles,
- Carrier Bags
- Food Cooked off Premises Other than Takeaways
- Detergents,
- Bleach,
- Gardening Tools/Implements
- Keys, Knives Of any Sort
- Inflammable Liquids
- Lighters/Matches
- Mobile Phones/Electronic Equipment
- Manicure Sets
- Nail Files
- Medicines
- Metal Coat
- Hangers
- Injection Equipment
- Needles for Knitting/Sewing
- Illicit Drugs
- Solvents
- Cellotape/Sticky tape
- Firearms or Air weapons (including replicas)
- Pornographic material
- Razorblades/Disposable razors
- Scissors
- Photographic Equipment
- Televisions/Computers/Hi-Fi Set
- Umbrellas
- Wires
- Strong rope/Cords
- Flasks of hot water

You will be asked when signing in if you have any of these items and may be asked to search your bags before entry to the unit. If you do accidentally bring any items on the list don't worry, you can hand them in at reception or to the nursing staff and they will be returned to you when you leave.

VISITING: PLACES TO STAY LOCALLY



There is plenty of accommodation located in Derby that are not located far from the hospital. However, here are a couple of hotels along with the locations and details to enquire:. This is not part of Cygnets and is for information purposes only.

Derby Conference Centre
London Road
Derby
DE24 8UX
Phone: 01332 861842



Stuart Hotel
119 London Road
Derby
DE1 2QR
Phone: 01332 340633

There are plenty of options when deciding how to travel to Cygnets Hospital Derby including:

TRAIN (Derby Railway Station, 1 mile from Cygnets Hospital Derby)

Walking from Derby Train Station:

Head south toward B6000/Railway terrace
Slight left at B6000/Midland Road
Turn left at A6/London Road
After approx. 0.7 miles turn right
Cygnets Hospital Derby will be on your left

TAXI

You could get a taxi from Derby train station for a journey that lasts approximately 5 minutes.

Taxi Company Numbers:

Western Cars - 01332 331331

Albatross Cars - 01332 345345

PJ Cars - 01332 202010

75 Taxis - 01332 757575

CARER ASSESSMENTS



We are committed to, (where a service user gives their consent) involving and supporting carers. Your enriched knowledge and understanding into a service users life and illness is valued, and we welcome you to share this with the team to support us to understand a persons needs and plan for their recovery.

The Carers Act 2014 places a duty on local authorities to carry out an assessment of the needs of a carer. This means more carers are able to have an assessment. The local authority will assess whether the carer has needs and what those needs may be. This assessment will consider the impact of caring on the carer.

It will also consider the things a carer wants to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially. Care Act Duty of Care

Advice: Caring for someone is a demanding and challenging role. Sometimes having a family member or friend in hospital can cause stress and worry. If you become physically or mentally unwell it is extremely important that you approach your own GP for help. Alternatively, these are some forums that could also be useful:

CAB: Citizens Advice is a network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems.

Mind: Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. Our local Minds support over 513,000 people across England and Wales. Their services include supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending. Find out if there is one where you live.

Local Health Board (Derby) contact details:

Tel: 01332 640000 (Monday to Friday 8.30am–5.00pm)

Fax: 01332 643299

Minicom: 01332 640666

WHY DO WE DO HOME VISITS?



We recognise that as friends and family you will have a great deal of information that will help us to understand a service user and their illness. Often through many years of providing care, you will know them the best.

If prior to a persons admission to Cygnet Hospital Derby you were their main carer, a representative from the hospital Social Work Department will, where appropriate, offer to visit you at home. This is an opportunity for the team to gain a better understanding of the service users life prior to admission and an understanding of what you believe has and hasn't worked well for them in the past. This information helps us to identify a service users needs and plan for their care and treatment. It also provides you with an opportunity to ask any questions you may have, request information, or address any concerns.

We also feel that (following a service users permission) it is important that you are given information about the service users mental illness, and advice on how best you can support them.

Cygnet Hospital Derby like to work closely with family and friends, involving them as partners in a service users care. At times this can be complicated due to confidentiality issues. Regardless of illness or disability everyone has a right to privacy. This means that we cannot always disclose personal information about a service user and their illness to anyone without their express consent. However, if a service user refuses to give their consent, we have to respect their wishes, this doesn't mean however that we can't speak to you or give you general information.

The Care Act 2014 makes it clear that you have a right to confidentiality as well. You can speak to us and (for whatever reason) ask us not to share the information you give with the service user.

If you have any worries or concerns about a service user, their care, their treatment or their behaviour, please contact the hospital. The team can use this information to better understand the service user and their illness.

PURPOSE OF MDT, CPA AND TRIBUNAL MEETINGS



MDT

The term “MDT” stands for multi disciplinary team. It is used to collectively describe the group of health care professionals involved in the planning and management of a service users care. Every service user has an allocated and dedicated MDT, consisting of a range of professionals from different professions including Psychiatry, Psychology, Occupational Therapy, Social Work, Substance Misuse Work and Nursing. The team work collectively together to meet the specialist needs of the service user.

CPA

A “Care Programme Approach Review” (referred to as CPA), is a meeting where staff members working with the service user and anyone they wish to attend to support them, all meet together to discuss the service user’s progress and their treatment plan.

The service users Consultant Psychiatrist will normally chair the meeting, although the service user can chair if they wish. The service users Named Nurse, Social Worker, Occupational Therapist, Psychologist and any other professionals the service user is working with will be invited to the meeting. Any external professionals involved in the service users care (for example Care Coordinator, Probation Officer) will also be invited to the meeting. Service users can also choose to, if they wish, invite friends and family to the meetings.

Tribunal Meetings

The Mental Health Tribunal Service is an independent judicial body. The main role of the Mental Health Tribunal Service is to review cases of service users detained under the Mental Health Act, and to direct their discharge from section where appropriate.

The tribunal panel is made up of three members:

- A legal member
- A medical member (usually a psychiatrist)
- A lay member with some mental health experience.

Also at the hearing will be the service user, the service users legal representative, the service users Doctor, a Nurse, the hospital Social Worker and usually a member from the service users community team. The service user may have also invited their Nearest Relative or someone to support them at the hearing.

WHY DO WE DO SURVEYS/ AUDITS?



At Cygnet Hospital Derby, we value the opinions and suggestions of our service users and carers. Carers and families are able to provide invaluable insight and information that may help the care team who are responsible for the person that is being cared for. Service users have the right to choose how much information we share with others and we have a duty to respect this right.

Sometimes a service user may decide to stop sharing information, we recognise that this might be difficult but we have a legal obligation to respect their wishes. However, we will provide support if this situation arises.

When carers, families and friends share information with us we respect their right to confidentiality and would only breach this, if it is in the best interests of the service user or public safety.

PURPOSE OF MEET THE TEAM/CARER FORUMS

At Cygnet, we believe that it's important for carer's and the team to communicate. This allows us to provide better care for our service users and to better support carers. We believe this communication is important in the process of helping the service users. We hold a meet the team day at the hospital on an annual basis and all friends and family are welcome. We aim to provide families with information about care and treatment, information on the roles of the clinical team, and we welcome ideas, suggestions and input from service users and their families.

We also offer 'walk rounds' of the hospital grounds. Where you will be able to view the therapy corridor, the layout of the hospital and on some occasions, where risk assessed, the wards.

HOW TO MAKE SUGGESTIONS



At Cygnet, we value and encourage all feedback as it helps us to shape and improve the services that we offer.

To share positive feedback with us please contact the hospital direct either in writing or by phone. Feedback can also be provided online by using the Contact Us page (<https://www.cygnethealth.co.uk/contact/>) be sure to mention which hospital you want to feedback on. There is a suggestion box in reception or you can contact the Hospital Manager: **markvarney@cygnethealth.co.uk**

We see complaints as a valuable source of feedback and we try to learn from problems to improve services for everyone. Whatever you think about our services or staff we want to hear from you.

Whether you wish to make a suggestion on how the service can be improved or tell us about something which you liked, the hospital wishes to hear from you.



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Produced by the Cygnet Hospital Derby Social Work Team