

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, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১বিবিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ કદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लिपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्युपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfieithu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tîp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see www.cwps.nhs.uk
© CWP NHS Foundation Trust

The information in the leaflet was valid at the date of production **Apr 2016** and is due for review in **Apr 2018**.

Leaflet code: A-JW-16-707



Cheshire and Wirral Partnership NHS Foundation Trust



Information for Family, Friends and Carers

Juniper Ward



Visiting Times

Monday to Friday
17:30—19:30

Saturday and Sunday
13:30—19:30

Bank holidays
13:30—19:30

The staff on the ward aim to provide a welcoming, professional and sensitive service to patients and carers.

Juniper Ward telephone number **01244 397 303**

Triangle of Care



The **Triangle of Care** is a three way partnership between the service user, carer 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.

Key Contacts

Juniper Ward is an acute Mental Health admission ward that facilitates care for adults and older people from the age of 18 years.

.....is the ward manager. He/she is the senior nurse who is in charge of the ward.

Dris the consultant psychiatrist in overall charge of the care of your relative/friend/partner.

.....is the named nurse in your relative/friend/partner's nursing team who will co-ordinate all aspects of their care..

There are **carer link nurses** on the ward. You will receive a letter from the carer links informing you of their role and how you can contact them. They will help you to access any information you need, including support groups and voluntary organisations.

You can also find out more about the role of the carer link and who the carer links are for the ward on the **Carer Link board**.

Please do not hesitate to ask any of the staff for help, advice for more information.

Contact Numbers

Juniper Ward	01244 397303
Patient Advice and Liaison Service PALS	0800 195 4462
Cheshire and Warrington Carers Trust	0800 085 0307
Making Space	01925 571680
Alzheimer's Society	01925 572239
Young Carers	0151 356 9497

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

Personal Notes

Confidentiality

All patients have a right to maintain confidentiality about their treatment whilst they are on the ward and staff can only share information about patients if they have given permission for this. Staff do encourage and promote the involvement of carers and if permission is not given they will revisit this decision on a regular basis with the patient and promote the benefits of carers being involved.

If you know that your relative/friend/partner has made an Advanced Statement or an Advanced Decision, please inform a member of the nursing team.

Sometimes, in order to provide effective assessment and treatment, it may be necessary to share information with other agencies. Some patients' difficulties mean that they are unable to give informed consent. With these patients, staff will liaise with people who know them well and work on a best interest/need to know basis.

If you would like to discuss your relative/friend/partner's care there are a number of ways this can be done including attending weekly reviews or specific appointments. If you wish to discuss something confidential please let us know and we can arrange for you to arrive a few minutes early for the meeting. If you cannot attend meetings then we would be happy to arrange a telephone call with you where we can record your comments for input at the meeting.

For more information please talk to nursing staff.

Preparation for discharge

Discharge from Juniper ward is planned as part of the assessment and treatment process via a multidisciplinary (MDT) review. We encourage your involvement with this process, you will be invited to a Care Programme Approach (CPA) meeting with your relatives consent. At this meeting details of the discharge plan and aftercare arrangements will be identified and agreed. If you have any concerns or questions about discharge or need information clarifying please talk to staff.

What happens on admission

On admission you will be met by a member of staff in a quiet area where sharing of information can take place. You will then be shown around the ward and introduced to the staff on duty.

We will ensure that you have information on

- Reviews
- Therapeutic Time
- Activities
- Spiritual Care
- Medication
- Health and Wellbeing
- Discharge Planning

We want you to have all the information you need so please feel free to ask us any questions or concerns that you have.

What to bring

- Toiletries
- Day wear
- Nightwear
- Indoor footwear
- Outdoor footwear
- Mobile phone and charger
- Reading books/puzzle books etc
- Money (not large amounts)
- Prescribed medication

What not to bring

We would discourage from bringing valuable items, large amounts of money and items which may pose a danger to others.

Any electrical items will need to be safety checked before they can be used.

Staff can give you a list or talk to you about the things that cannot be brought onto the ward.

The ward has guidelines covering the use of mobile phones, and the general rules of the ward.

Care Planning

A care plan will be developed with each patient, outlining their care and treatment. Staff encourage you to be part of this, we would like us all to work together.

Care plans and medication are reviewed on a weekly basis. Review meetings will be arranged with the Consultant. You are encouraged to attend these review meetings with the consent of your relative.

The care plan will name who will be responsible for ensuring that it is implemented.

As a carer you may feel that you wish to talk to us confidentially about information which you feel is important to your relative's care. Please talk to any member of staff who will put you in touch with the named nurse.

Religious and Spiritual Beliefs

The religious and spiritual beliefs of individual patients are respected and supported whilst on the ward.

The Hospital Prayer Room is situated on the ground floor opposite the Oasis Café. It is open 24/7 for people of all faiths and no faith as a place for quiet reflection. Prayer mats, Bibles and various other Holy Scriptures are available on request. There is a prayer request box in the Prayer Room.

Our Chaplains are available to talk to or meet with you. Our Chaplains hold services in the prayer room and visit the ward. Chaplains are available 24/7 and can be contacted on Ext 7354 or in emergency through the staff.



Smoking and Enhancing Health

It is against the law to smoke inside any Cheshire and Wirral Partnership NHS Foundation Trust building. It is also against Trust policy to smoke within the perimeter of trust property.

Service users are requested not to bring tobacco products in to the ward environment but are advised to leave them at home.

We offer a comprehensive range of nicotine replacement therapy. We also offer support and advice for service users who would like to stop smoking.

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

What does it mean if my relative has been admitted under a section of the Mental Health Act

Sometimes, due to the nature of a patient's disability or illness, they need to be admitted under a section of the Mental Health Act.

We will sit down with you and explain what this means for you and your relative.

Advocacy can also be a useful source of information about the Mental Health Act.

Independent 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 and reviews so that each person's rights are respected and listened to.

Advocacy may be able to provide additional help with benefits.

The contact details for the local advocacy service are

Bev Spicer
Tel: 01606 596383
Email: bev.spicer@cwcab.org.uk

Mark Halford
Tel: 01606 596383
Email: mark.halford@cwcab.org.uk

Anne Farrell Age UK (Older Peoples)
Tel 01606 305034
Email: anne.farrell@ageukcheshire.org.uk

Activities

Shortly after admission your relative will meet a member of the Occupational Therapy team (OT). OT staff will work with your relative to assess individual needs and explain the type and purpose of therapeutic activity. Where possible realistic goals will be agreed to support recovery.

Your relative will be offered a person centred programme. This may include group sessions and/or 1:1 work. The OT staff may contact you to gain further information about what is important to your relative.

Your relative will be provided with a Personal Activity Plan. Activities take place within the OT department, *The Clarion Centre* and Juniper ward. OT is available from 07:30 –19:00 weekdays. Ward staff provide additional activities during these times and evenings and weekends. There is a ward activity timetable.

OT staff may carry out a home and/or community assessment and make recommendations regarding a safe and timely discharge.

There are carers evenings held monthly in *The Clarion Centre*. Please see Carers board for dates.

Friends and Family Room

There is a friends and family room situated outside the ward providing an alternative place for visits.

This is a quiet and comfortable space where you will have access to resources such as books, leaflets and toys for small children.

This room offers a private space out of the ward environment.



Meals and Drinks

Mealtimes are an important part of the day on the ward.

There are three set meal times where patients have a choice of meal, and snacks, and hot and cold drinks are available during the day.

All meals offer a wide choice of food and include healthy options.

Special diets and cultural/ethnic requirements are catered for. These can be discussed with staff on admission.



Meal times on the ward

Breakfast

Lunch - 12:00—12:30

Dinner 17:00—17:30

Oasis Café

The Oasis café is located on the ground floor of Bowmere hospital. Hot and cold meals and snacks are available as well as hot and cold drinks.

The Oasis café is open from:

Monday—Friday 08:00—16:00

Saturday & Sunday 08:00—12:00



Visiting

Support from carers, relatives and friends is important.

The staff will advise you of visiting times on the ward and they are also printed on the front of the booklet.

Visits outside of these times can be arranged by contacting staff on the ward.

Staff must be informed in advance if children are to visit. This is so that we can make the necessary arrangements and that a visiting room is available. We want to make sure that everyone feels comfortable during the visit.

A member of staff will always be available during visiting times if you have any questions. Please come and talk to us.

Telephone Calls

Juniper ward contact telephone numbers:

Patient's Phone: 01244 397691

Office phone: 01244 397303

Office phone: 01244 397307



Contacting the ward

Please feel free to contact us if you have any questions.

It would be helpful to avoid our busiest times, meal times and therapeutic times and we can advise you of these.