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Information about Eastway Inpatient Assessment and Treatment Unit



For more information see www.cwp.nhs.uk.
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**Information for
 family, friends and carers**

Introduction

This booklet has been put together to provide information about Eastway.

Eastway is an inpatient assessment and treatment unit for adults with learning disabilities, and is located approximately 1.5 miles from Chester city centre.

The unit provides specialist assessment and treatment in a therapeutic environment.

There is a bus stop directly outside the unit and on the main Liverpool Road. The railway station is located about half a mile away and provides easy links both to Chester and Liverpool. Public transport details and a map are available from the unit.

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

The contact details for the unit are:

**Eastway Learning Disability Services
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ**

Telephone: 01244 397 224

CCTV

We have CCTV on the Unit, you may speak to staff about this.



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

Please contact :

Amanda Atkinson
Ward manager
Eastway Assessment & Treatment Unit
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ

Confidentiality & Information Sharing

All service users have a right to maintain confidentiality about their treatment whilst they are at Eastway.

With the service users consent, staff encourage the involvement of carers and significant others.

Sometimes in order to provide effective assessment and treatment, it may be necessary to share information with other agencies.

Some service users 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.

Visiting

Support from carers, relatives and friends is important.

Eastway is flexible around visiting times although we need to maintain consistency and opportunity for assessments and activities to take place for all service users. Therefore we ask that you liaise with the nurse in charge regarding when you can visit. Please note protected meal times. Please see page 7.

Staff must be informed in advance if children are to visit, in order that the necessary arrangements can be made and a visiting room made available.

Telephone Calls

Service users on Eastway are able to use the cordless ward phone to speak to friends and relatives. Times and usage are agreed as part of their care plan.

Carers are able to phone the unit at any time to speak to staff.

What is Eastway like?

Eastway unit has a large lounge, dining room, service user kitchen, activity room and 3 garden areas.



There are 9 bedrooms, some with their own shower rooms.

There are also two extra bathrooms near to the bedrooms.

Visits can be arranged and are encouraged prior to admission.

Who are the staff?

The staff team at Eastway is a multi-disciplinary team consisting of nurses, support workers, psychiatrists, a speech & language therapist, occupational therapist, clinical psychologist, administrative and domestic staff.

There is a notice board near the ward entrance where photographs of the ward staff, their names and titles are being displayed.

What happens when service users are admitted?

As soon as appropriate, all service users and carers will be shown round the unit and introduced to the other service users and the staff on duty.



Staff will ask about any special diets, daily routines or other information that staff may need to know.

Staff will also ask about medication, including any home remedies or vitamins that are being taken. All medication will be administered by nursing staff on the unit.

Staff will make a list of clothing that has been brought in.

Senior staff will arrange to meet with carers/ family members after admission to give you an opportunity to ask questions and give us any information you feel we need to know.

Care plan

Care plans will be developed for each service user outlining their care and treatment. Staff encourage service users and carers to be part of this.

Staff will develop a positive behavioural support plan with and for each service user on how best to manage their needs. This may involve physical intervention. Staff will talk to you about this.

There is a multidisciplinary team (MDT) review meeting for service user's every one to two weeks. There are different ways service users and carers can be involved, please, talk to staff about this.

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

Curtis Daniels and Marley Whelan are our PALS Officers.

Telephone: 0800 195 4462 (24 hour answerphone) or
01244 393 174

Email: cwp.pals@nhs.uk

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.

The local advocacy service is:

Cheshire Advocacy Hub

Tel: 03333 66 00 27

Following their admission to Eastway, staff will refer all service users to advocacy for support.

Admission under a section of the Mental Health Act 1983

Sometimes due to the nature of a service users disability or illness they require to be admitted under a section of the Mental Health Act.

If this happens the process will be explained to the service users and/or their carers by a member of staff who will discuss this with you.

Carer Link

There is a carer link at Eastway who takes the lead for co-ordinating support for carers and makes contact with all carers during admission.

We aim to ensure close links are maintained with carers and family members and that you receive the support and information you need.

Feedback on services

In order for us to continue to improve our services, your feedback (compliments, concerns, complaints) is essential. Please speak to staff about giving feedback.

We also regularly carry out '**carer stories**'. This is an opportunity to listen to the carers experience of using the service at Eastway, and carer feedback supports all service development.

What to bring

Service users should bring several changes of clothes, including nightwear, slippers and toiletries.

Support for laundry can be offered or it can be taken home if preferred.

Service users may also wish to bring personal items that they would normally use at home, such as art or drawing materials, books etc.

What not to bring

Service users are discouraged from bringing valuable items and large amounts of money into Eastway.

Any electrical items will need to be safety checked before they can be used. Eastway has guidelines covering the use of mobile phones.

Please contact the unit staff for further information.

Enhancing Health

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

Smoking is not allowed inside or outside Eastway or in the hospital grounds. Support can be given to service users who smoke.

No alcohol or illegal substances are allowed into Eastway. Tobacco products, lighters and matches are not to be brought on any CWP wards including Eastway.

Carers are encouraged to support service users to achieve a healthy lifestyle.



Activities

The staff on the unit encourage daytime and evening activities to fit in with individual service user choice and needs.

A wide variety of activities including art, computing and sport are being offered on a daily basis both on the unit and in the community.



There is a large garden and patio area .

There is also a Gym on site which can be accessed by all service users. Please, speak to staff about this.

Day centre and college

The staff at Eastway support service users to try to maintain their usual daily activities as much as possible.

It will be discussed and agreed on admission whether service users can continue to attend their day centre or college during their stay at Eastway.

Meals and drinks

There are set meal times at Eastway. Hot and cold drinks and snacks are available throughout the day.



Meal times at Eastway are:

Breakfast	8am
Lunch	12pm
Dinner	5pm
Supper	9pm

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

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

Religious and spiritual beliefs

The religious and spiritual beliefs of individual service users are respected and supported whilst at Eastway.

Staff are able to provide information and facilitate access as to what is available in the local area.