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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, ब्रेडल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों 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.

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Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp 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
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Cheshire and Wirral Partnership NHS Foundation Trust



Information for Family, Friends and Carers Rosewood Unit

Rosewood Unit is an intensive rehabilitation service catering for adult service users with a diagnosis of severe and enduring mental illness with complex needs offering client focused recovery in local communities.



Visitors are welcome on Rosewood Unit at any time however this should not impact on the individuals rehabilitation programme.

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

Rosewood telephone number 01244 397311

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

Rosewood Unit is an intensive rehabilitation service catering for adult service users with a diagnosis of severe and enduring mental illness with complex needs offering client focused recovery in local communities.

Dave Appleton is the ward manager. He is the senior nurse who is in charge of the ward.

Dr Shetty is 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..

All the ward staff are here to help and support you and will be pleased to talk with you at any time, night or day.

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**.

Contact Numbers

Rosewood Unit	01244 397 311
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

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

In preparation for discharge from Rosewood unit, we would organise a multi disciplinary meeting with all the professionals involved in your relative/friend/partners care package.

We involve carers or next placement with these meeting for effective communication during this process.

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.

Rosewood is split into a male and female area with separate sleeping, dining and recreation areas.

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

Prior to admission to Rosewood Unit you can phone the ward if you have any questions about what your relative/friend/partner should bring.

Some other patients have brought their clothes, toiletries, television, radio and pictures etc. Whilst on Rosewood Unit you could discuss with staff different items to bring on the ward.

What not to bring

We would discourage patients 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

On Rosewood a care plan approach meeting (CPA) takes place every 9 weeks this is an opportunity for discussion about how your relative/friend/partner is progressing through rehabilitation. Your relative/friend/partner and the staff involved in their care will attend this meeting. A care plan will be developed with each patient, outlining their care and treatment. Staff encourage carers to be part of this. This is also an opportunity to amend plans and goals, discuss concerns and how you are feeling,

The doctor and the nursing team review each patient's care and medication on a weekly basis. Carers are encouraged to attend these review meetings with the patients consent.

Occupational therapy staff offer a wide variety of activities for service users on Rosewood Unit to include daily 1:1 time and also breakfast groups and recovery college. Service users can also access to Psychology.

The care plan will name which staff 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 relatives 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.



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 and 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

Chester Office
The Advocacy Office,
Bowmere Hospital,
Liverpool Road,
Chester, CH2 1BQ

Telephone: 01244 397294/5

We will mention advocacy to patients and carers where we feel they could benefit from advocacy support.

Activities

Ward Activities

Monday - Swimming group.

Tuesday - Walking group.

Wednesday - Care program approach (CPA) meeting.

Thursday - Badminton / swimming and lunch group.

Friday - Leisure group.

All patient's can have a unit job whilst they are on Rosewood unit. It will be something they are interested in like the lunch group or collecting the daily news papers and they will receive a weekly allowance.

During the week all patient's have the opportunity to buy their own foods to completed a cooking session in the OT kitchen on the ward. Also all patients can choose their own activities during the week and at weekends to develop skills. We provide 1:1 activities, family and friends events, also we have 2 OT's staff on Rosewood unit.

The Clarion Centre is the Occupational Therapy base and is off the ward. All patient's can attend this service during the week to work with Occupational Therapists o develop their skills for the future.

Friends and Family Room

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

This is a quite 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 and there are separate male and female dining areas.

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

Morning—6am — 10am

Afternoon—12pm — 12:30pm

Evening — 5pm — 5:30pm

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
8am - 10:45

12pm - 2pm

Breakfast only at weekends but serves hot drinks and snacks all day.



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

Rosewood contact telephone numbers:

Patient's Phone: Transferred from office phone.

Male side office phone: 01244 397311

Female side office phone: 01244 397322



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.