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## CROFT WARD - CARERS BOOKLET

Croft Ward - Millbrook Unit  
Macclesfield District General Hospital  
Tel. 01625 663060

### 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](http://www.cwps.nhs.uk)  
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## WELCOME TO CROFT WARD

### Introduction to Ward

Croft Ward is a 14 bedded assessment ward, located in the Millbrook Unit at Macclesfield District General Hospital, which caters for the needs of service users suffering from dementia.

We understand that, as a carer, having a family member or loved one admitted to hospital can be an anxious time. This booklet is designed to provide you with some basic information about Croft Ward together with the help and support that is available to you and your loved one during their stay with us.

### What Happens When Patients Are Admitted?

On arrival all patients and carers will be shown around the ward and introduced to the other patients and the staff on duty.

Each patient will be assigned a named nurse who will provide information about the following:

- Weekly reviews
- Therapeutic times
- Daily activities
- Spiritual care
- Medication
- Health and wellbeing
- Discharge planning

A doctor will normally assess all patients soon after admission and along with the nursing team they will review each patient's care and medication on a weekly basis. An individual care plan will be developed for each patient, outlining their care and treatment. Patients and carers are encouraged to be a part of this process.

## Support and Guidance

Making a complaint can very often be a stressful experience, but please rest assured that staff at CWP will endeavour to support you. All complaints are treated as strictly confidential and making a complaint will **not** impact negatively on any care or treatment being provided for any patient. All medical records are kept separate from any complaints raised with CWP.

We aim to acknowledge all complaints within 3 working days and, in some circumstances, an investigation will take place, led by an investigating manager. It is likely that the investigating manager will ask to meet with you. This is so that we can be certain that we look into all aspects of your complaint and investigate it fully.

For more information on complaints, search 'Complaints' at [www.cwp.nhs.uk](http://www.cwp.nhs.uk)

### ICAS and Advocacy support

If you feel you would like support from an external body during the complaints process, you can contact the Independent Complaints Advisory Service (ICAS).

ICAS is a free, impartial and independent service to support people through the NHS complaints process. You can contact ICAS on 0808 801 0389.

### Information for carers

At CWP we greatly value the fundamental role of carers and we want to make sure that their views are listened to.

Due to patient confidentiality laws and the Data Protection Act, there will be occasions where the patient's consent will be asked for by the Complaints Manager or PALS in order to investigate the complaint fully. Where consent is not granted, we will do our utmost to respond to any issues we can legally, without compromising patient confidentiality.

### Tell us what you think about our services

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) is committed to providing any service user of the Trust, their family or member of the public with the opportunity to make a compliment, seek advice, raise concerns or make a complaint about any of the services it provides.



## How can I make a complaint?

It can be difficult to know who to turn to when you are unhappy about the treatment you or someone you care for is receiving. However, here at CWP there are several ways you can get in touch if you want to make a complaint. If you feel able to, you can talk to someone who is involved in your care.

If you are unable to discuss your complaint with a member of staff involved in your care, you can contact the PALS, Complaints and Incidents Team. You can do this by:

- Email at [complaints@cwpc.nhs.uk](mailto:complaints@cwpc.nhs.uk)
- Letter to:

Complaints and Incidents Team  
**FREEPOST RRBA UEGB AZJA**  
Redesmere  
Countess of Chester Health Park  
Liverpool Road  
Chester CH2 1BQ  
Telephone: 01244 393145

## PALS

If you do not want to make a complaint, but you have a concern that you would like addressing, you can contact our Patient Advice and Liaison Service (PALS) on 0800 195 4462.

## Care Quality Commission

You can also contact the Care Quality Commission (CQC) about your experience of our services, although they cannot investigate individual complaints.

Information about the CQC can be found at [www.cqc.org.uk](http://www.cqc.org.uk) or you can call them on 0300 061 6161

## Philosophy of Care

Croft Ward provides multi-disciplinary care focusing on the individual needs of each patient. The multi disciplinary team includes doctors, nurses, pharmacists, occupational therapists, physiotherapist and clinical support workers. The staff on Croft actively encourage relatives and carers to

participate in all relevant aspects of care. Our dedicated team of skilled and experienced staff are trained in providing dementia care, and will support both patients and carers on the journey through the assessment and care process.

## Medication

All medication will be prescribed by the ward doctor. Please do not bring in any non-prescribed medication.

The taking of illicit drugs or alcohol is not permitted on Trust premises.

## Smoking

Smoking is not permitted on any hospital site and the Trust operates a strict no smoking policy. Nicotine replacement therapy and advice for smoking cessation is available for all patients..

## Meal Times

8:30 am	-	9:30 am	Breakfast
12:00 pm	-	1:00 pm	Lunch
5:00 pm	-	6:00 pm	Dinner
8:30 pm	-	9:00 pm	Supper

## Dietary Requirements

Please discuss with staff if your relative has any known food allergies or specific nutritional needs, as we can cater for a wide variety of dietary requirements including cultural or ethnical. Please advise staff as soon as possible following admission of any needs your relative or loved one may have.

## Refreshments

In addition to the vending machines located in the reception area of the Millbrook Unit there is the Tree Tops Restaurant located on the first floor of Macclesfield District General Hospital and the WRVS Shop and Coffee Shop located on the ground floor of Macclesfield District General Hospital

## Visiting Times

Our general visiting times are:

2:30 pm - 4:30 pm  
6:30 pm - 8:30 pm

However, on Croft Ward we recognise how important it is for our patients to spend time with their families, friends and carers. That is why we have signed up to John's Campaign and are happy to support visits to patients at the times they find most suitable or convenient.

Please be aware that there are legal requirements regarding children visiting the ward. There is a child visiting policy to support this and a dedicated visiting area for children. A request should be made to staff prior to children visiting the ward to allow for any necessary arrangements to be made.

Please remember that the unit is a safe environment. When visiting please ring the ward doorbell and a member of staff will assist you.

## Telephone Calls

We would ask you try to avoid phoning the ward during mealtimes and therapeutic times where at all possible

## Mobile Phones

Mobile phones are permitted in the ward, but may not be used for the purpose of taking photographs, or making video and/or audio recordings.

## Cash and Valuables

Please note that we cannot be held responsible for any cash and / or valuables retained by the patient. We recommend minimal jewellery and would ask you to consider taking cash / valuables home where possible.

However, if you are unable to do this then patient valuables can be deposited at the Cash Office on the ground floor of Macclesfield District General Hospital.

## Support For You As A Carer

There are many organisations both locally and nationally that provide help, support and advice to carers:

The **Alzheimer's Society** is the UK's leading care and research charity for people with dementia and those who care for them. Their Dementia Support Service offers:

- Support and information for people living with dementia
- Support and information for carers
- Information about benefits and other support services
- Peer support groups
- Dementia cafes
- Specialist caring and coping courses for carers

Macclesfield office – tel. 01625 503302

Email. [East-cheshire@alzheimers.org.uk](mailto:East-cheshire@alzheimers.org.uk)

Crewe & Nantwich office – tel. 01270 501901

Email. [southcheshire@alzheimers.org.uk](mailto:southcheshire@alzheimers.org.uk)

**Cheshire Carers Centre Helpline** provides support and information about caring including your benefits and rights as a carer  
Tel. 0800 085 0307

## Does Your GP Know You Are A Carer?

Some GP surgeries in Cheshire record the names of carers. This information helps them to make sure you receive information about the help and support that is available to you and refer you for a "Carers Assessment" if you would like one. Contact your GP surgery for a Registration of Carer form.

For more information about the Carers Assessment contact your relevant access team:

Cheshire East – Tel. 01625 374700

Cheshire West – Tel. 01244 973400

## Support And Therapy Workshops For Carers

Did you know there are many free therapy workshops available to carers? They are run by the **Central and East Recovery College** at locations in Macclesfield, Crewe and Winsford, and are designed to help support your own wellbeing.

Why not contact the Recovery College for more information

Tel. 01625 505647

Email. [maccreecollege@cwps.nhs.uk](mailto:maccreecollege@cwps.nhs.uk) or [crewe.recollege@cwps.nhs.uk](mailto:crewe.recollege@cwps.nhs.uk)



## Admission Under A Section Of The Mental Health Act 1983 (as amended by the Mental Health Act 2007)

Sometimes due to the nature of a patient's illness they need to be admitted to hospital under a section of the Mental Health Act. We appreciate this can be a difficult and uncertain time for families and carers, but there is a lot of support and information available. A member of staff will explain the process to you but the Independent Mental Health Advocacy service (IMHA) is also an excellent source of information about the Mental Health Act. Please ask the ward staff if you would like further information or contact details.

## Patient Experience Team (PET)

As a carer, sometimes you need to turn to someone for help, advice and support. The Patient Experience Team (PET) is there to meet both your individual needs and to focus on improving the service for all NHS patients. Contact details for PET are available from the ward.

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

## 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. Please ask your local advocacy team for information.

Ward staff can provide information about the local advocacy service.

## Information Leaflets

There are a large number of helpful leaflets that are produced by Cheshire & Wirral Partnership NHS Foundation Trust and other organisations. These can be found on or near the ward and provide information on a range of issues including medications and Trust services. If there is anything in particular you would like information about please talk to any member of the ward team.

## Personal Care

We encourage patients to wear daytime attire to maintain their dignity and a normal day to day routine.

Relatives and carers are asked to ensure that:

- All patient clothing and footwear is clearly labelled with their name, using either name tags or waterproof pen
- All patient laundry is collected regularly and taken home to be cleaned
- Patients have sufficient clothing to cover the time when you have taken their laundry home – please remember some patients may require more than one change of clothes per day
- There are no hand wash, dry clean only or woollen items of clothing

Please note that, as with most hospital wards, we are unable to provide a laundry cleaning service.

Relatives and carers are also asked to ensure patients have their own supply of the following items for personal care:

- Soap
- Shower foam / gel (if used)
- Shampoo
- Deodorant
- Shaving foam (male patients)
- Disposable razors / electric razors (male patients) \*\*\*

\*\*\*Electric razors must be complete with charger

## Religious and Spiritual Beliefs

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

## Chaplaincy Services

St Luke's Chapel and quiet room is located on the ground floor of Macclesfield District General Hospital. Chaplains are available 24 hrs a day, 7 days a week across the Trust.

## Occupational Therapy

The Occupational Therapy team work directly with patients during their stay on Croft Ward to help them maintain essential skills for a healthy, safe and meaningful life. This involves using meaningful and purposeful activities, such as kitchen assessments and walking groups, to assess and improve patients daily functioning in preparation for their discharge.

### What Does Occupational Therapy Involve?

Shortly following admission a member of the OT team will meet with the patient to assess their individual needs and explain the type and purpose of therapies available during their stay on Croft Ward.

A person centered programme is developed around the patients routine on the ward and may include groups sessions or 1:1 sessions. The team will also work with carers where appropriate to help patients achieve the goals set in the programme.

### Where Do Occupational Therapy Sessions Take Place?

The sessions usually take place on the ward but closer to discharge the OT staff may undertake a home assessment to enable them to make recommendations regarding the safe and timely discharge of patients.

### Therapy Session on Croft Ward

The OT team offer regular daily and weekly therapy sessions for patients including pet therapy, exercise sessions, breakfast and baking groups and therapeutic walking groups. They also arrange occasional events such as group singing and themed garden parties.

### Afternoon Tea on Croft Ward – Wednesday Afternoons

The OT staff host afternoon tea, often with freshly baked cakes, every Wednesday afternoon from 2:00pm. We warmly invite families, friends and carers to join us.

### Art Therapy – Thursday Mornings

Art therapy sessions are held on the ward every Thursday morning with our dedicated art therapist, and all patients, families, friends and carers are welcome to join in. Each session is based around a theme such as transport, fashion or the seasons. Art therapy is an established therapy for people who have dementia and gives them an additional channel through which they can express themselves. Often it is combined with other sensory experiences such as music (sound) flowers (scent) and craft making materials (touch).

## Falls Risks and Physiotherapy

Being in hospital may be an unfamiliar experience that can create anxieties and some short term worries. We recognise that these two factors can increase a patients risk of falling.

### How Common Are Slips, Trips and Falls?

Slips, trips and falls are very common. They can cause injury, pain and suffering. Many of our patients will have experienced falls before admission and remain at risk of falling again. The risk increases in patients with mobility problems, who may be confused or have medical problems such as failing eyesight, blood pressure problems, epilepsy or restricted blood supply to the brain.

Research has shown that even if we assigned one nurse to every patient we could not prevent all falls. However patient safety is our priority and there are things that you as a carer can do to help us:

- Please inform the nursing staff of any slips, trips or falls
- Please inform the nursing staff of any mobility issues or problems
- Please ensure patients have suitable non-slip footwear and that slippers fit properly
- Please advise us if patients use a walking aid, and if possible ensure it is brought with them on admission, or as soon as possible following admission

### Things We Can Do To Reduce Falls Risks

- Nursing staff will undertake assessments to determine a patients risk of falls
- We will involve patients and carers in every step of care
- We will review the medication that patients are taking as some medicines can lead to dizziness
- We will provide walking aids if appropriate
- We will start a programme of rehabilitation to help patients to regain their confidence and independence following a fall
- Patients may be seen by a physiotherapist to assess their risk of falls and provide rehabilitation support following a fall
- The physiotherapist and OT team will provide exercise groups to encourage patients to improve their overall wellbeing and physical fitness where appropriate.