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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](mailto: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.

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Os oes arnoch angen gwasanaeth cyfieithu 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](mailto: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.

## Thorn Heys Respite Unit



**For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk).**

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**Carer Link Information**

## Introduction

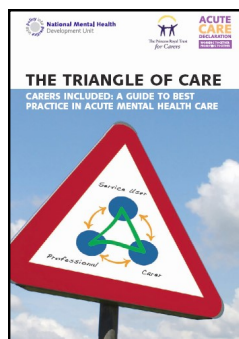
Hello and welcome to Thorn Heys. My name is Marianne Girven-Cale and I am a Staff Nurse.

I am the carer link person for the unit.



Our role is to ensure that close links are developed with you as carers whilst the person you care for is accessing respite care at Thorn Heys.

We are using a document called 'The Triangle of Care' (Worthington & Rooney 2009) to help develop this role.



The Triangle of Care document discusses the importance of close working relationships will everyone.

We as a staff team, recognise, the experience and knowledge you have about the person you care for.

We want to continue to improve the care we offer, so we welcome any suggestions that you feel would help us.

The Triangle of Care talks about the relationship between service user, staff member and the carer. Our overall aim is to provide a person - centred, safe and effective interactive journey for service users who access our service.

## Useful contact numbers

Thorn Heys	0151 488 8101
Social Services	0151 606 2000
Benefit Advice Line	0800 88 22 00
NHS Direct	0845 46 47
Arrow Park Hospital A&E	0151 678 5111
Patient Advice and Liaison Service	0800 195 4462
Advocacy Wirral Mind	0151 653 6400
Mencap	0161 968 9250

We hope you have found this booklet useful.

We would value any comments or suggestions you may have.

Please contact:

- The Unit manager - David Woodworth
- Marianne Girven-Cale carer link or any staff member

Thorn Heys  
Colombia Road  
Oxton, Prenton  
Wirral, CH43 6TU

**Tel:** 0151 653 9660 (Thorn Heys ext: 275)

## Useful Information

Here are some useful websites:

<http://www.wirralcarers.co.uk>

This website covers local news/events, general information, practical support, health and wellbeing. It also has sections on financial help, publications and other useful links.

<http://www.recoverywirral.com>

Recovery Wirral is all about getting and staying mentally and physically healthy. On this wellbeing site, which is written by people with mental health difficulties, you can find a myriad of ideas to help you to keep your life in balance, from where to go for a free salsa class to tips on how to combat stress and anxiety.

<http://www.visitwirral.com>

An informative website providing information on local attractions, activities, food and drink and what's on.

<http://www.ageuk.org.uk>

This website provides information on money matters, health and wellbeing, home and care, work and learning and other useful resources.

<http://www.in-control.org.uk>

In Control is a national charity. It is a community network that is working for change and to provide people with the knowledge, power and tools to control their support.

<http://www.carers.org/news/mental-health-and-triangle-care>

This website gives more in-depth information on 'the triangle of care' .

The Triangle of Care has six key elements which we are using for the purpose of this leaflet to help explain the relevant areas.

### 1. Carers and the essential role they play are identified at first contact.

As carers your views and knowledge are essential in helping us provide a valuable service.

To ensure that all our records and Information about the service user is continually updated we want to introduce more robust systems.

Prior to admission for respite care at Thorn Heys you will be asked to attend a meeting. This meeting will discuss all aspects of the service user's care during their respite stay.

### 2. Staff are 'carer aware' and trained in carer engagement strategies

The staff at Thorn Heys are aware of the important role of carers in a service user's life. We aim to work closely with our service users and carers to ensure person centred standards are achieved.

We are also mindful of carers own needs and the impact of carers needs on the lives of our service users.

We endeavour to continually update our training to ensure we are able to provide up-to-date information on changes in practices and strategies.

### 3. Policy and practice protocols about confidentiality and sharing information are in place.

Cheshire and Wirral Partnership Trust (CWP) staff are trained in service user confidentiality in line with local and national policies and guidelines.

Service users are advised that information is held about them, how this information is used and stored. Service users are supported to make decisions by using an easy read format.

Service users who have capacity to understand information would need to consent to this being shared with carers. We can discuss this further with you if you have any queries.



### 4. Defined post (s) responsible for carers are in place.

Marianne Girven-Cale, Staff Nurse is the carer link person for Thorn Heys and Rachel Pears Clinical Support Worker supports Marianne in this role.

However all members of staff at Thorn Heys will be able to assist with any questions or information you may need.

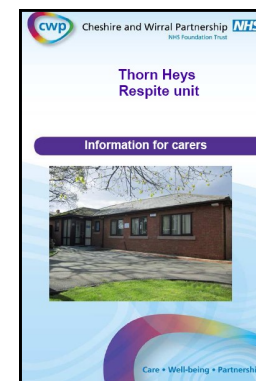
Cheshire and Wirral Partnership Trust (CWP) also has a Patient and Carer Experience Team who work closely with us to ensure we are continually improving our service to carers.

### 5. A carer introduction leaflet is available, which contains a range of relevant information, staff are available to discuss this leaflet.

As a Trust we aim to provide up to date information for carers. A staff photo board is displayed in the unit reception area, to help identify staff within the unit.

Carer leaflets are available which give information about Thorn Heys and these are displayed in the unit reception area. A carer newsletter will be produced twice yearly to update on changes and other resources.

If there is something specific to your carer role you wish to discuss please contact me or speak to any member of staff at the respite unit.



### 6. A range of carer support services are available.

Carer support services are available within the local area and there are various support sites accessible via the internet. If you would like these addresses please let us know and we will forward them to you. Some of these websites are available on the next page.

We will also produce a carer newsletter every six months to keep you updated on changes and events.

We welcome any suggestions which would help us to support the person you care for.

We hope this information has given you some understanding of the carer link role and how we aim to support you as a carer.

