

# Welcome to Elmham Way



**Information for you during your stay**

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# 1. When you arrive

Elmham Way is a seven-bedded residential unit in a residential area of Weston-super-Mare. It is for men and women.

Service users and staff have put this welcome pack together to help you know what will happen while you are here.

## Why am I here?

Staff at Elmham Way are here to help you return to your everyday life as soon as possible and to help you manage better.

Staff are available 24 hours a day, seven days a week.

## What will happen?

We will welcome you to the unit and introduce you to the people involved in your care.

On your first day, you will be given a 'key worker'. They will help you think about your needs and work with you on a care plan so that you get the most out of your stay.

Please tell us if you would prefer a male or female key worker. We will do our best to make this happen.

You will also be given a co-worker, who will help you follow your care plan to help you start recovering.

There may also be the opportunity to see a psychologist.

All staff wear identity badges.



## 2. Your contacts

Your name .....

**1 Elmham Way  
Locking Castle  
Weston-super-Mare  
BS24 7JL**

**01934 528328**

Please ask your key worker if you need help to you fill in this section.

### Who's who

Your key worker .....

Other staff .....

.....

.....

Unit manager .....

Ward clerk .....

Community mental health team contact/care co-ordinator

Name ..... Phone

number .....

Multidisciplinary team meetings take place on

.....

### 3. About the unit

On the ground floor there are lounges with televisions and stereo units, an activity room and a big conservatory that opens into the garden.



There are also two kitchens and an office.

#### Your room

You will have your own bedroom with a shower, toilet and basin.

All bedrooms are on the first floor. There is a lift if you need it.

Each room has an alarm on the wall. If you need help, please press this and someone will come.

#### Your belongings

You can have your own TV, radio, computer, mobile phone, hair dryer in your room.

Storage space is limited, so please only bring items that you are likely to need. All of your property is your responsibility and AWP will not be liable for any loss or damage.

For safety reasons, electrical items have to be tested before you can have them in your room. This does not usually take very long.

Please note kitchen items such as kettles, toasters are not allowed in bedrooms.

#### Valuables

Each room has a safe in the bottom of the wardrobe. We strongly advise you to store important items in this, such as: bank cards, cash, documents that you need to keep or anything else of any value.

## Drinks

Tea, coffee and milk are available at all times. We also have lemon and orange squash. Each kitchen also has a water dispenser with disposable cups.

## Meals

We will encourage you to cook your own meals. We will help you if you need it, so you can learn how to cook foods that you enjoy. We will give you money each day to buy your main meal.



We can help you plan this so that you have a balanced and healthy diet.

During your stay, we will encourage you to shop, prepare, cook and tidy up on your own.

**Breakfast:** Cereals, toast and spreads are always available.

**Lunch:** You may like to make a sandwich with the bread provided and choose from a variety of fillings such as ham, cheese or egg. We also have tinned foods such as baked beans in the store cupboard.

**Dinner:** This is self-catering and staff will be available to support you to cook this. We will encourage you to eat at regular times and not too late in the evening to help you get into a routine and eat more healthily.

Please store food in the kitchen. It is important that any food you buy is labelled with your name, the date you bought it and when it needs to be used by.

**Please do not store food in your room or eat in the lounges.**

We encourage everyone to eat a meal together on Sunday. This gives you the time to sit and chat with other service users. You will be asked for suggestions for the meal. All service users are asked to help prepare the vegetables for the meal and to help tidy up afterwards. If you choose to have this meal, you will not have your daily meal money.

## Phones

You can use your mobile in the building. However, we ask you not to use it during any group activities. ( See Page 7)

In some cases, you may be able to use the office phone. We prefer this to be after 6pm but realise you may need it at other times. Please ask the nursing staff.

You must not use cameras, voice recorders and video recorders in any part of the unit or grounds. This includes cameras on mobile phones.

## Post and messages

We will give you any post on the day it is delivered or on your return to the unit.

Phone messages will be passed on to you straight away or if you are unavailable, as soon as possible.

## Smoking

Elmham Way has a no smoking policy inside the building, from the 1st October 2015 this was extended to include the grounds as well.



## Sleep

We will encourage you to get into a good sleep pattern, which will help your mental and physical wellbeing. To help you go to bed at a reasonable time, all TVs or radios must be turned off by:

- 12 midnight from Sunday to Thursday
- Friday and Saturday at 1am

## Visitors

Visitors are always welcome, but are not allowed in your bedroom. If you ask the Nurse-in-Charge, you may be able to show them your room when your first come here.

For health and safety reasons, the kitchens are for the use of service users only. If your visitor/s want a drink, you can make this for them.

Please tell the Nurse-in-Charge if any children will be visiting you so that we can make arrangements to make sure that it is safe for them and a room can be provided.

All visitors will be asked to leave by 9pm.

## Leaving the building

Please tell the nursing staff if you leave the building. It is also useful to say where you are going and how long you think you will be out.

## Meetings

We have a House Meeting each morning to tell you about events on the unit and to give us a chance to plan the day with you. We will not discuss your care at this meeting but staff will be able to see you afterwards.

We also have a weekly Community Meeting run by service users where you can make suggestions of any kind.

The Patient Advice and Liaison Service (PALS) often come to House meetings. You can talk to them in confidence about any concerns or comments about your care.

## Your views

We want to give you the best care. We welcome praise and suggestions from service users, relatives and carers about the care you receive.

If you, your relative or carer has a compliment, concern or complaint, please tell a member of staff or

call PALS on: Tel: 01249 468261/ Freephone: 0800 073 1778



## 4. Your care and treatment

### Therapeutic activities

In the first few days, we will work with you to make a timetable of the activities you plan to do during the week.



In house activities may include:

- newspaper group
- art and craft group
- music group
- gardening group

You can add any of these to your timetable.

At Elmham Way, we encourage you to think and talk about your interests.

You may wish to do some courses, activities or voluntary work to learn new things to help you in the future. We can support you with this.

You may wish to try a new hobby, just for fun, for leisure or to increase your knowledge and meet new people at the same time.

There are opportunities for you to learn ways to cope.

We have books, computer packs and information to support your recovery.



Each week, we will check your physical well being. At regular intervals we will offer you a physical examination. If you have any physical difficulties, please speak to your key worker.

## Care Programme Approach Meetings

You will have regular Care Programme Approach Meetings (CPAs) with your care co-ordinator, a member of staff and usually your consultant.

This is a chance to talk about your care and the plan for your future.

You may invite a family member, friend or advocate to come with you. but please let staff know.

After your CPA meeting we will ask you to fill in the short ' Friends and Family Survey' telling us what you think of your care. This is confidential and you will not be asked to give your name. It will really help us if you can do this.

## Confidentiality

Staff follow a strict Code of Conduct on confidentiality. To make sure you get the best care, we may share some information with other people like your GP and Social Services staff. We will only share:

- information with those who need to know
- as little information as possible to make sure you get the care you need.

If you wish, we will involve your relatives or carers in decisions about your care.

We ask you to respect the confidentiality of others staying at Elmham Way.

## Privacy and dignity

We will respect your need for privacy. We also ask you to respect the privacy of others on the unit. We have a quiet room if you need it.

## When you are well enough to leave

We will explain the ongoing support available to you, ask for your views on the options available and discuss all discharge arrangements with you before you leave the unit.

With your agreement, we will involve relatives, carers and friends in these discussions.



## 5. Health & safety

### Personal hygiene

We will encourage you to shower regularly and to wash and /change your clothes. Doing this may increase your self-esteem and self-respect and will keep you healthy. If you prefer a bath, please let nursing staff know.

### Cleaning your room

We expect you to keep your own room clean and tidy. You will arrange with staff a set day during the week which is convenient for you to do this. You will also have to clean your shower, toilet and basin. Cleaning materials are available for your use and we can give you protective clothing.

### Laundry

We will also expect you to wash your bed linen, towels and clothes on the same day that you clean your room.

There is a washing machine and tumble dryer in each kitchen plus a washing line in the garden. You can use the machines at any time of day. Staff can support you with this. However, in time, we hope you will feel able to do this by yourself.

#### You can help by

- tidying up after making drinks
- keeping the laundry room clean and tidy after use
- thinking of others
- returning any borrowed items when you have finished with them.
- telling us if you find anything that needs cleaning or repairing
- preventing the spread of infections by washing your hands regularly, especially before meals.



## **Alcohol and drugs**

We do not allow alcohol, illicit drugs or solvents inside the building or grounds.

## **Fire safety**

If the fire alarm goes off, staff will show you where you need to go. It is important to follow their instructions and fire exit signs. Fire alarms are tested on a weekly basis . We will tell you when this is going to happen.

## **Harassment, bullying and discrimination**

These will not be tolerated in Elmham Way for any reason including someone's race, colour, ethnicity, religion, disability, mental health needs, age, sexuality, values or beliefs. It is not acceptable for anyone to bully harass or abuse service users, visitors or staff. If you experience or witness any form of harassment or abuse please talk to a staff member. All concerns will be taken seriously and treated in a way that makes sure you are safe.

## **Violence and aggression**

These will result in the review of your care and treatment and may be reported to the police. It is not acceptable for anyone to be verbally or physically aggressive towards other service users, visitors or staff.

Please talk to your care team about how you might feel in times of crisis, so that we can work together to look at how you would like to be treated at these times. If you experience or witness any form of violence or aggression please talk to a staff member. All concerns will be taken seriously and treated in a way that makes sure you are safe.

## **6. Other people who can help**

### **Advocacy**

Advocacy services are independent of all hospital and mental health services.

An advocate can help you:

- plan what you want to say to staff
- come with you to any ward or CPA meetings
- represent your wishes and concerns and
- make sure your views are listened to.

## Contact us

If you have any questions about being on the unit, please ask a member of staff.

For information on Trust services visit: [www.awp.nhs.uk](http://www.awp.nhs.uk)

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01249 468261  
Freephone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

## Other formats

If you need this information in other formats (such as large print, Braille) or another language, please call the PALS number.

Tel: 01249 468261  
Freephone: 0800 073 1778

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