

Welcome to Cove Ward

Long Fox Unit

Information for service users, families and carers

You matter, we care

1. What is Cove Ward?

Cove Ward is a 15 bedded ward in the Long Fox Unit on the Weston General Hospital Site in Weston-super-mare.

It is a short stay unit designed for the assessment and care of older people suffering from a variety of mental health problems such as depression and anxiety.

Cove Ward offers individual assessments by doctors, occupational therapists, physiotherapists, psychologists and nursing staff. We all have the skills needed to provide the care, assessment and treatment you or your relatives' needs.

How long you will be on the ward varies. Some people may need to stay for just a few days; others may need a longer period of inpatient assessment.

You will find that Cove Ward has a friendly and informal atmosphere.

2. How to find us

If you are coming by car, enter the main hospital entrance, turn left at the hospital round about (inside the main entrance) and follow the signs to the Long Fox Unit. This will take you through the main car park area and around to the right.

Disabled car parking is available outside the main entrance to the Long Fox Unit. The visitor car park is next to the unit.

First Bus run regular services which stop at the main entrance of the Hospital.

In the town centre, you will need to catch the Numbers 5, 5a, 14, 14a, 102, 112, that stop directly outside the Hospital.

The 102 and 112 bus stop is on the road. The 102, 112 and 14a stop at the main Weston-super-Mare train station in Neva Road. The Weston-Super-Link service 83, operated by WebberBus, also stops at the Hospital.

For further information on travelling by buses including travelling in to Weston town centre, contact Traveline on 0871 200 2233 or <http://www.traveline.org.uk/index.htm>.

3. What to bring

We encourage our patients to get washed and dressed as they would do at home. To make your stay more comfortable, please try to bring these items:

Men

3 vests
3 pairs of pants
3 pairs of socks
Belt/braces
Pair of slippers
Pair of shoes
3 pairs of trousers
3 shirts
3 jumpers/cardigans
Tie
Dressing gown
Pyjamas
Electric shave/wet shaver
Soap/Talcum powder/Flannels
Tooth pot
Toothpaste and brush
Steradent
Comb/brush
Deodorant

Women

3 vests
3 pairs of knickers
3 pairs of stockings/tights
3 petticoats
3 bras
Pair of slippers
Pair of shoes
3 dresses or 3 skirts
3 cardigans
3 blouses/jumpers
Dressing gown
Nightdresses
Soap/Talcum powder/Flannels
Tooth pot
Toothpaste and brush
Comb/brush
Deodorant
Are mobile phones allowed?

Please do not bring in

- lambswool cardigans/sweaters or handwash only items.
- valuables or large sums of money. All you need is enough cash to buy toiletries, newspapers or sweets.

4. Personal belongings

On admission, a member of staff will check items of property and list them. You or your carer/relative will be asked to sign this list.

We cannot accept responsibility for any loss or damage to anything you bring with you unless this has been handed over for safe keeping. If relatives take property or laundry home to wash, they may be asked to sign a disclaimer form confirming these items are no longer on the ward.

5. Visiting

Visiting is **2pm – 4pm** and **6pm – 8pm** every day.

Please avoid visiting at mealtimes.

Activity groups and therapy are often in progress. So please make an appointment, if you need to visit outside normal visiting times.

6. Rooms

Occasionally, service users will need move rooms to make sure that they are in same sex accommodation. If you are concerned about this, please talk to the ward staff.

7. Telephoning the ward

For general enquiries, please ring 01934 836520.

To contact service users, please call the direct ward telephone number 01934 836510 **after 1pm**.

The ward telephone will not be available between 8am and 1pm. This is to give the ward staff time to get all patients up, washed and dressed and to make sure it is quiet during breakfast, ward round, occupational therapy activities and lunch time.

If you call during this time, you will be hear a message giving you the general enquiries number. Please only call the enquiries number if your query is urgent. Otherwise, please call the ward after 1.00 pm.

8. Care planning

When you are admitted, you and your family, carer or friend will be given a care co-ordinator.

This person will contact you, your family, carer or friend to arrange for them to come to the ward for a CPA (Care Programme Approach) meeting.

The meeting will take place within 15 days of you coming onto the ward. It will give everyone a chance to discuss the aims of your admission, the treatment plan, when and how you will be discharged and any questions anyone has.

9. How carers, family and friends can help

If at any time you think there is information about the service user that should be considered as part of their assessment and care, please tell us.

We are here to help the service user and you as the important person in their life.

We will ask you for a short life history to help us get a picture of the service user's life. This will help staff provide care in a respectful and dignified way.

10. Support and information

On the ward, we have a notice board with a section for carers. This gives information about meetings and useful telephone numbers of support agencies.

It is Trust policy to offer the person supporting the service user an assessment of their needs. This is known as a carer's assessment and is usually done in the community with your care co-ordinator.

If you have not already had a carer's assessment, please tell the ward staff. They will refer you for one as soon as possible.

11. Suggestions and comments

Your views about the care on the ward will help us identify things which need to be improved.

Please ask if you wish to discuss any suggestions or complaints with the modern matron, the nurse in charge, the doctor looking after you/your relative or friend.

If you prefer, you can write to or ask to speak to the Long Fox Unit Manager.

Contact us

Cove Ward
Long Fox Unit
Weston General Hospital
Grange Road
Uphill
Weston Super Mare
BS23 4TQ

Direct ward telephone number: **01934 836510 after 1pm.**
General enquiries: **01934 836520.**

For information about Trust services visit

www.awp.nhs.uk

PALS

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

Other formats and languages

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

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