

Contact

Cedar Ward, Hillview Lodge
Combe Park
Bath, BA1 3NG
01225 362700



Connect to a BSL interpreter

<https://mainswitchboard.signvideo.net> and ask for our number .

For information on 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: 01225 362 900
Freephone: 0800 073 1778
Email: awp.pals@nhs.net

Other languages and formats

Please let us know if you need this information in another way
(such as large print, Easy Read).



For information in other languages, audio and 'read aloud', please click on
the Recite me button on our website.

Lead: Staff nurse
Leaflet code: AWP 078
Last reviewed: Jan 23
Next review due: Jan 26



Avon and Wiltshire
Mental Health Partnership
NHS Trust

A large, stylized blue graphic consisting of several overlapping rounded rectangular shapes. The text "Welcome to Cedar Ward" is written in white, bold, sans-serif font across the center of the graphic.

**Welcome
to Cedar
Ward**

Information for relatives and carers



This leaflet has been produced for relatives, carers and friends of people who are patients on Cedar ward. It aims to introduce you to the ward and give you information that may help you during your loved ones' assessment.

Cedar ward

Cedal ward is a unit for the assessment and treatment of older people mainly with dementia. It is run by Avon and Wiltshire Mental Health Partnership NHS Trust (AWP).

Cedar ward is staffed by a multidisciplinary team including nurses, doctors, secretaries and therapies staff (which includes Physiotherapists, Occupational Therapists and Psychologists.)

We work closely with our colleagues within the Community Mental Health Teams (CMHT), also from social services and other statutory, voluntary and private organisations.

Our philosophy is based on treating everyone as an individual and respecting their rights and dignity.

What to bring

For the stay, please bring a variety of day and nightwear, footwear and toiletries that would normally be used at home.

It is essential that all items of clothing, dentures, glasses, hearing aids etc are marked with name and ward (Cedar ward), as there are many clothes and items on the ward.

Please ensure that toiletries are replaced as needed. Please speak to your named nurse about requirements. We do provide towels.

Notes

This section has been left blank for you to make any notes.

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Useful contacts

Named Nurse

Name.....

Contact details.....

Care Co-ordinator

Name.....

Contact details.....

Consultant

Name.....

Contact details.....

General Practitioner

Name.....

Contact details.....

Valuables

We strongly recommend patients do not bring valuable items e.g. expensive jewellery or large sums of money. Items of value that cannot immediately be taken away will be receipted and stored within the ward safe. A receipt will be issued and these items can be reclaimed at any time.

Cedar ward and Avon and Wiltshire Partnership Mental Health NHS Trust will not accept responsibility for loss when this advice is not followed.

Visitors

Visitors are always welcome, if possible please avoid meal times, see times below. Visiting ends at 20:00.

To maintain the privacy of other patients please check with a member of staff before entering bedroom areas.

Children visiting please speak to the nurse in charge before visiting so that we can help organise this particularly for those under 18.

Mealtimes

Breakfast 8.30-9.30am

Lunch 12.30-1.30pm

Supper 5.15-6.15pm

During these times, we will be focusing on our patients and we may not be able to answer the telephone.

Smoking

The ward is no smoking for staff and visitors. Smoking is permitted for patients, but for the safety and comfort of others, only in designated outside areas and under supervision.

Laundry

Normally your relative's laundry should be taken home to wash. If this is not possible or would cause hardship, please speak to your named nurse or the nurse in charge.

Going out

If you wish to take your relative or friend out (e.g. shopping, tea) please discuss with your named nurse or the nurse in charge. There may be some situations when going out is not possible or not advisable.

Reviewing care and planning for the future

We see working in partnership with you as being central to providing our care. You may be invited to attend a meeting to help plan for your loved one leaving the ward, their future care and next steps. This is known as CPA (Care Programme Approach) meeting.

Care Coordinator

This is a professional within the CMHT (community mental health team) who you most probably had contact with before admission. They will use and share the information from these CPA meetings to help you plan your loved one's future care.

Named Nurse

Every patient on Cedar ward has a named nurse. This is a qualified nurse who has responsibility for planning and co-ordinating nursing care within Cedar ward and who works alongside your Care Coordinator. If you have any questions about please ask for the named nurse. In their absence, the nurse in charge will be pleased to help.

Support for carers

For information on carers support, please contact our carers lead Emma Burgess, on 01225 675196. If Emma isn't available you can speak to any member of staff.

Comments, suggestions, praise and complaints

We welcome comments and suggestions as we are always trying to improve the service we provide.

Problems and complaints are best dealt with as soon as possible, so please direct any concerns to the nurse in charge at the time. If you feel the problem has not been resolved satisfactorily, we can arrange an appointment with the ward manager who can tell you about the Trust's complaints procedure, if needed.

We also like to hear from you when you are pleased with our service!

Charitable donations

Some people may wish to make donations to benefit patients and we are very grateful for this generosity. Anyone wishing to make a donation can make a cheque payable to "Avon & Wiltshire Mental Health Partnership Charitable Fund". Or for more information go to <https://www.awp.nhs.uk/about-us/headlight>

Or if you wish to purchase an item for the benefit of the patients, please discuss with a member of staff.