

Complaints and Compliments

If you are pleased with our service, or unhappy, please talk to our staff – we welcome your feedback. If you wish to see your compliments officially recorded or you wish to make a formal complaint, you can write to our Chief Executive. All complaints will be carefully listened to and thoroughly investigated. Write to: Chief Executive, Trust HQ, 35 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4AX. A further leaflet, Your Right to Complain, is also available to help explain this process.

If you want to ask questions about anything to do with your care or the Trust, please ask a member of staff.

Comments on this leaflet

If you wish to comment on this leaflet call
01732 520441
or e-mail communications@kmpt.nhs.uk

If you require any information about the Trust, its services or your care, please ask our staff to arrange for some information to be provided in your preferred language.

Bengali

ট্রাস্ট, এর সার্ভিসসমূহ, বা আপনার কেয়ারের (যদিও) ব্যাপারে আপনি কোন তথ্য চাইলে, অনুগ্রহ করে আপনার পছন্দসই ভাষায় কিছু তথ্য সরবরাহের আয়োজন করার জন্য আমাদের কর্মীদের বলুন।

Chinese

如果你需要什麼訊息有關這個基金信託會，它為你提供的服務或你得到的照料，請向我們的工作職員要求將一些相關訊息翻譯成你能閱讀的語言。

Polish

Jeśli potrzebujesz informacji na temat Trustu, zakresu naszych usług lub otrzymywanej opieki, poproś kogoś z personelu o udostępnienie informacji w Twoim języku.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਟਰਿਸਟ ਟ੍ਰਸਟ ਬਾਰੇ, ਟਰਿਸਟ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਤੁਹਾਡੀ ਕੋਈ ਨਾਂਦੀ ਉਪ-ਭਾਗ ਬਾਰੇ ਕਿਸੇ ਵੀ ਪੁੱਛਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਥੋੜੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਵਿਠਾ ਕਰਕੇ ਸਾਡੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਪੁੱਛੋ।

Turkish

Trust (Vakif), sunduğu hizmetler veya size verilen bakım hakkında bilgi edinmek istiyorsanız, lütfen personelimizden size tercih ettiğiniz dilde bilgi sağlanması için istekte bulunun.

Amberwood Women's Ward

Welcome to Amberwood Ward

Amberwood provides a gender-sensitive environment to support the differing needs of women with acute mental health problems. This enables a focused and effective approach to meet the therapeutic needs of women who require inpatient care.

Amberwood Ward
Little Brook Hospital, Greenacres
Bow Arrow Lane, Dartford, Kent DA2 6PB
Telephone: 01322 622 491

Leaflet Reference Number:
KMPT.PI.leaf061

Published Date:
January '09

What we can offer you

On admission you will be allocated a named nurse who will co-ordinate your care from admission to discharge. Your needs/problems will be identified with you and agreed recovery goals and action plans.

You will have the opportunity to attend a wide range of therapeutic interventions to meet your goals e.g. Anxiety and Anger Management, Health Promotion, Cognitive Behavioral Therapy for Depression, Well-being groups and Occupational Therapy activities.

Referral Criteria

- Women who prefer admission to a single sex ward due to issues of faith or culture.
- Women who have experienced male violence or abuse and wish to be cared for in a women-only environment.
- Women vulnerable to exploitation or abuse due to the nature and degree of their mental health problems.
- Pregnant women.
- Trans gender women.

Staff

During your stay on Amberwood Ward, you will come into contact with all of our team members. The team consists of Nurses, Consultants, Doctors, Health Care Assistants and Occupational Therapists.

We also work closely with the Crisis Resolution Home Treatment Teams to enable you to be discharged from hospital as soon as possible, with their support.

Confidentiality

We have a legal responsibility to keep information about you strictly confidential. Information is only disclosed to other professionals directly involved in your care such as your GP. If you would like more information about this, please ask a member of staff to show you the Trust's 'Your Information' leaflet.

Your Named Nurse is:

Standards of Care

Amberwood provides a high standard of individual care to patients. Your completion of our questionnaire will enable us to continue to maintain and enhance our service. For further information on any issues relating to your inpatient care speak to the ward staff.

Discharge Information

Discharge planning commences on admission through the Care Programme Approach. A Care Programme Approach meeting will be held within 7-10 days following admission inviting your next of kin and all relevant professionals involved with your care to plan after care.

If you want to ask questions about anything to do with your care or the Trust, please ask a member of staff.

You can find out more about the Trust and its services online at: www.kmpt.nhs.uk

Patient Advice and Liaison Service (PALS)

You may have some concern about your care and treatment, but feel unable to speak to our staff providing your care. You may just want some information about local health services. You can contact the confidential Patient Advice and Liaison Service (PALS). The PALS Team is available to help you with any health difficulties you may have. The PALS Team can be contacted by calling free:

0800 587 6757 (Maidstone),
0800 783 9972 (Canterbury),
0800 783997 (Thanet) or
0800 783 9972 (Ashford).

You can also e-mail: pals@kmpt.nhs.uk