

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 if you wish to make a formal complaint, you can write to the 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 are unhappy with the outcome of your complaint you can contact the Care Quality Commission at www.cqc.org.uk

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

If you want to ask questions about anything to do with your care or the Trust, please ask a member of staff. If you require this leaflet in another format or language please speak to one of our staff or call Communications on 01732 520441.

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 (যত্নের) 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 ਇਸ ਟ੍ਰਸਟ ਬਾਰੇ, ਇਸ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਤੁਹਾਡੀ ਕੀਤੀ ਜਾਂਦੀ ਦੇਖ-ਭਾਲ ਬਾਰੇ ਕਿਸੇ ਵੀ ਪ੍ਰਕਾਰ ਦੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਬੋਲੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਯੋਗ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਪੁੱਛੋ।

Turkish

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

Publish Date: Jan 2011

Ref No.111

This leaflet will be reviewed no more than 3 years after issue

Welcome to Woodchurch

Woodchurch is based at Thanet Mental Health Unit in Margate.

We hope your time on Woodchurch will give you the chance to recover from your difficulties, and that you will find your stay here helpful and positive.

We're Here to Help

Often people come to stay on Woodchurch at a time in their lives when things have become overwhelming. On top of that, we know that there are usually feelings of uncertainty about arriving in a new setting where the layout, arrangements and people are all new. If you are not sure about anything we hope you will ask a member of staff.

Recovery

We want to work with you to help you manage your difficulties and feelings, so that you can move forward in your life. Our experience shows that working together helps recovery.

Your Care Plan

You will work with staff to develop a Care Plan - a plan of your main aims and actions from you and staff which will take place to help you to recover. The Care Plan will be drawn up with you and you can see it at any stage.

Helping Yourself

There is effective work you can do to help yourself even when you are not with staff, we can assist you in accessing self-help and educational materials. Many people have found self-help materials a good way of making progress, so please ask any member of staff if you would like to use them. Your named nurse may discuss this with you.

Our Help

Generally the best help we can provide involves a combination of medication and therapy, with each being more effective together than by itself.

Ward Information

Name of Ward _____

Telephone no. _____

Ward Manager _____

Deputy Ward Manager _____

Your Named Nurse is _____

Telephone no. _____

Junior Doctor _____

There is a B.T call box on the ward for your use the no is

Other Information: _____

Bed Moving

Unfortunately due to the demand on beds at certain times, we may be required to move you within the ward or to another ward. We will try to keep any disruption for you to a minimum.

Complaints

If you are unhappy about something, please talk about it with your named nurse or with another member of staff. If you are not happy with the reply, or want to take the matter further, please discuss with the Ward Manager or Matron. Please also see the back of this leaflet.

Leaving Woodchurch

The point at which you are ready to leave the ward will be a milestone. You may still need some help and support, which will be discussed with you before you are discharged.

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 (West Kent and Medway)

0800 783 9972 (East Kent)

You can also email: pals@kmpt.nhs.uk

Notes

Named Nurse / Associate Nursing Team

During your stay in hospital you will have a named nurse, who will be responsible for your care plan and treatment. If your named nurse is not on duty you will have access to the nursing team consisting of an associate nurse (nursing assistant) in addition to other members of the ward staff on duty including qualified nurses.

You will be given the names of your named nurse and associate nurse on admission. They will introduce themselves to you as soon as they are next on duty on the ward. On a daily basis you will have a nursing team available, details will be displayed on the board in the ward dining room.

Therapeutic Activity

There are a range of therapeutic activities available to you while you are here and it may help your recovery if you take part in the right activities for you. Some of the activities may be light-hearted. Beginning to take part in something quite simple and enjoyable with other people can be a step forward, even though you may feel anxious at first.

Some other groups might involve talking about your difficulties and your hopes. This can give you the chance to share your experience with others and the opportunity to help and be helped at the same time. The therapeutic activities are an important part of your treatment and we encourage you to take part.

Group and Activity Timetable

The groups and activities taking place through the week are shown on the notice board in the day area.

There are allocated occupational therapists (O.T's) who visit Woodchurch. There are also occupational therapy groups, which run both on the ward and in the O.T department. For details of these programmes, please check the notice board or ask a nurse.

Ward Rounds and Medication

Every patient on Woodchurch has a Consultant Psychiatrist – a doctor with an extensive specialist training in mental health. Your psychiatrist will be present at regular 'ward rounds' and will ask to see you so that you can discuss your progress and treatment together.

You may have been prescribed some medication and this medication will be administered by nursing staff.

Relatives/Main Carer

We would like to identify a relative/carer with whom information can be shared with your permission. This is to help with your care and treatment. See also section contacts and support network later in this file.

Meal Times – Protected Mealtimes Policy

Breakfast: 08.00

Lunch: 12.00

Dinner: 17.00

During mealtimes the ward is closed. We ask any visitors to respect this and only contact the wards, whether it is by phone or in person, in an emergency. The ward offices are closed during these periods to allow staff to be with patients, supervising and monitoring their nutritional needs. If this causes any difficulties please discuss with the Ward Manager.

Visiting Times

There is an open visiting plan on Woodchurch. (Please see 'Meal Times'). If visitors are travelling any distance it is advisable to phone the ward first to ensure there are no hospital appointments planned.

Expectations

While you are here we expect you to have consideration for other patients and to treat them and the staff with respect. In any setting where a group of people are staying together there is a need for some basic systems and rules. This trust operates a zero tolerance policy.

Illicit Drugs / Alcohol

Unprescribed drugs and alcohol are not permitted on Woodchurch Ward and will interfere with your treatment and recovery. If you are unsure about the use of any personal medication please discuss with a member of staff.

Property

On admission your property will be recorded. We ask you not to bring in any property that has sentimental or monetary value as we are unable to guarantee its safety. If you wish to bring in additional property or clothes after admission, please consult the nurse in charge or your named nurse. Sharp objects, i.e. razors, scissors, etc must be handed in on admission. These will be available to you on request.

Mobile Phones

Due to reasons of safety and confidentiality, we ask that mobile phones are not used on the wards. Patients are requested to hand in their mobile phone to a member of staff; the mobile phone will be kept in a safe and secure place. Patients may request their mobile phone to take off the ward for use, or if unable to leave the ward they can use it in a quiet area under staff supervision. Visitors are requested to turn off their mobile phones whilst in the ward environment.

Laundry

Washing and drying facilities are available; please supply your own detergent.

Spiritual/Religious Needs

Please talk to staff about your spiritual and religious needs. They can contact your own faith community leader if you wish. There are chaplains and chaplaincy volunteers who visit the ward on a regular basis and who will be pleased to assist in any way they can.

Smoking

This hospital operates a no smoking policy and you are not allowed to smoke anywhere within or outside the hospital. Each ward has one designated smoking area - please use them. You are asked to hand in personal lighters for safekeeping.