

# Springwood unit

Easy read information about Springwood unit.



Your named nurse is:



**Springwood**  
Malton Hospital  
Middlecave Road  
Malton  
North Yorkshire  
YO17 7NG

## Welcome



Welcome to the unit. We hope you have a nice stay.

If you have any worries or need help to read this leaflet please ask a member of staff.

## About Springwood



Springwood is a complex needs unit for men and women of an older age.

Sometimes younger people who need specialist nursing care will be on the unit.

## Who will care for me?



The following people will be involved in your care:

- psychiatrist
- ward manager
- nursing staff (registered and unregistered)
- students
- occupational therapist
- dietitian
- physiotherapist
- speech and language therapist

## Before your stay

A team member will visit you.



This helps us get to know you and your family.

It means you will know someone when you come to Springwood.

We will talk about your needs with the people who look after you.



We will listen to your/your family's views about you coming to Springwood.

We will answer any questions.

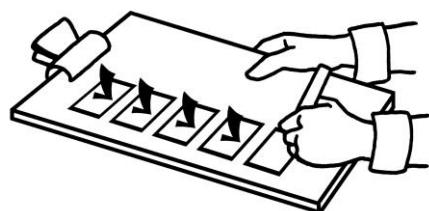
Your family can visit Springwood before you are admitted so they can see where you will be staying.

## On admission



A member of staff will show you and your family around the ward. They will help you to settle in.

They will show you your bedroom and help you unpack.



We make a list of your clothes and belongings to make sure nothing is lost.

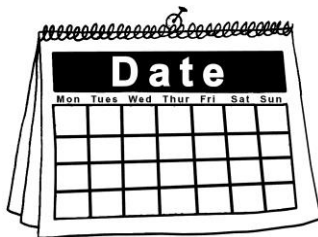
## What should you bring?



- three complete changes of clothes
- night clothes and dressing gown
- toiletries
- light footwear that is comfortable to wear indoors
- a small amount of cash (not more than £10)
- photographs and/or meaningful but not valuable items

## After admission

Staff will assess if you are at any immediate risk. This may include falls, poor sleep or poor food/drink intake.



Your care will be discussed at our daily meetings.

If there are things you or your family would like to be talked about please let staff know.



We can arrange for you or your family to come to the meeting if you wish.

## Care programme approach (CPA) review meetings



We will have review meetings where we discuss your care.

## Discharge from Springwood

When you no longer need our care we will talk to you and your family about discharge.



You may need further care, and you and your family will be asked where this might be.

Once a new residence has been confirmed we will begin to plan your discharge. You may visit your new residence before you leave Springwood.



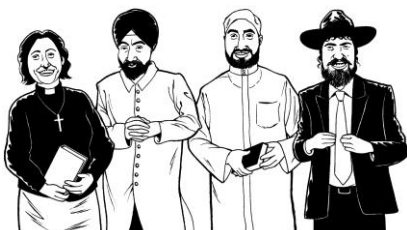
On the day of discharge, a member of staff will take you to your new home. They will talk to the staff and give them information about you.

We will stay in touch for the next two weeks to make sure all is well.



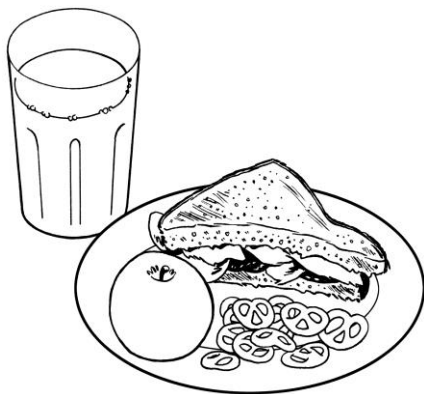
A final follow up will take place after six weeks to make sure you have settled into your new home.

## Spiritual needs



The Trust chaplain visits the ward each month. If you have a regular place of worship, your minister is welcome to visit you on the ward.

## Meal times



- **Breakfast** 8.30am
- **Lunchtime** 12.30pm
- **Evening meal** 4.30pm

## Visiting times



Visits can take place anytime but we ask that these happen between 10.30am and 8.30pm.

We also ask that relatives and friends avoid visiting during meal times.

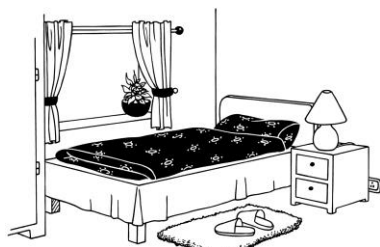
## Children visiting



All visits by children (under 18) must be pre-arranged with ward staff.

A responsible adult must accompany the child when visiting.

## Privacy and dignity



Visitors are asked not to enter the bedrooms of our patients unless accompanied by a member of staff.

## Smoke free policy



Smoking is not allowed anywhere on Trust sites.

For more information, please ask a member of staff.

If you want to give up smoking please speak to your nurse.

## What can I do if I disagree with my care/treatment or have problems with staff?



Please talk to a member of staff.

We welcome comments and will do everything possible to put things right.

This will not change the care you or your relative will receive.

If you can't talk to staff you can phone:

<b>Locality manager</b>	01609 763267
<b>Head of service</b>	01609 763267
<b>Local PALS officer</b>	0800 052 0219

## Useful contact numbers

Ward number	01653 616000
Ward manager	01653 616004

If you reach an answer machine please leave a message.

## Other useful numbers

Alzheimer's Society	01723 500958
Advocacy Alliance	01723 363910
Age UK	0800 0556112
North Yorkshire County Council (Adult social care)	01609 780780

## Please use this space for other useful contact numbers

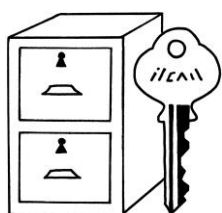

## Getting someone to speak or act on your behalf



If you can't or don't want to speak to staff about your care, or any concerns you may have, a relative, friend or advocate can do this for you.

Information about advocacy services can be given to you by your named nurse or care co-ordinator.

## Access to information about you



We need to keep information about you and it will be kept in a safe place.

This helps us know how to look after you.



**If you want to see this information, you can write to:**



The data protection officer  
Information Governance  
Lanchester Road Hospital  
Durham City  
DH1 5RD

You can ask a member of staff to help you.



**We are here to promote the wellbeing of all our patients.**

**If you need any help, please speak to a member of staff.**



**If you are unhappy about our services...**



Please tell a member of staff.



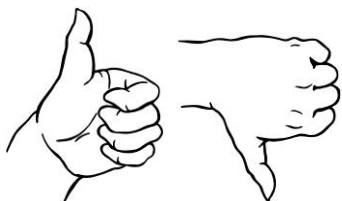
**Freephone** 0800 052 0219 or



**Email** [tewv.pals@nhs.net](mailto:tewv.pals@nhs.net).

## Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.

Let a member of your care team know.

## Find this information

Staff: T:\Patient and Carer Information\North Yorkshire\MHSOP

Service users and carers: [www.tewv.nhs.uk](http://www.tewv.nhs.uk)> services > older people > springwood complex needs unit