

Cubley Court inpatient guide



Derbyshire Healthcare NHS Foundation Trust
Cubley Court, Kingsway Site, Derby, DE22 3LZ

Tel: 01332 623713



**Better
together**

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Welcome to Cubley Court

A welcome from the Director of Nursing & Patient Experience, Carolyn Green

Our aim is to keep you safe, help you feel optimistic and hopeful about your health and wellbeing and support you through your period of need for hospital care. We aim to provide you with a good quality of care during your stay with us. We hope this guide will provide you with all the information you'll need whilst in our care, including agreeing with you how we can best meet your needs and what facilities we have on offer to make your stay with us as comfortable as possible.



As a service, we want you to receive and experience care that is of a standard you would expect for a family or friend. We will work to a set of values which put patients at the centre of what we do, and aims to give every patient the best possible experience. It is also important that your friends and family are working closely with our staff, so that we can understand your health and wellbeing and your care better. If you are unable to tell us, we will ensure we all act in your best interests - it is very helpful to understand from your family and friends, how you are, what are your signs of wellness and illness.

It is so very important that you and your family fully understand why you are in hospital and your treatment plan, therefore I would encourage to you tell us about the wishes you have so we can ensure your care considers your wishes past and present.

We want to make sure you are treated in a way which reflects our values and to help us do this we will ask for your views and your carer's views on how well we are doing, so that we are continually learning and improving through questionnaires and surveys during your stay on the ward. We also welcome feedback and comments on whether we have provided the best care possible. You can do this directly through our ward staff or our Patient Experience Team, Freephone 0800 027 2128 or email patientexperience@derbyshcft.nhs.uk.

Carolyn Green
Director of Nursing & Patient Experience

Your care

Our dementia wards provide assessment and treatment for people who are no longer able to care for themselves or be cared for in their own home or the residential/nursing home where they live. We aim to help patients become well enough so that they can return to living in the local community either in their own home or a suitable nursing/residential home with the appropriate support they require.

Whilst in hospital we strive to give you the best care possible and make sure your individual needs are met. As well as this, we aim to keep you safe and ensure your stay is pleasant and productive.

We aim for you and your carer to:

- be involved in decisions about your care and treatment
- have an assessment of what your needs are
- have a Care Co-ordinator and a Named Nurse to help pull everything together
- have support for your carers/family if they need it.

Sometimes we might need to take tests to check out any physical problems which are making things worse. We'll always talk to you about these first. When we've got a clear picture of what the problem is, we can provide treatment to manage your symptoms better.



Privacy and dignity

You have the right to receive high quality care which is safe, effective and respects both your privacy and dignity. Whilst in our care you can expect to be:

- shown respect and treated with dignity at all times
- listened to and supported in expressing your needs and wants
- respected in your right to privacy and confidentiality
- fully involved in planning your care, with family members and carers.

All our wards are committed to providing same sex accommodation. This means you can expect to find the following:

- the room where your bed is will only have patients who are the same sex as you
- your toilet and bathroom will be just for people of your gender.

Transgender toilet and bathroom areas can be provided to respect your privacy and dignity whilst on the ward. Please speak to a member of staff.

Your safety and wellbeing

Emergency responses:

On occasion there are clinical emergencies that ward staff have to manage. These include fire, medical emergencies, behavioural disturbances, self-harm, medical emergencies and building maintenance.

Ward staff are trained to deal with these circumstances appropriate to the situation, and whilst these remain extreme and emergency situations, their responses and actions may seem unusual. Some responses such as cardio-pulmonary resuscitation, physical restraint and first aid might look distressing, but these are the tried and tested systems in place to safely manage the situations they correspond to.

It is important to note that these are unusual situations and witnessing or experiencing them can be traumatic for all.

You are entitled to ask questions about and seek answers for any experience you have had on our wards. Sometimes this takes the form of a conversation called a “debrief” to specifically look at support and review the circumstances leading to and during the event in order to best manage the situation next time if it occurs. Staff also take part in debriefs to analyse and reflect on their own experiences.

Staff and the environment:

All staff on the wards are specially trained to take care of you whilst meeting your individual needs. Each ward has been designed to ensure you are receiving the right care in the right environment.

Observation/engagement:

We want to keep you safe during your stay, so you may hear staff and patients talking about observation/engagement levels. These levels apply both on and off the ward and you will be assessed and placed on one of these levels. There are four levels which are individually care planned to ensure your safety. These levels range from a member of staff being with you at all times, to being regularly checked by a member of the care team. If you are unsure why you have been placed on the observation/engagement level you are on, please ask a member of staff to explain.

Smoking, alcohol and drugs:

Part of this commitment to provide clean and healthy facilities and open spaces for all means that smoking and the use of e-cigarettes is not allowed anywhere on Trust premises – including wards, grounds, doorways and car parks. This applies to people who receive our services, our staff and visitors. For more information and support with nicotine replacement therapy (NRT), please speak to a member of staff

Alcohol and non-prescribed drugs are strictly forbidden on the ward.

Belongings:

On admission you should have been advised by staff not to keep large amounts of money or valuables with you during your stay. Certain items may have been taken aside and stored appropriately.

Arrangements can be made for us to look after money and valuables for safe keeping. These will be recorded on a property sheet, a copy of which will be given to you; you will be given a money receipt for any money. Any items or money not booked in are the sole responsibility of yourself or your relatives.

Your ward

During your stay with us we want you to feel at ease with your surroundings and as comfortable as possible. We hope the facilities and support provided on the ward will help you.

Telephones:

Most patients can keep their mobile phones on the ward. It is advised that you keep mobiles on your person. Phone chargers cannot be kept in bedrooms, however mobiles can be charged in the staff office. Mobile phones cannot be used to photograph or record whilst in hospital grounds. This is to protect confidentiality.

There is not a payphone available, however staff can enable patients to make a call from the office should they wish to do so.

Laundry:

When on the ward we ask that you provide your own toiletries. These include, shower gel or bubble bath, shaving kit (if applicable), shampoo, toothbrush, toothpaste or denture care products, hairbrush or comb. Hospital towels are provided in your bedroom.

The Trust advises that we do not launder your clothing. This helps to reduce the risk of clothing being mislaid or confused with other laundry. We will launder only in exceptional circumstances, such as when relatives are on vacation, or where no relatives or carers are identified. It is expected that members of your family or friends will collect washing from your room or as arranged with your Named Nurse.

We also respectfully ask that patients clothing is labelled with a ward marker pen.

At times despite the best efforts of staff to ensure the safety of a person's property, items of clothing and property go missing. Please do not bring anything of value with you into hospital.

Food and drink:

While you are on the ward we want to make sure you get the correct food and drink to meet your needs, as this will help to keep you well.

Daily menus are provided and nurses are available to help you complete them. Three main meals are provided and snacks are available inbetween these times. A variety of hot and cold drinks are available during the day and on request. We also provide special diets to meet physical and cultural needs, please speak to a member of the nursing team for further information. Nutrition is an important part of your recovery and we will record your weight weekly.

Breakfast: 8.00am - 9.00am

Lunch: 12.00noon - 1.00pm

Evening meal: 4.30pm - 5.30pm

We want you to feel welcome during your stay so please free to speak to staff if you would like a drink or snack outside of the set meal times.

Protected meal times:

The ward adheres to protected meal times because we recognise how important it is to ensure older people maintain a healthy diet. During this time we aim to keep disruptions to a minimum. Therefore we respectfully ask that visitors refrain from contacting or visiting the ward during the above times. Relatives are able to support you during meal times, this can be arranged by speaking to a member of staff.



Recreational services

Members of the care team are available to work with you on a one to one basis supporting the goals which are included within your care plan. They can help you to make links with community resources and partners such as the Alzheimer's Society and League of Friends. There is an activity board on the ward which shows what is available on different days. If you would like you take part in any of the activities please speak to a member of staff

Ward Activities:

Patients are encouraged to join in group and individual activities/therapies. Patients will be able to practice skills, relearn old ones and learn new ones.

A variety of activities and therapies are available on our wards and in the therapy suite according to an individual's needs. These may include:

- quizzes, puzzles and games
- art therapy
- exercise groups
- gardening
- reminiscence work
- cognitive stimulation therapy
- hand massage
- chair based exercises
- craft like activities
- woodwork.

Hairdresser:

A hairdresser visits the ward regularly. You can book an appointment through either the receptionist or the nursing staff. Money will need to be available in a hospital bank account as the hairdresser is unable to accept cash payments.

Visitors

Visitors are more than welcome to come along to the unit and visit you in the social lounge. You may also be able to leave the ward to go to Ashbourne Centre restaurant/coffee shop or for a short walk. Staff can advise you.

Visitors please do not use the small lounges as these are strictly for patient use.

Should you wish to have visitors who are younger than 16 there is a family room in the unit which can be booked through reception via nursing staff, subject to availability.

There is a sink at reception. Visitors are asked to wash their hands on entry to and leaving the ward. This is to help with infection control procedures.

Visiting times:

Monday - Friday: 2.00pm - 4.00pm and 6.00pm - 8.00pm

Saturday - Sunday: 10.00am - 12.00noon, 2.00pm - 4.00pm and 6.00pm - 8.00pm

Accessibility and communication needs:

The hospital buildings are fully wheelchair accessible. To help us to make any necessary arrangements, please let staff know before you arrive if you have any specific needs such as difficulty with communication or any sensory impairment, mobility difficulties, special dietary needs and interpretation or translation services.

Café/shop:

We don't have a café/shop on the ward but there is a restaurant and a coffee shop on the Kingsway Site at the Ashbourne Centre. Both offer a wide selection of sandwiches and drinks. Our staff are happy to accompany you to the Ashbourne Centre, if appropriate, please ask them for further information.

Staff in the care process

Your Named Nurse

When admitted to the ward, you should have been given a Named Nurse. They are responsible for:

- co-ordinating your care while you're on the ward
- discussing your care plans with you
- having regular face to face chats with you, to build up a good relationship
- ensuring the nursing team is aware of any specific needs you have.

If your Named Nurse is not on duty you can speak to any other member of staff. If you want to change your Named Nurse you can ask for a different one – they won't mind.

The ward operates a patient allocation system which means that you will have an allocated nurse to look after you during each span of duty. This should ensure good communication and a consistent approach to care. It will also ensure your individual needs are met by a member of staff who knows you.

Your Care Co-ordinator

Care Co-ordinators are usually based outside the hospital. Their job is to co-ordinate the people involved in your care and make sure you have access to the best services to meet your individual needs. You probably already have a Care Co-ordinator but if not we will get you one.

Your Consultant and other Doctors

You will have a named Consultant in charge of your medical care, but they will have other Doctors to help them, so you may not see your Consultant every time. They will see you regularly, and will talk to you about the support and treatment you need. If you don't know who your Consultant is, please ask a member of the nursing staff.

Your Occupational Therapist

Occupational Therapists (OTs) can help you overcome the difficulties you may be experiencing in coping with your everyday life. Treatment programmes are designed to support your individual needs, and may include both one to one and therapeutic group activities. OTs can help you maintain your independence for when you leave hospital.

Your Pharmacist

The ward does have Pharmacists who are very happy to sit down and discuss these different medication options with you, and can also advise on things such as side effects and different dosages. The Ward Pharmacist attends the weekly Multi-Disciplinary Team Meeting and provides specialist advice as required.

Your Psychologist

Our psychology team provide support within the multi-disciplinary team and are particularly skilled in providing advice on appropriate assessment and interventions to meet the behavioural and cognitive needs of our patients. The team also provide support to the nursing team and encourage reflective practice and learning which ultimately has the potential to improve clinical outcomes to our patients.

Your Named Nurse

Your Care Co-ordinator

Your Consultant and other Doctors

Your Occupational Therapist

The ward philosophy

Person centred care:

The ward adopts the philosophy of a person centred care approach; this approach aims to provide care that is focused on the person and recognises each person's individual needs. We use the VIPS (very important person) framework as a model to meet our patient's needs:

- **V** - value people and promote rights
- **I** - provide individual care according to need
- **P** - understand care from the perspective of the person with dementia
- **S** - provide a supportive social environment.



Support for you

There may be times when you or your relatives have concerns or questions about the care and treatment you are receiving, or you may need some support. The Patient Experience Team can help you with this.

They will listen confidentially to your concerns and give you information that is relevant by contacting independent, statutory or non-statutory organisations such as Advocacy or the Carer's Association. The Patient Experience Team can also help by sorting out any disagreement or concerns you may have with any NHS service. You can ask a member of staff to contact the team on your behalf, or you can contact the service using the freephone helpline (0800 027 2128).

We also offer an Advocacy service, which can support, represent and inform you, should you need assistance in obtaining your rights or resolving a difficult situation. Advocates are independent of the Trust and will act on your instructions only. They can help you plan for and attend meetings. The service is confidential. Please contact ward staff for further information.

Dementia Link Workers:

The ward has a designated Dementia Link Worker whose role is to provide any information you may require relating to Dementia. The link worker can also signpost you to other services that may be of help to you. Please let ward staff know if you wish to spend time with the link worker or have any questions. If they do not have the answer to hand they will find out for you.



Name: Louise Wilson
Role: Dementia Link Worker
Ward: Cubley Court Male



Name: Veronica Chilaka
Role: Dementia Link Worker
Ward: Cubley Court Female

Spiritual needs:

A multi-faith chaplain is available for you to talk to. If you wish to see the chaplain or you a faith representative of your choosing please ask a member of the ward staff to contact them on your behalf. If you need somewhere to worship or a quiet place to be alone you can also arrange to visit the Multi-Faith Room at the Ashbourne Centre.

Ward memory boxes:

Items from your past can act as a memory aid and may bring back some positive experiences you have had during your life. We encourage patients and their carers to fill a suitable box with personal items that represent who you are, what you have done and achieved during your younger years.

Possible objects could include things from the past, family heirlooms, household or personal items with a sentimental value, photographs and medals. You can add items to the box as time progresses. Please do not include anything sharp or pointed in the box.

My Life Story:

The purpose of the 'My Life Story' booklet is to give information of your personal life experiences, relationships, preferences and personality; this will help our staff who will care for you get to know you better. It could contain information about your date of birth, schools (where and when), employment, likes and dislikes, dietary needs, daily and weekly routines, habits, interests and hobbies.

This is me:

'This is me' is a simple and practical tool that you can give to our nursing staff to help us understand you better. The tool provides a 'snapshot' of your life, giving information about them as an individual, such as needs, references, likes, dislikes and interests.

This should enable staff to treat each person individually and meet each patient's unique needs. Once completed the information will be placed in the patients bedroom and will inform staff of each person's individual wishes and preferences.

Support for your carer

If your carer is providing, or intend to provide, a substantial amount of care on a regular basis to you and they are over 18, then they are entitled to an assessment of needs under the Carers (Recognition and Services) Act 1995. Your carer can ask for their own assessment at any time.

Your carers assessment will be completed by someone Derbyshire County Council or Derby City Council, depending on where you live, or from the local Community Mental Health Team (CMHT). Your carer also has the opportunity to complete the assessment form themselves if they wish to do so.

An assessment of carers' needs is an opportunity to:

- talk and think about carers' needs
- share experience of caring and recognise the vital role
- be given information and advice
- identify and discuss any difficulties
- make emergency plans if you are ill or cannot continue in your caring role.

An assessment is not about the carers capability but it will look at ways in which to help the carer in their caring role. This may include arranging support services or accessing a carer's direct payment. This money can be used to help your carer continue with their caring responsibilities, to maintain their own health and wellbeing and/or to help them if they can no longer care.

It is your carer's choice whether they have a separate assessment of their needs or a joint assessment with yourself. A joint assessment is when your carer's views and needs are taken into account when you are being assessed.

Relationships:

Caring for a person with dementia who is close to you can change your relationship greatly as time passes. A lot of responsibilities that were once done by the person who is now being cared for will become the carer's responsibility. There may also be tasks that need to be done to assist the person being looked after, such as helping them to get dressed or use the toilet.

There are so many changes that occur along the way when caring for someone with dementia that it can be difficult for carers to deal with their own feelings. A carer may experience feelings of grief, sadness, anger, resentment and guilt but it is normal to have these feelings. Carers often find it helpful to talk through their feelings with family, friends, professionals and other people who are in a similar situation to them.

Attending support groups or seeing a counsellor may be of help. Your local Alzheimer's organisation will be able to offer advice about this (Contact details can be found at the back of this handbook). You could also attend the ward's monthly Carer's Forum where carers can meet with other carers in similar circumstance to offer advice and share experiences.

Future decisions:

If a carer does get to the point that they cannot carry on caring, then they should not feel guilty or that they have let anyone down. Caring can be very rewarding, but is also exhausting and demanding. If the person being cared for needs to go into residential care or hospital then remember that you have done the best that you can and that you have not failed. Your needs are just as important and sometimes this is the best solution.

Planning for leave

When you are ready to leave hospital, or go on a trial home leave, you will have your future needs discussed within the Multi-Disciplinary Meeting (MDM). Family and carers will be encouraged to take an active role in this meeting if you consent to this.

Your care plan will detail who to contact after discharge if you need to talk to someone, and when someone will visit to make sure you're ok. Your leave and discharge will be discussed with you, and the right services put in place for you.

Your Named Nurse will work out all the things which need to be done before you can leave the ward, and keep a record of everything that's in place and everyone who has been told about the arrangements.

If appropriate, it may be necessary for the Occupational Therapist to do a home visit to assess safety and need for further equipment to ensure you have a successful discharge. This meeting is known as the Care Programme Approach (CPA) Meeting and will determine any additional support which may be required to help you live independently at home.

If you require additional community support, whether this is in your own home or in residential care, we will complete a referral form and send to the appropriate professional. This person may work in another health or social care organisation, but we will let you know when we have done this.

If after the assessment period it is thought unsuitable for you to leave, a placement assessment will take place. You and your carer/family will then receive advice on suitable accommodation to meet your physical and mental health needs. This will then be discussed at the MDM. All efforts are made to support individual choices, however this may not be possible in the first instance, and you will be advised if this occurs.

Confidentiality and use of patient information

Details of your medical care will be recorded but at all times we aim to protect your personal information. Great care is taken to ensure high standards of confidentiality are maintained with all information held.

The 'Data Protection Act 1998' gives you the right of access to any personal information which the Trust holds about you. If you wish to apply for access to your information, or if you would like more information about your rights under the Act you should, in the first instance, contact our Health Records Officer on 01332 623558.

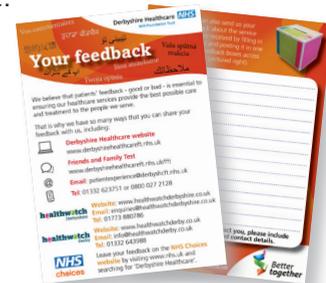


Your feedback

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you, your relatives and visitors tell us.

We welcome your comments on what you think we do well and where we could improve. The key points for the Trust are:

- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement.



Each ward has a comments box which you are invited to use if you would like to bring anything to the attention of staff, please ask a member of staff where the box is located. We value your opinions. Also, if you or your relatives are particularly pleased with the care you have received during your stay or would like to compliment the team as a whole, or individual members of staff, there is also a compliments book available.

If you have any problems or concerns, it's best if you talk to staff on the ward (or your Care Co-ordinator) first as they might be able to resolve these for you, but if they can't, or if you would prefer to talk directly to our Complaints Manager, you can contact them on 01332 623751 or write to our Complaints Manager at the following address:

Patient Experience Team
Albany House
Kingsway Site
Derby
DE22 3LZ

Raising concerns with us will not affect the way we treat or support you – we want to know if we've not got it right.

What is dementia?

If you, a friend or relative, has been diagnosed with dementia, you may be feeling anxious or confused. You may not even know what dementia is.

The term 'dementia' is used to describe the symptoms that might be brought about by one or more illnesses which may affect the brain. These include: Alzheimer's disease, vascular dementia and dementia with Lewy bodies, along with many others.

Dementia is a progressive illness however the speed that dementia progresses will depend on the individual. Each person is different and will experience dementia in their own way.

Symptoms of dementia include:

- loss of memory
- being unable to remember names and places, or what happened earlier the same day
- mood changes - particularly as parts of the brain that control emotion are affected
- feeling sad, frightened or angry about what is happening to them
- communication problems - a decline in the ability to talk, read and write
- difficulty with everyday tasks
- loss of logic and ability to reason or use initiative
- disorientation in time and place.

If you would like further information on a particular type of dementia please contact your local Alzheimer's organisations.

Mental capacity and best interest decisions:

The Mental Capacity Act 2005 provides a test to help make a judgement about whether a person has capacity to make their own decisions. When it has been established that an individual does not have capacity to make a decision, a decision must be made in the individual's best interests by the person assessing capacity (the decision maker). The decision maker must consider the person's wishes and preferences and consult with people close to the person. For more details about mental capacity please speak to a member of staff.

Advanced statement and care planning:

An advance statement is made by you while you are well. It sets out what care and treatment you would or would not like to receive if you became seriously ill at some time in the future. It can include your wishes about medications, therapies and particular treatments. The statement will only be used if you become too unwell to make decisions about your treatment, or if you are receiving compulsory treatment under the Mental Health Act 2003.

Doctors and other people involved in your care have a duty to take into account your wishes about how you would like to be treated. However, the advance statement is not legally binding, and you can be given treatment that is not what you said you wanted. If this happens, the person who gives you the treatment must write down why they did not do what you requested.

Further information

Our commitment to dementia

Derbyshire Healthcare is a member of the Dementia Action Alliance and we are also committed to supporting Dementia Friendly Communities.

If you or a member of your family would like to sign up to become either a Dementia Friend or Dementia Champion please visit:
www.dementiafriends.org.uk

Who else can help?

Derby City Dementia Support Service
Derby West Business Centre
Ashbourne Road
Derby
DE22 4NB

Tel: 01332 497640

Derby City Dementia Support Service is committed to improving the lives of those with dementia and their carers by providing information, support and advice.

Alzheimers Society (Derbyshire)

Wheatbridge Medical Centre
30 Wheatbridge Road
Chesterfield
S40 2AB

Tel: 01246 223366

Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by dementia across Derbys City and Derbyshire County.

Alzheimers Society (Derby)

Masons Place Business Park
Nottingham Road
Derby
DE21 6AQ

Tel: 01332 208845

Unacceptable behaviour on the ward:

The Trust has adopted the national NHS zero tolerance policy and encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviour by patients, visitors and staff. In extreme circumstances the Trust will pursue prosecution proceedings against any individual concerned.

Trust Membership

Membership is key to our Foundation Trust

We are an NHS Foundation Trust; we want to involve people in our community in the plans we make for our organisation. We are always looking to increase our membership to ensure it is as reflective of the community we serve as possible. If you or your friends or family would like to join as members, please call the membership team on **01332 623723**, or email us at **membership@derbyshcft.nhs.uk** to request a membership form.

The easiest way to sign up is online by visiting **www.derbyshirehealthcareft.nhs.uk/members**

As members you'll be entitled to have your say on local healthcare services, benefits such as NHS discounts and a free subscription to our dedicated members' magazine.

Available in other languages and other formats. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੁਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔