



# *Admissions Booklet*

*Version 1.0*



# Important Information

*This booklet contains information that should be useful to you throughout the time you spend at Thistle Manor. If you have any questions please speak to a member of staff and they will be happy to help. On admission a member of staff will be able to fill in details below for you:*

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*My Unit is the*

**Unit**

*The Main Telephone Number is*

**01200 422681**

*My Key Worker is*

*My Associate Key Worker is*

*The Registered Managers Name is*

**Jane Bell**

*The General Managers Name is*

**Andrew Macpherson**

*My Care Co-ordinator is*

*Their contact number is*

*Local Advocacy Service*

**East Lancashire Advocacy Service**

*Their telephone is*

**01254 301030**

# Resident Information Leaflets

Name:

Date of Admission:

## *How will my stay at Thistle Manor help me?*

*You are here on the advice of people who care for you and help you in the community to look after your mental health. You have the same rights and responsibilities as any other citizen.*

## *If you want to leave*



*If you are in Thistle Manor either informally or voluntarily and are not being detained against your will. Your right not to be held against your will without due process and good reason is protected under the Human Rights Act (1998) and by what is known as common law. You are free to leave at any time and please discuss your wish to do so with a member of staff such as your key worker or the Nurse in Charge. You have the right to insist on leaving the unit. You will be allowed to leave unless there is a good reason not to do so. In this circumstance, your care coordinator will be informed and systems associated with the Mental Health Act which are used to protect you and others may be invoked.*

*If you are in Thistle Manor under a legal restriction (CTO, Guardianship etc.) then you will receive details of the observations and restrictions in place through a legal risk assessment. You will be offered a copy of this when it is completed or whenever it is updated. Your dignity and privacy will still be maintained the same as every other resident.*

## *Confidentiality*

*Thistle Manor adheres to the Department of Health's Guidance on confidentiality. Ordinarily, information about you should not be disclosed without your consent. Occasionally, it may be necessary to discuss or pass on particular information to other professionals on a 'need to know' basis. Any such disclosures will reflect the spirit of the guidance and protect your privacy.*

## *Your Care and Rehabilitation*

*The psychiatrist and senior clinicians who work at Thistle Manor will talk to you about any treatment they think will benefit you. If you agree you can accept this treatment/therapy.*

*The rehabilitation and care you receive is likely to involve taking medication prescribed for you, talking and asking and answering questions, undertaking activities and looking after the living environment. You may be asked to be involved in group work with other residents and to participate in the community.*

*Please think about whether or not you are prepared to do all of these things.*

*Ensure that you understand what is being offered to you. Ask questions about anything that concerns you.*

*If you are an informal resident you can refuse the treatment that is being offered. You cannot be given treatment against your will, except in an emergency. Again your right not to be mistreated is protected by the Human Rights Act and common law.*



## **Meetings**

*You will probably find yourself attending what is called a 'review meeting', 'CPA meeting' or a 'multi-disciplinary meeting' during your stay at Thistle Manor. Multidisciplinary means all the different services that provide care for you, for example clinical care, social care and occupational therapy.*

*These meetings will result in a care plan being produced for you. Copies of this care plan will be kept in your clinical file and you will receive a copy. If you are unhappy about any of the details in this plan, please discuss this with your Named Nurse or your Care Coordinator.*

*If you do not wish to attend these meetings but have concerns about your care, please speak to a member of staff or your care co-ordinator before the meeting.*

## **Family, Friends and Relatives Contact**

*Your rights to contact friends and relatives are protected. We cannot stop you sending or receiving letters. You can also speak to your family on the phone or invite them to visit. It is helpful to the staff to be informed of any planned visits so that this doesn't interfere with any planned activity or appointments for you and other residents.*

*In exceptional circumstances it may be necessary to curtail or stop visits to a resident if it is proved to be detrimental to your care and welfare.*

## **Other Residents**

*We care for residents with a range of different mental health needs. Some residents at times can be quite poorly and this may make them say or do things that appear strange. If you ever feel frightened or threatened, please inform or discuss this with the staff.*

## ***Meal Times***

## ***Medication Times***

<b><i>Breakfast</i></b>	08:00 – 09:00	Approx. 09:00
<b><i>Lunch</i></b>	12:00 – 12:30	Approx. 13:00
<b><i>Dinner</i></b>	16:45 – 17:45	Approx. 18:00
<b><i>Night</i></b>		Approx. 22:00

*At each meal time there will be two choices available on the menu. This will include a vegetarian option and other dietary requirements can be catered for on request i.e. halal, vegan, and lactose intolerance. If you are not going to be in the building at the specific meal time for any reason, the meal can be saved for you or a cold alternative can be prepared and left in the kitchen.*

## ***Smoking***

*Thistle Manor is a smoke-free building and there are three designated external smoking areas available. A member of staff will be able to show you where these areas are. We encourage people to stop smoking where possible and can assist with this.*

## ***Items Brought to Thistle Manor***

*Items such as shaving equipment, prescribed medicine and matches/lighters may present a risk to you or other residents. On arrival we will do a full inventory of your belongings to ensure that nothing is lost and there are no items on the banned items list (you will sign this on admission).*

*Any electrical equipment that is over one year old will require PAT testing by our maintenance team before it can be used on site. This will be done as promptly as possible to avoid inconvenience.*

## ***Thistle Manor Policies***

*A number of policies are available to you for further detail e.g. visiting. Your key worker will make these available on request.*

## *House Rules – For All Residents*

*Access to the garden or any time out of the building/off-site during the hours of darkness should be agreed with the Nurse in Charge and/or care team.*

*Residents of Thistle Manor are not allowed to enter another resident's bedroom at any time.*

*Electrical appliances and equipment may require "PAT" testing prior to use. You should notify staff if you get any additional electrical appliances.*

*We will not take responsibility for your valuables unless they are in our safe keeping.*

*After midnight noise is to be kept to a minimum and if possible confined to resident's rooms.*

*Smoking is **only** allowed in allocated areas and never indoors, smoking indoors could result in putting yourself, other residents and the staff at risk.*

*We encourage all residents to participate in all activities of the therapeutic programme. For residents to adhere to this we advise that you plan your activity thoroughly, wake up in plenty of time to prepare for this and, where possible, are in bed for midnight.*

*We encourage residents to use the appropriate channels to put forward comments.*

*We **do not** tolerate physical or verbal abuse. Examples of behaviour that is not tolerated include swearing, insulting or being offensive towards others, bullying others and deliberately damaging property.*

*There are certain areas of the building which are restricted for issues of health and safety, as well as confidentiality.*

*Illicit substances are prohibited on the unit. Alcohol is allowed on the unit only on special occasions by approval of the Senior Management and will be supervised by staff at all times.*

*No substance or article which may cause harm or be used to cause harm to anyone working in, living in or visiting the home will be permitted at Thistle Manor.*

*Mobile phone cameras or digital cameras should not be used inside the home to take pictures without the expressed permission of the Registered Manager and any people who will be in the photograph.*

*All residents are expected to respect one another and those who care for them.*

## *People you may meet around Thistle Manor*

### REGISTERED MANAGER

*The Registered Manager's role is to oversee the day-to-day running of the building and to ensure that the residents are receiving the appropriate level of care required.*

### CONSULTANT PSYCHIATRIST

*A Consultant Psychiatrist is a trained doctor who specialises in diagnosing and treating people with mental health problems. A psychiatrist will examine the different factors that may have contributed to a mental health problem. They have overall responsibility for assessment, care and treatment*

### SENIOR NURSES

*The role of the senior nurses is to ensure that your experience is the most effective and efficient it can be. They also ensure that the service develops continually to improve quality of care. They have more responsibility and experience than the other Nurses*

### NURSE IN CHARGE

*On every shift there will be a Nurse in Charge who is a qualified nurse. Their role is to deal with the day to day running of the shift including the meetings diary and appointments.*

### KEY WORKER / NAMED NURSE

*A Key Worker is a qualified nurse who is responsible for the nursing care of an individual resident during their stay. Your Key Worker is written in the front of this booklet and is supported by an Associate Key Worker; a support worker. Jointly they will be responsible for your rehabilitation and care plans and will spend one-to-one time with you to discuss your care pathway. Key Workers can sometimes be referred to as Named Nurses.*



## STUDENT NURSE

*A Student Nurse is someone who is currently studying towards becoming a qualified nurse.*

## ADVOCATE

*An advocate is a person who is independent and not an employee of Thistle Manor. They can listen to you and your family and speak up for you if you have any concerns with the service you are receiving. The details for the local advocacy service are on the reverse of the front cover.*

## CARE COORDINATOR

*As part of the Care Programme Approach (CPA) you should have been assigned a care coordinator. The role of the care coordinator is to be the link between the resident, the mental health services and the team here at Thistle Manor.*

## LITERACY / ART THERAPIST

*The role of the Literacy / Art Therapist is to promote educational program and each of the sessions is tailored your individual needs. The art program runs once weekly, if you wish to be involved in these sessions please speak to a member of staff.*

## CLINICAL PSYCHOLOGIST

*A Clinical Psychologist uses talking therapies to help people resolve their problems. They often use a method called Cognitive Behavioural Therapy (CBT) or psychotherapy, which both involve talking about feelings and experiences.*

## SUPPORT WORKER

*A Support Worker works with the nurses as part of the care team, helping with treatment and looking after our residents' comfort and well-being. Support Workers can assist you, if required, with your day-to-day tasks and help with your rehabilitation, gaining the life-skills required to move back into the community.*

## **Questions, Concerns or Complaints**

*If you want to ask something or complain or just comment about something which concerns you, please talk to a nurse, your key worker, your doctor or the Registered Manager. Most problems can be sorted out quickly and easily. If you are not satisfied by this you can follow our complaints procedure and write to either:*

*Jane Bell  
Registered Manager  
Thistle Manor  
Edisford Road  
Clitheroe  
BB7 3LA*

*Tony Thompson  
Nominated Person  
Thistle Manor  
Edisford Road  
Clitheroe  
BB7 3LA*

*CQC  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA*

*Tel: 01200 422681*

*Tel: 01200 422681*

*Tel: 03000 61 61 61*

*All Complaints will be acknowledged within 3 working days and response made within 5 working days. If a response cannot be made within 5 working days, following investigation a formal response (written) will be given within 28 days of the complaint.*

## **Local Advocacy Service**

*Advocacy Service*

**East Lancashire Advocacy Service**

*Their telephone is*

**01254 301030**

## **Your Nearest Relative**

*A copy of this information can be sent to your nearest relative who we understand to be:*

*If you do not want this to happen please tell a member of staff or the doctor.*

**If there is anything you do not understand ask your Key Worker,  
Associate Key Worker, Nurse, Consultant or Manager.**

