



# Patient Guide

Your Complete guide to Cheswold Park Hospital

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# Welcome to Cheswold Park

You will be very welcome at Cheswold Park Hospital. We pride ourselves in being a friendly environment where we do our best to help you on your recovery journey back to the community. Our goal is to assist in a structured recovery, at a pace that is sensitive to individual requirements.

This booklet is provided to give you some information to help you settle in to Cheswold Park Hospital. Please speak to any member of staff if you don't understand something and they will do their level best to help you.







**On admission your ward is**

**Ward telephone number**

**Your responsible clinician is**

**Your named nurse is**



# About Cheswold Park

Cheswold Park is a secure hospital looking after people with a range of mental health needs. Services are provided for men and women from 18 years old. The hospital has a number of professionals who will support you and manage your care and treatment.

At Cheswold Park, we have a range of services that can be tailored to our patients needs. Our goal is to assist in a structured recovery, at a pace that is sensitive to individual requirements.

Care and treatment is provided for different conditions across our wards. Each patient's bedroom includes a wardrobe, desk and an ensuite. Within the ward, patients share a sitting room, dining room and a ward garden.







# Your Care & Treatment

**On admission you will be introduced to patients, your care team and your named nurse.**

Your care team will do their best to help and support you through your recovery and pathway back to the community services.

Cheswold's team includes Doctors, Nurses, Psychologists, Occupational Therapists, Support Staff, Social Workers, a Teacher, GP and a Physical Healthcare Team. We also have a visiting Chiroprapist.

The different professionals will work with you to devise a plan of care to outline the treatment and support you will be receiving during your stay and what support you need to keep safe and healthy.

To ensure we deliver a person-centred care plan for each person the Multi-Disciplinary Team (MDT) for each patient will select from our range of therapy and treatment options based on evidence and, importantly, taking account of the patients own experience and preferences.

## How Will My Care Be Reviewed?

Your care will be reviewed every two weeks by your care team. This is an opportunity to discuss anything about your care and treatment that you maybe unsure about. Staff including advocacy will support you to ensure your voice is heard in these meetings.

You will also have a Care Programme Approach meeting at least every 6 months. These are formal meetings involving your care team, your family and case managers to review progress you are making and identify future action plans.

You can meet with your Named Nurse regularly to discuss your care plans, what is working for you, your strengths and areas you need additional support.





# Occupational Therapy

## Keeping You Positively Engaged

At Cheswold Park Hospital the Occupational Therapy team consists of Occupational Therapists, Technical Instructors and Occupational Therapy Assistants. There will be an Occupational Therapist as part of your MDT who will meet with you when you are first admitted to speak to you about what is on offer at Cheswold Park Hospital and what you would like to work towards.

Occupational Therapy provides support around developing key skills required to manage effectively in the community upon discharge

Our programme runs for 12 weeks at a time before being reviewed and updated. You can find a timetable on ward where you can find all of the above.

Here at Cheswold Park Hospital we use The Remotivation Process to guide our Occupational Therapy Service. The Remotivation Process is a model in which people work through 3 stages depending on their level of motivation. The Occupational Therapy team will support you to work through these 3 stages by engaging in various 1:1 and group activities.

Occupational Therapists help you carry out everyday activities. These may be activities that you may need to be able to do as part of your recovery and rehabilitation. Occupational Therapy provides support

around developing key skills required to manage effectively in the community upon discharge

## Activities & Work Opportunities Offered

The Occupational Therapy Department offers patients the opportunity to engage in the work process, such as working in our café, shop, library, and looking after and maintaining the grounds.

You can speak to the Occupational Therapy Team if you are interested in any work opportunities.

## Patient Groups

There are a number of ways in which you can get involved such as being part of the Reducing Restrictive Practice Meetings, Catering Meeting, Service User Meeting, Ward Community Meetings and Recovery College.



## What's on offer to me?

1:1 support and group sessions are available to you whilst you are a patient at Cheswold Park Hospital. These may take place on the ward or elsewhere within the hospital therapy rooms, grounds or in the community. They include activities such as:

- Music Room
- Social Room
- Therapy Kitchen
- Gym
- Sports Hall
- Education Room
- Horticulture Area
- All Weather Sports Pitch
- Art Room
- Sanctuary
- Chesbucks Cafe
- Outdoor Areas (Sensory Garden, pond & Poly tunnel)

In addition, activities available include:

- Playing Music
- Creative Artwork
- Relaxation Classes
- Baking
- Cooking
- Playing pool
- Gardening
- Sports / Exercise
- Community Groups
- Recovery College Course
- Education
- Lego Therapy

# Recovery College

## Recovery College

This provides opportunities for the co-production and co-facilitation of chosen courses across the hospital for patients and staff.

Courses that have taken place already include Creative Writing, Painting and Decorating, Interview Skills, How to present yourself in a meeting and Positive Behaviour Support.

The Recovery College embraces and welcomes the individual skills of its patients and staff that are important in increasing confidence, self-esteem and inspiring others. If you have any skills or experiences that you feel you could share to help and support your own recovery and the recovery of others, please let us know. You are also able to access courses offered by other patients and staff to aid your recovery.

## The Recovery College Mission

Our Recovery College aims to be a fun and enjoyable experience for our students to develop their individual skills and boost their self-esteem and confidence.

Students do this by working with staff and families to build and deliver courses which are suggested by them. All students have the ability to champion the Recovery College and inspire others to BELIEVE & ACHIEVE.

"I would motivate others to attend the Recovery College by explaining how fun the courses are and what the courses have to offer and what they can gain for recovery by attending."

- Patient at Cheswold Park





# Education@ Cheswold

Education is important to many of patients at Cheswold Park in providing valuable skills and knowledge.

All our courses and lessons are available on either a 1:1 basis or in a group setting. We will always strive to meet your needs and requests. Please ask staff to contact the hospital teacher if you are interested in engaging in an activity or topic that interests you.

Our current courses range from Graphic Novels and Creative Writing to Horticulture and Land-based Learning projects. You can also work towards developing your literacy and numeracy skills.

Speak to the Education team about adding your own particular interest to the list of courses available. We'll do our utmost to make it happen.

# Ward Environments

Your bedroom has a bed, bedside table, wardrobe, a set of drawers and an en-suite.

We understand that it is important to have a private space where you can retreat for relaxation. Although the hospital supplies bedding and towels, you are able to bring your own personal items (providing that they are not on the contraband items list on p18) and we welcome personalisation of your room.

## Telephones

Each ward has a patient phone room as well as a cordless telephone to allow private telephone calls. These are accessed using pre-paid cards that can be bought from the hospital shop. **Please be advised that all phone calls to your solicitor are free of charge.** Some patients have access to mobile phones subject to individual risk assessment.

## Newspapers

Each ward has a daily newspaper delivered. Individually chosen papers and magazines can be ordered and paid for through your hospital account, providing this has been approved by your care team.

## Access To Your Money

All banking transactions are done daily (Monday - Friday) by the Patient Finance Department between 10.00 and 11.30am. We will help you;

- Manage your benefits
- Have access to your cash if needed
- Have your money transferred to your other accounts of your choice.

## Personal Possessions

Your personal possessions will be safely stored. Items that you may have in your bedroom will be discussed with you by the care team. There is storage available on ward for restricted items. All other items can be stored in Patient Property. If you are worried that you may have a large amount of possessions, please discuss this with the care team that visit you before arrival so that we can advise you on suitable storage solutions.

## Ward Community Meetings

These are run regularly on the ward to organise activities, to discuss concerns or new ideas. Your involvement is encouraged to ensure the ward meets your needs as far as possible within the conditions of a secure environment.



## Laundry

There is a laundry on each ward for you to do your washing. Bed linen and towels are provided as required.

## Housekeeping

You are responsible for keeping your room clean and tidy. Please keep communal areas within the ward clean and tidy as other people share these living facilities.

## Medication & Medication Management

Your doctor may prescribe medication to help improve your health. The nursing staff will readily discuss your medication needs with you to address any concerns or uncertainty you may have. Some medications have known side effects and if you experience these please discuss it with the nursing staff or your doctor. Your medication will also be discussed and reviewed in your ward Multi-Disciplinary Team ("MDT") meetings.

## Ward Garden

Each ward has access to its own garden area where you can sit and enjoy fresh air, have a walk around or get involved in gardening.



# Visitors To The Hospital

We understand how having visits can support your recovery and we encourage visits whether this be visits from your solicitor, friends or families. All visits must be pre-arranged.

Visitors are expected:

- To maintain the confidentiality of the patient
- To act within the boundaries of reasonable and acceptable behaviour.
- Not be under the influence of drugs and/or alcohol
- Adhere to our contraband and restricted item policy.
- Not to be abusive; physically or verbally
- To be respectful towards staff members and patients
- To respect the treatment program a patient is undergoing and not do something that negatively impacts the effectiveness of any treatments or medications

The hospital reserves the right to remove any visitor from the premises if any of the above are breached and future visiting would be reviewed by the clinical team and senior management.







## Can Children Visit?

Children may be able to visit you at Cheswold Park, however there is a detailed process that has to be followed which involves agreement with your clinical team, child's parent or guardian, and the ward social worker. There are occasions when this may result in a child visit not being permitted and referral being made to the child's home area social services.

# Catering & Dietary Requirements

## Menu Choices

We aim to provide balanced healthy meals and will do our best to cater for any specific dietary requirements that you may have. The hospital has a fresh cooked menu selection which the patients are involved in reviewing and changing seasonally.

## Other Special Diets

If you have any special dietary requirements or allergies, please discuss them with your care team who will inform our Catering Manager. Special dietary requirements could include gluten free, low fat, low salt, low sugar, vegan or vegetarian.

## Cultural, Religious And Ethnic Requirements

We cater for all cultural, religious and ethnic diets by request. The catering staff and the dietician are available to discuss specific dietary needs that you may have.

## Menu Choices And Ordering Meals

The menus are available on the wards and ward staff will encourage you to complete these daily. There is a choice of hot or cold meals.

## Snacks

Hot and cold drinks are available throughout the day. Snacks are provided including fruits, yoghurts, crackers. Toiletries, clothes, magazines and other essentials can be purchased from the hospital shop called Chesco.





# Spiritual Needs



The Sanctuary is a multi-faith room within the hospital. If you wish to see a Priest, Imam, Vicar or Rabbi or particular religious leader/representative this can be arranged.

The hospital will strive to arrange visits to a local Church / Mosque / Temple / Synagogue as necessary.

Please discuss this with your Care Team initially.

# Restricted & Prohibited Items

Cheswold Park Hospital acknowledges the therapeutic need and benefit to patients, visitors and staff in having access to items, that the hospital might equally wish to classify as restricted for safety. Patients, staff and visitors can request access to restricted items. Requests are made by completing the Item Request Form.

## Restricted Items

To keep a safe environment for everyone, some items are restricted whilst you are here. These restrictions also apply to visitors.

- Mobile Phones - unless risk assessed
- Computers / Laptops / netbooks/ electronic diaries - (prior approval required)
- Cameras - unless risk assessed
- Solvent materials
- Tin foil
- Cling film
- Crockery & Cutlery
- Dictaphones
- Plastic Bags
- Rope & String
- Umbrellas







## Prohibited Items

The following items are completely prohibited from

- Alcohol
- Lighters - unless issued by the Hospital
- Matches, Lighter fuel & flints
- Illicit/illegal drugs
- Firearms/Guns & imitation firearms
- Explosives i.e. fireworks, distress flares
- Flammable liquids
- Laser pens
- Chewing Gum / Bubble Gum
- Candles
- Cord & flex - unless as part of electrical equipment
- Illegal Pornographic Materials
- Handcuffs, batons & self defences devices
- Metal Drink Containers
- Tins
- Knives & Sharp Blades
- Home cooked food
- Energy Drinks
- Double Adapters
- Plug in Air Fresheners
- Sellotape

# Frequently Asked Questions

## What Are Observation Levels?

Your care team will decide your observation levels on admission. They will be reviewed regularly.

There are 2 general levels of observations:

- High level observations - staff will check on you between 15 and 30 minutes
- Low level observations - staff will check on you between 30 and 60 minutes

If you are really unwell, there will be extra support available for you.

## Am I Allowed Alcohol & Illicit Drugs?

The use of alcohol and illicit drugs is strictly forbidden. These will undoubtedly adversely impact the effectiveness of any medication you are receiving and can be damaging to your health.

## What Happens With My Mail?

Your mail will be delivered to you and you will be requested to sign that you have received it. Please be advised that we do not pay postage. Postage stamps can be purchased from Chescos.

## Is There Any Support Available For My Carers Or Family Members?

We welcome you and your family members and carers to be actively involved in meetings about your care and the service. There are also Friends and Family meetings held within the hospital. Please ask the ward team regarding this.

## Smoking

Cheswold Park Hospital is a non-smoking hospital. You can smoke on unescorted leave if you wish. Should you wish to stop smoking, we will assist you with smoking cessation.

## Can I have a mobile phone?

Mobile phones are permitted if agreed by the MDT and risk assessed. Basic phones are not to be used in the communal areas. Smart mobiles can only be used in the privacy of a patient's own bedroom. This protects other patients and staff from being secretly voice recorded or videoed which breaches an individual's right to confidentiality and dignity. A phone use agreement must be signed prior to use.



## Can I Go On Leave?

If you are detained under the Mental Health Act, only your Responsible Clinician (RC) is legally authorised to grant leave of absence from the hospital. If you are subject to the Ministry of Justice restrictions, your RC will require their consent before granting leave.

Your leave may be subject to certain conditions identified by your RC and is focussed on your rehabilitation and recovery needs. Prior to leaving the ward the nurse in charge will undertake a risk assessment of your current mental state and has the right to refuse leave if he/she has concerns about your health.

Cheswold Park Hospital has a fishing pond where you can apply to have leave. We are also located near to Doncaster town centre. There are a number of leave venues that can be accessed on foot.

## Meeting Individual Needs

We constantly strive to meet all our patient's individual needs. Please make it known to us if you have any difficulties with hearing, sight, mobility, learning difficulties or language and we will endeavour to help.

## How Do I Access My Medical Records?

In the first instance you can ask for informal access. Some doctors and health professionals may facilitate for you to see their records if asked. Formal access is when you require a copy of your records, or when informal access is not possible.

You or your solicitor can request formal access by writing to the MHA office.

## Where can I store my valuables?

Please do not bring anything valuable into hospital as we have no liability for any loss or damage for cash, valuables or personal effects. If you do need to keep precious possessions safe, please make sure to hand them in to the nursing staff to be placed in the hospital safe. All other items will be logged and/or placed in patients' property as necessary.

## Where Can I Find More Information About The Mental Health Act & Solicitors?

The ward staff and the Mental Health Act Administrator can provide you with all this information. Also leaflets will be provided to explain;

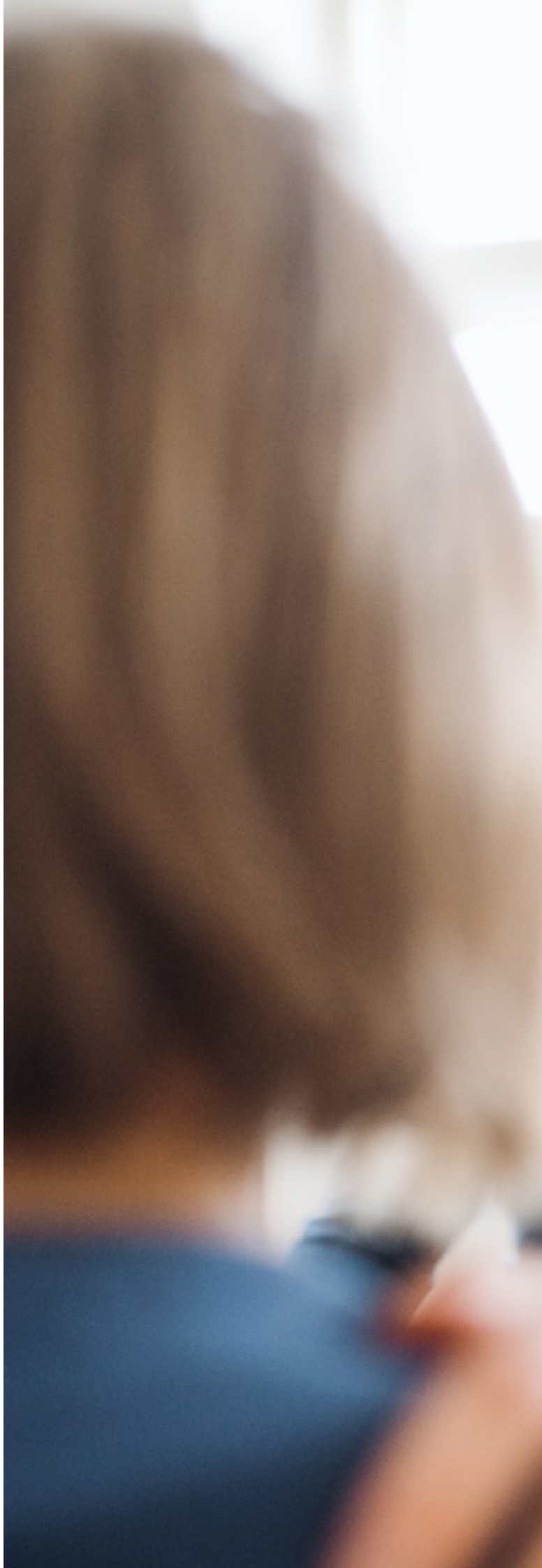
- Your rights under the MHA 1983
- Consent to Treatment
- Discharge from Detention in hospital
- Discharge by your Responsible Clinician
- Discharge by Hospital Managers
- Discharge by First Tier Mental Health Tribunal
- S117 After care

There is a copy of the Mental Health Act Code of Practice available on all wards. The MHA Office can also provide you with a list of Approved Solicitors that can represent you whilst you are detained.

# Mutal Expectations

## We will:

- Be friendly and welcoming
- Introduce ourselves to you when you arrive
- Inform you of who your named nurse is
- Offer 1:1 chats and ask throughout the day how you are feeling
- Ensure that your concerns with treatment and medication, including side effects are discussed.
- Work with you to formulate your care plan
- Respond to you in timely manner
- Assist you in feeling safe and secure. If you don't feel safe, please talk to us
- Ensure that you are made aware of activity timetable
- Ensure that drinks or snacks are readily available on the ward.
- Ensure you have regular contact with members of your MDT involved in your care.
- Maintain confidentiality
- Ensure you have all your physical and mental healthcare needs met either on the ward or by a specialist.
- Involve friends and family in your care only with your permission
- Be respectful of people's personal space and belongings.
- Respect the need to compromise on occasion in order to meet the individual needs of all patients on the ward







# Help Us Improve Our Service

## How Are We Performing?

There is an annual patient survey which seeks your views on your treatment and care that is provided. We will discuss the results of this survey within the Service User Meeting and an action plan will be shared. We are always keen to hear good ideas to improve our service.

## How Do I Make A Complaint, Compliment Or Suggestion?

We have comment, compliment and complaint slips across all wards. Your feedback is very welcome as it is an opportunity for us to continually review and improve our practice. There is a formal complaints procedure and policy which you will be made aware of to ensure that any concerns you may have are properly investigated. If you are not happy with the outcome you have the right of appeal to one of the Hospital Directors and ultimately to the Ombudsman who can be contacted at Millbank Tower, Millbank, London SW1P 4QP

Further information can also be found on the official website:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

or by speaking with a member of staff on the Ombudsman Helpline on:

**0345 015 4033.**

You can also contact the Care Quality Commission at any time over any compliments, comments and complaints. Any informal complaints are dealt with immediately or within 24hrs.


## General Data Protection Regulation: (GDPR)

GDPR is in place to protect any information about you being passed on without your prior consent.

It is the hospital's policy to seek consent whenever practicable from you for the main ways in which the hospital may hold and process personal data concerning you. This allows you to raise any objections to any intended processing of personal data.

The Hospital will consider any such objections but reserves the right to process personal data in order to carry out its functions as permitted by law.

You also have the right to access any personal information that is held about you and request the correction of such data when it is incorrect or inaccurate.



An independent advocacy service who provide support and help in your care. They will assist you in your planning and treatment choices within the hospital ensuring your voice is heard.

You can contact Voiceability Doncaster by telephone: **0300 303 1660**.





# Data Protection Act 2018

As part of the services we offer, we are required to process personal data about our service users.

“Processing” can mean:

- Collecting
- Recording
- Organising
- Storing
- Sharing
- Destroying data

We are committed to providing transparent information on why we need your personal data and what we do with it. This information is set out in our privacy notice. You will find this document on our website:

**[www.cheswoldparkhospital.co.uk/  
Useful-Information/Privacy-Notice](http://www.cheswoldparkhospital.co.uk/Useful-Information/Privacy-Notice)**.

You can also ask a member of our team for a hard copy of the privacy notice.

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data.

1. You have the right to request a copy of all of the data we keep about you. This is known as a "Data Subject Access Request". You will not have to pay a fee to access your personal information. However, we may charge a reasonable fee if your request for access is clearly un-founded or excessive. A Data Subject Access Request can be made via any of the following methods: email, post, telephone, in person or any other method. A Data Subject Access Request can be made in writing or verbally.

Cheswold Park Hospital has a data subject access request form that is designed to make the process easier and faster, however it is not compulsory to use the official form. Routine access requests are dealt with within the 30 days. The time for a response can be extended by a further two months if the request is complex or if the hospital has received a number of requests from the individual.

2. You have the right to ask us to correct any data we have which you believe to be inaccurate. It is important that the information we hold about you is accurate. Please inform us about any changes so we can update our records accordingly. You can also request that we restrict all processing

of your data while we consider your rectification request;

3. You have the right to request that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Hospital's Retention Policy. We will not keep your personal data for longer than is necessary for the purpose.
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time - please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.
7. You have the right to request the transfer of your personal information to another party.





# Data Protection Act 2018

## What data do we have?

We may record the following types of data about you:

- Your personal details e.g. name, address, date of birth, marital status, nearest relative, NHS number;
- Contacts such as nearest relative, main carer, next of kin, external health professionals and your Solicitor;
- Bank details if you wish to have a CPH finance account
- Information from people who care for you and know you well, such as health professionals and relatives;
- Education and learning records;
- Photographs;
- CCTV footage;

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data, including any medical condition, diagnosis, care plans, clinical notes, medication
- We may also record data about your race, ethnic origin, sexual orientation or religion.
- Information about criminal convictions and offences.

We require this data so that we can provide high-quality care and support. It is important for us to have a complete picture, as this information assists staff involved in your care to deliver appropriate treatment and care plans, to meet your needs. You will find details of lawful basis for processing your data in our privacy notice. You will find this document on our website:

[www.cheswoldparkhospital.co.uk/Useful-Information/Privacy-Notice](http://www.cheswoldparkhospital.co.uk/Useful-Information/Privacy-Notice)

## How do we keep your information safe?

Cheswold Park Hospital is accredited to Industry Standard ISO27001 which is an inter-nationally recognised information security framework. All employees and our partner organisations are legally bound to respect your confidentiality, all staff must comply with our security operating procedures.

If you need further information or would like to exercise any of your rights, please check our privacy notice and/or contact our Data Protection Officer:

### Data Protection Officer

Tel: **01302762862 ext. 201**

[dpo@cheswoldparkhospital.co.uk](mailto:dpo@cheswoldparkhospital.co.uk)

Or

### Mental Health Act Office

Tel: **01302762872 ext. 211**

[mentalhealthactoffice@cheswoldparkhospital.co.uk](mailto:mentalhealthactoffice@cheswoldparkhospital.co.uk)

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