



Carer, Families and Friends guide to Maple House



Location

93 Kneeton Road, East Bridgford

Nottinghamshire, NG13 8PJ

Phone Number: 01949 829378



Family, friends and carers are an important part of our service user's lives. Our services actively encourage visitation from anyone who would like to visit.



Arranging a Visit

Contact Maple House on 01949 829378 and request to book a visit.
Visiting hours are flexible depending on room availability and planned therapeutic interventions however, the staff will discuss this during the call.



Meet the Team



Name:
Nicola Mullender
Job Title:
Hospital Manager



Name:
Dr Gyula Torok
Job Title:
Responsible Clinician



Name:
Andrew Hemmington-Page
Job Title:
Head of Care



Name:
Dr Martin Ukabam
Job Title:
Speciality Doctor



Name:
Dr Beth Harrison
Job Title:
Principal Forensic
Psychologist



Name:
Amy Marshall
Job Title:
Occupational Therapist



Name:
Bethany Day
Job Title:
Assistant Psychologist



Name:
Kymm Linford
Job Title:
Mental Health Act Admin



Name:
Kate Bainger
Job Title:
Hospital Admin



Name:
Mandy Henrys
Job Title:
Receptionist



Name:
Bailey Pearson
Job Title:
Activity Coordinator



Name:
Nicola Bicknell
Job Title:
Activity Coordinator

The Local Area

Here is some useful information about **insert town/city name**



East Bridgford is a village and civil parish in the Rushcliffe borough of Nottinghamshire, east of the city of Nottingham. The village adjoins the south bank of the **River Trent**, opposite the village of Gunthorpe. It is on the Trent Valley Way. East Bridgford's holds an annual village show which is run by the village Horticultural Society.



Hotels Nearby

The Bingham Town House – 2.4 miles

Gonalston Boutique B&B – 2.3 miles

The Wheatsheaf Pub, Restaurants and Rooms – 2.4miles



Directions by Car

Short distance from the A46, A6097 and head through East Birdgford Village, on exiting village Maple House is on the left, keep a look out for the Sign on entrance.



Directions by Train

Nearest Train Station to the Hospital Is

Lowdham Train Station



Directions by Bus

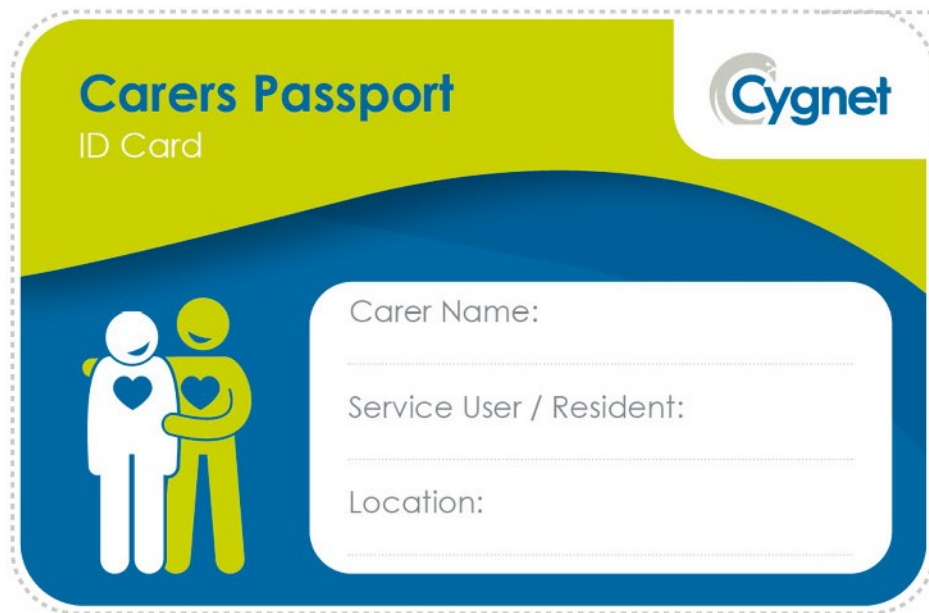
Nearest bus stop
ID: ntsgjapa

Local Bus is Rushcliffe
Villager

Carer passport/partnership agreement

We welcome carers to be involved which could look like this;

- > The opportunity to be involved in discussions about the care, treatment and discharge of the patient / service user.
- > Working jointly with staff to devise care plans.
- > Information and assistance in advance statements/decisions
- > Providing support and reassurance to the patient / service user.
- > We will share information with you in a timely manner



The image shows a template for a 'Carers Passport ID Card'. It has a yellow header with the title 'Carers Passport' and 'ID Card' below it. The Cygnet logo is in the top right corner. The main body is blue and features an illustration of two stylized figures, one white and one yellow, holding hands. To the right of the illustration is a white box with three fields for text entry: 'Carer Name:', 'Service User / Resident:', and 'Location:'. Each field has a dotted line for writing. A dashed line with a scissors icon indicates where to cut the card.

Carers Passport
ID Card

Cygnet

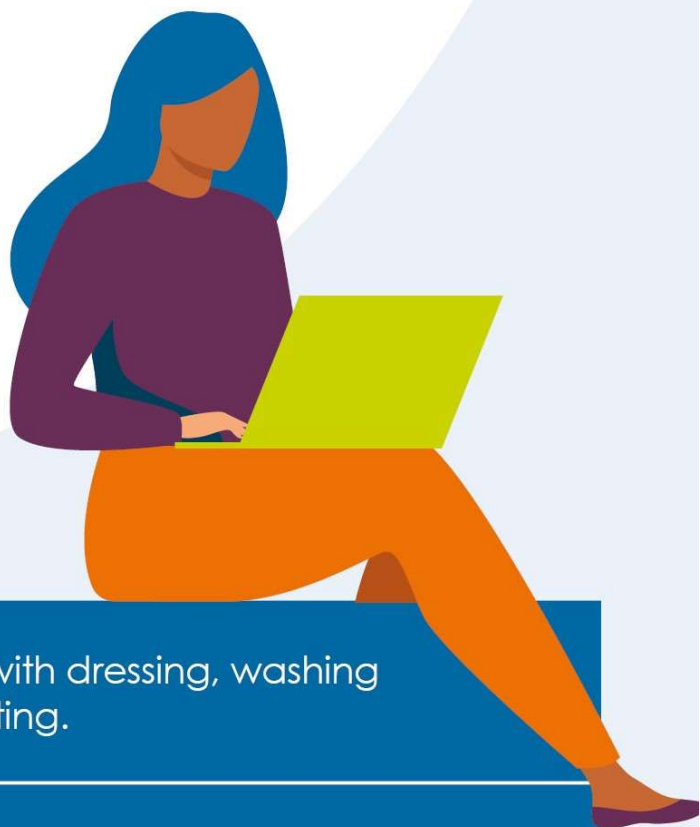
Carer Name:
.....

Service User / Resident:
.....

Location:
.....

Carers Information

We define carers as: people who provide unpaid help and support to a family member, a friend or an individual who would otherwise not be able to manage. People provide different types of care. This may include:



Personal care

Support with dressing, washing and toileting.



Domestic care

Support with cooking, housework and shopping.



Physical care

Support with collecting medication and or daily tasks tailored to the individual needs.



Financial care

Support with financial affairs.



Health care

Support with managing an illness or a conditions, or helping someone to take their medication.

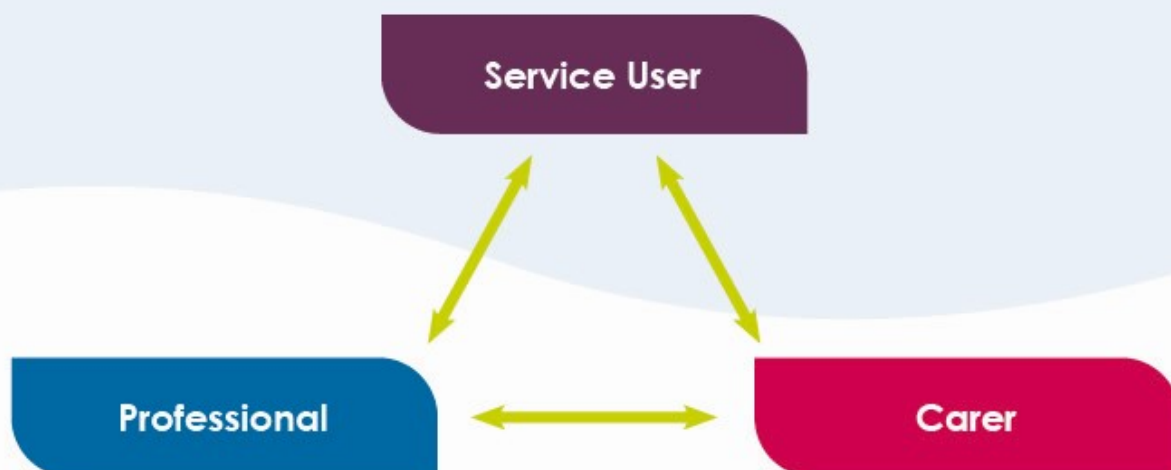


Emotional care

Being able to listen or providing company for someone who is feeling lonely.

What's on offer; Cygnet's commitment to carers

Our aim is to work collaboratively in the Triangle of Care to promote recovery and wellbeing for the service user, whilst also engaging and involving carers in the process. We will ensure you are informed about your loved ones time in our service.



The six standards of the Triangle of Care

Our offer to you – based on good practice

The **six key principles** of the Triangle of Care are:

-  Carers and the essential role they play should be identified at first contact with services or as soon as possible after.
-  Staff should be aware of carers and trained to engage with carers more effectively.
-  Policies and protocols should be in place to ensure confidentiality and improve information with service users.
-  Defined roles (Carer Leads or Carer Champions) responsible for carers should be in place.
-  Carers should be "introduced" to the service and provided with a range of information.
-  A range of care support services should be available to offer or signpost carers too.

Why are consent and confidentiality important?

All staff working in Health or Health & Social care services are bound by law and professional codes of practice to a duty of confidentiality to their patients and to carers.

We may not always receive consent from your family member to share information with you but we always have the ability to listen to you. Carers can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

There may be some things the person you care for does not wish us to share or involve you with. Where this is the case, we will be open with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only happen in very specific circumstances. We encourage all carers to ask questions and build relationships with us. Please try not to see us being unable to share specific information with you about the person you care for as a complete barrier.

When can confidentiality be broken?

Any decision to break confidentiality must always be made in the best interest of the service user/patient and to achieve the best possible outcome for them.

It is essential that staff explain to you how and why the decision to breach consent is in the service user / patient's best interest. Where the service user / patient withholds consent or lacks capacity and cannot express their wishes clearly, confidential information can only be disclosed in exceptional situations, such as where the service user's / patient, or others' health and wellbeing is under serious risk, or where there is a public interest or legal reason for disclosure without consent. Similarly, a carer's confidentiality can only be broken in exceptional circumstances such as risk to their own or others' health and wellbeing, public interest or for legal reasons.



Carers Advocacy Service

Are you a carer whose loved one is staying in a Cygnet hospital? If you would like information on your rights, support in speaking up and being heard, help to raise a concern or just an opportunity to talk to someone independent of the hospital - then get in touch with one of our advocates today.

This is a free service designed to help you to be involved in the care of your loved one.

0808 175 0787 (freephone)
carers@katemercer-training.com



Experienced advocates available to listen, inform and support you

Improving lives together



Carers, Family and Friends Virtual Drop-in



Hosted by **Shane Mills**, Director of Nursing, Cygnet

Laura Sheridan, Group Head Carer & Service User Engagement

Kate Mercer, Black Belt Advocacy

Meetings will take
place on the second
Thursday of the month,
from **19:00 – 20:00**



Scan
here
to join

The sessions are open to any carers, family or friends of individuals being supported by Cygnet. If you would like any more information or the link to join, please email us on:

Family&Friends@cygnethealth.co.uk

www.cygnetgroup.com

Improving lives together



Carer, Family and Friends Charter

Cygnets's purpose is to make **a positive difference in the lives of the individuals we care for, their loved ones and all those who work with us.** Our pledge is to:

Identify Carers

- > Identify you as a carer as early as possible. Keep you **informed, respected and included** by health and social care professionals.
- > Ensure you are **visible** throughout your loved one's journey with us and your voice is heard.
- > Support our staff to **identify and engage** with you.

Recognise Carers

- > **Embrace** the diversity of carers and **value difference** through inclusion for all.
- > Ensure your essential role and expertise **are recognised, respected and encouraged as part of the care team.**
- > **Encourage** you to **consider your needs**, interests, relationships and any other commitments.

Inform & Involve Carers

- > Keep you included by sharing **relevant and meaningful** information.
- > Ask you for your **feedback** on our services to influence improvements.
- > We are going to provide **clear, accurate and understandable** information.

Guide & Support Carers

- > Support you with Carer advocacy service and Cygnets Advice Liaison Service (CALS) if you need further support.
- > Recognise the **well-being needs** of carers and the wider family.
- > We will **welcome you** to the **Cygnets Carers Network** which is Regional and National.

Contact us on: Family&Friends@cygnethhealth.co.uk

Dr Tony Romero

Dr Tony Romero
Group CEO, Cygnets

Shane Mills

Shane Mills
Group Director of Nursing,
Cygnets

Carers Card UK

Carers of service users or residents who are accessing Cygnnet services can purchase a Carers Card at a discounted rate.

The Carers Card is intended for individuals who provide care, support, or assistance to someone, including those receiving carers allowance. This encompasses helping individuals dealing with mental health issues, illness, disability, frailty, or addiction.

What does it offer?



Support As a card holder your account includes a catalogue of useful information. Everything from guides to best practices. Through the app Carer Card UK aims to not only provide practical support for you as a carer but also let you know that there are resources and services available to support you in your role.

In Case of Emergency The card holds x2 'In Case of Emergency (ICE)' contact details which are an essential piece of information that can be used if you are taken ill or injured. Anyone that's shown or discovers the card has two contacts they can call to inform them what's happened. A 'Carer's Emergency Plan' is an extremely useful document outlining key information about the person you care for. You can create your plan within your account.

Care Circle The 'Carer Circle' tool allows you to create a circle of care for the person you look after.

It helps you organise your care by allowing you to add notes, tasks, appointments, medication lists as well as monitoring the wellbeing of the person you care for. If you share the responsibility of caring with someone else then you can invite them into your Carer Circle.

Online Discount The Carers Card provides carers with access to online discounts through its app, offering savings and various online perks across 21 categories, ranging from food and drink to days out.

What is the price of the card? The card can be purchased at a discounted price of £7 and you can find out more online: www.carerscarduk.co.uk

A photograph of a woman with short brown hair, wearing a pink zip-up jacket, smiling and looking down. She is outdoors with green foliage in the background.

Improving lives together

Cygnet Advice and Liaison Service (CALs)

Cygnet Advice and Liaison Service (CALs) is a point of contact for Cygnet relatives, carers and friends who require non-clinical advice or assistance regarding Cygnet services.

CALs will liaise with the appropriate staff or service to ensure your suggestions, feedback or queries are addressed.

What does CALs offer?

- > Advice for relatives, carers, family and friends of Cygnet service users.
- > CALs will listen to your concerns, feedback and queries.
- > CALs can help sort out queries quickly on your behalf, by arranging for the appropriate staff to contact you.
- > Advice on how to make a complaint if necessary.
- > Referral to free, confidential and independent advocacy services.
- > CALs can signpost relevant local support and / or voluntary groups that can give advice.
- > CALs also helps to improve Cygnet services by listening to your feedback and suggestions.

What are CALs unable to help with?

- > CALs cannot give medical advice or information.
- > CALs is unable to discuss a medical diagnosis.
- > We are not able to share any confidential information.
- > CALs is unable to alter decisions made regarding care, treatment or discharge plans.
- > CALs cannot offer a counselling service.
- > CALs is unable to provide copies of an individual's medical records (however can signpost to the right department who can help with this).
- > CALs is unable to help with queries relating to primary care providers, such as your GP, pharmacist, or optician etc.

For more information or to submit an enquiry please email:

CALS@cygnethealth.co.uk

CALS is operational Tuesday, Wednesday, Thursday and Friday between 10am – 2pm, when a dedicated team will respond to queries.

Checklist for carers

> Arrange carers assessment

The local authority has a legal responsibility to assess what support a carer might need. A carer is entitled to a carers assessment regardless of their own financial situation, or the level of support that they give to the cared for. The assessment is for the benefit of the carer and can be completed with or without the presence of the service user. A carer can self-refer to the local authority to request a carers' assessment or ask a mental health professional to make the referral for them.

> Register as a carer at your GP surgery

You can contact your GP surgery and ask to be registered with them as a carer.

Share information with the ward

If you are able to and feel it would help us to know more about the person we are caring for, please email

> Your local Carer Support Organisation is...

You can get support from your local carer service, they can help with information, advice, guidance, activities, your rights as a carer and support you to find out if you are entitled to any benefits.

> Enquire if I am entitled to any benefits

You can check with your local Citizens Advice Bureau to see if you are eligible for any benefits. These links also give information on financial support:

Money & Benefits - Benefits Calculator
| Carers Trust Benefits | Finances |
Pensions - Carers UK



Local carers support groups

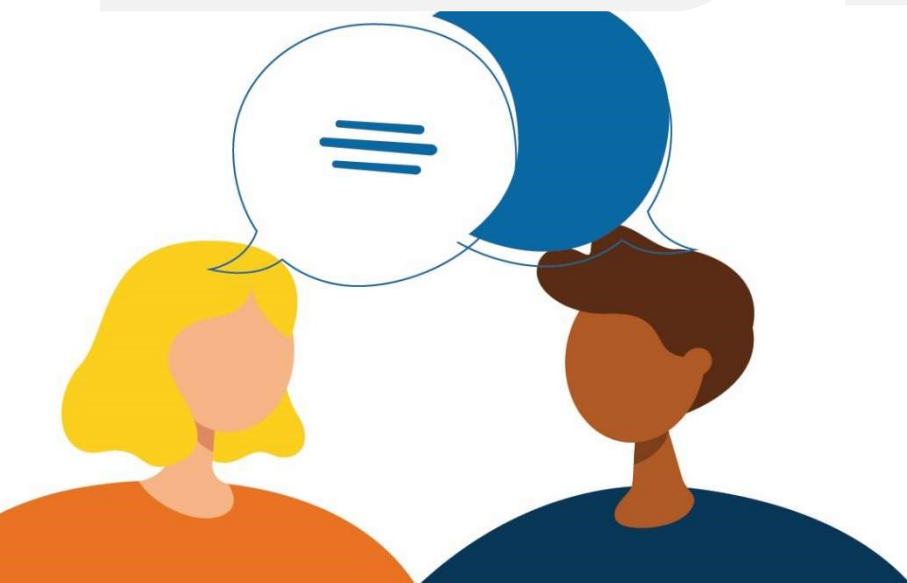


You can also find your local Carer Support Group Via the Carer Trust website
<https://carers.org/help-and-info/carer-services-near-you>

Local Authority Advocacy



Carer Advocacy



Scan me for carers
family & friends survey



Making a Complaint

Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint



Scan me to leave feedback or a compliment



Cygnet

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 Family&Friends@cygnethealth.co.uk

 0207 123 5706

www.cygnetgroup.com

Follow us on social media:

