



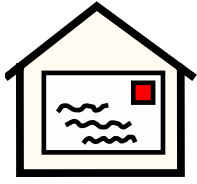
# **Your guide to**

# **Cygnet Wallace**

# **Hospital**



# About Cygnet Wallace Hospital



119 Americanmuir Road  
Dundee  
DD3 9AG



01382 819 910

Cygnet Group runs Cygnet Wallace Hospital.

Cygnet Wallace Hospital is in Dundee.

**Nearby there are:**



shops



cafés



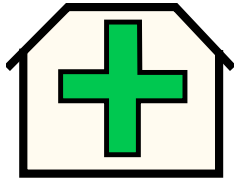
gardens



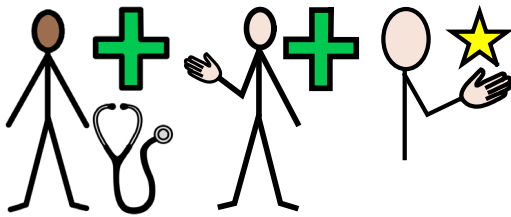
museums



# Staying at Cygnet Wallace Hospital



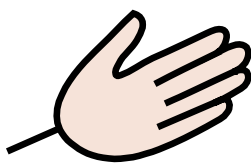
Cygnet Wallace Hospital is a hospital.



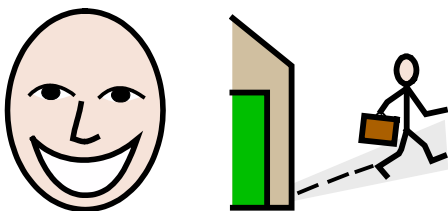
We have doctors, nurses, therapists and staff who can help you to feel better.



You will only stay with us as long as you need to.



We will give you the support and treatment you need when you are with us.



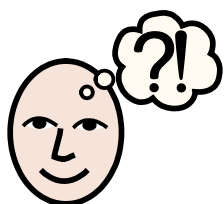
When you feel better we will help you find somewhere else to live.



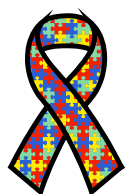
We can give you support if:

18+

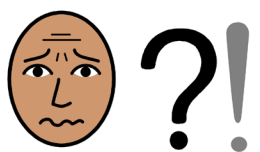
- you are 18 years or older



- you have a learning disability



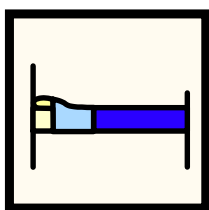
- you may also have autism



- you may also have problems that mean you get stressed or unhappy



Your friends and family can visit you at Cygnet Wallace Hospital.



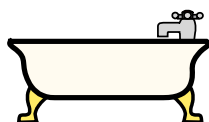
You will have your own room.



You can bring things like pictures to decorate your room.



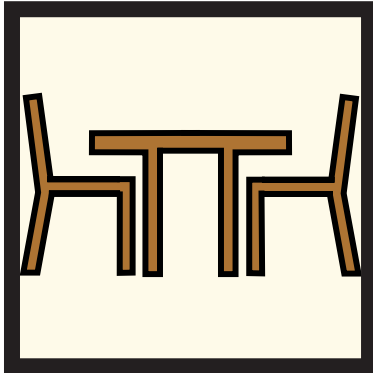
You will have your own shower room and toilet that you don't have to share.



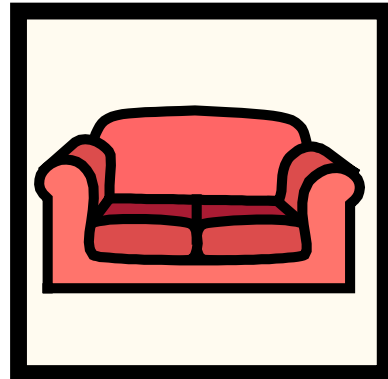
There are shared rooms with baths if you prefer a bath.



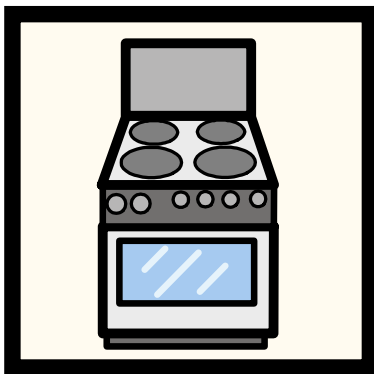
# Cygnnet Wallace Hospital has...



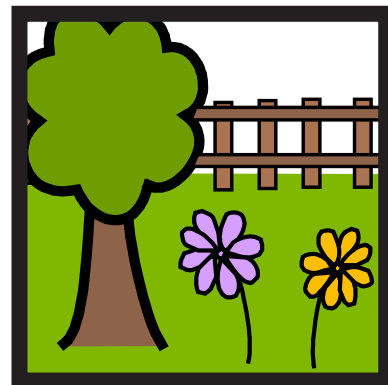
dining areas



lounges



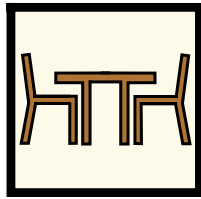
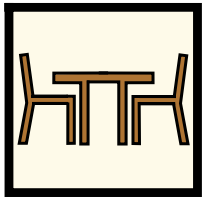
a life skills kitchen



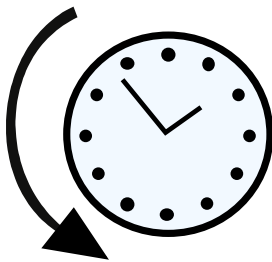
a garden



## Food and drink



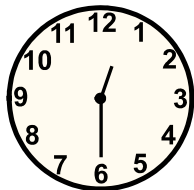
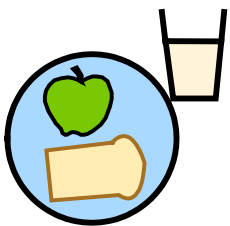
There are 2 groups for each meal.  
One group eats first.



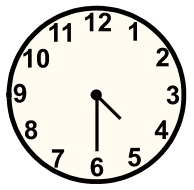
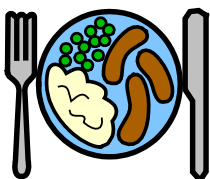
This means that you might go to  
the dining room earlier or later on  
some days.



Breakfast is from 8 until 9:30 in the  
morning.

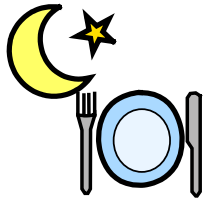


Lunch starts at 12:30 in the  
afternoon.

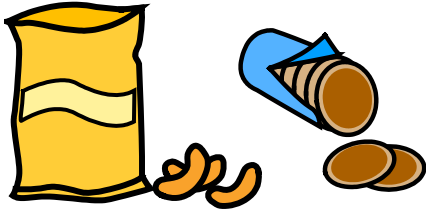


Dinner starts at 4:30 in the  
afternoon.

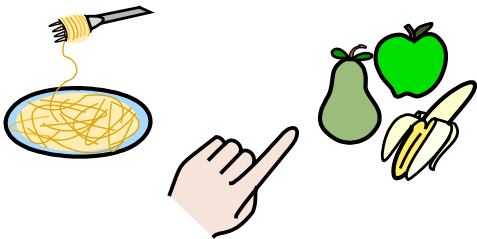




You can have supper in the evening.



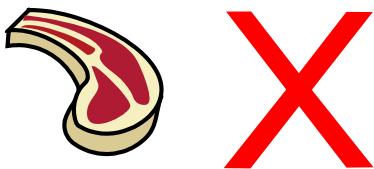
You can get snacks and drinks too.



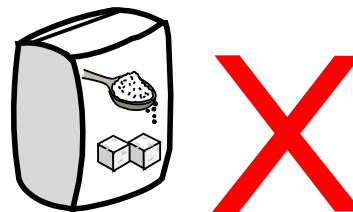
You can choose different things to eat.

If you need special food you can get that too.

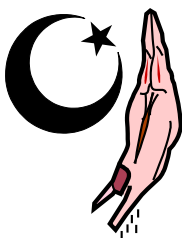
**This could be things like:**



Vegetarian food  
with no meat



Diabetic food with  
less sugar



Kosher or halal food

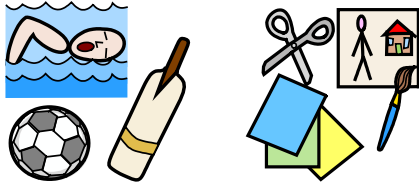


Healthy food  
with less fat

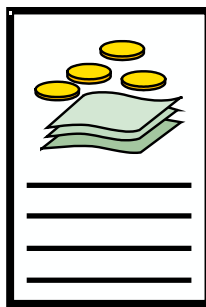




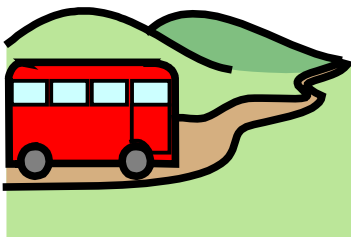
## Things to do...



The staff will help you plan activities and things for you to do everyday.

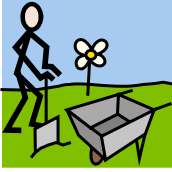


We will help you to plan out your budget for activities for the week.



We have a vehicle we can use to take you on trips.

## You can do activities like this:



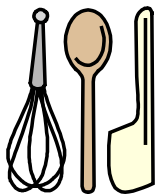
- gardening



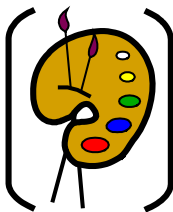
- life skills like washing your clothes and cleaning



- keeping healthy



- cooking and baking

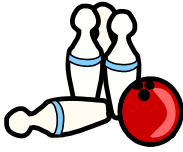


- art classes

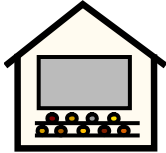


The staff will keep you safe when you are out of hospital.

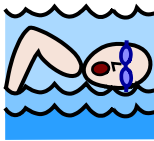
## You can do activities like this:



- bowling



- cinema

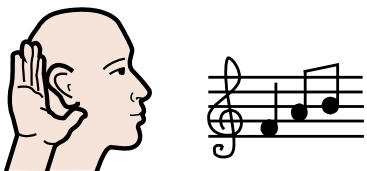


- swimming



- shopping

## You can also do these things when you want to:



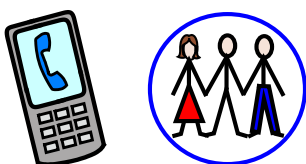
- listen to music



- watch tv



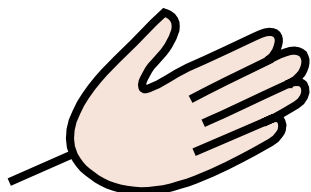
- read



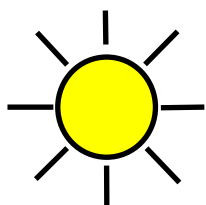
- phone your friends and family



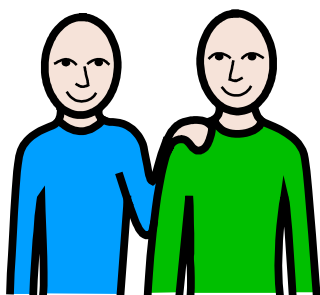
## People who support you



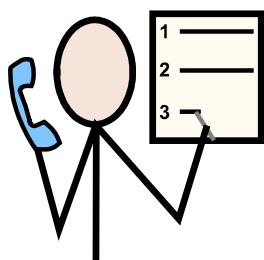
The people who support you at Cygnet Wallace Hospital have good training and will help you.



The staff are here to support you all day and all night.



You will have a named nurse and named key worker. These people will know you really well.



The staff can help arrange appointments for you.



You can also get support from these people if you need to:



- occupational therapist



- speech therapist



- psychiatrist



- psychologist

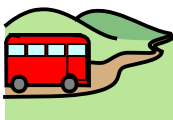


Your occupational therapist helps you to be more independent.

**This could be things like:**



- getting dressed



- getting out and about

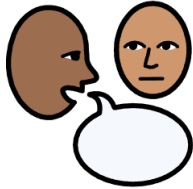


- making your own food.

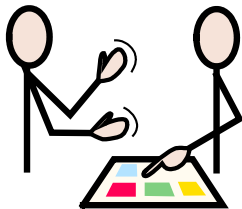


Your speech therapist helps you to communicate.

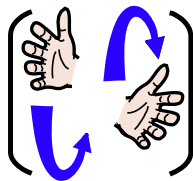
**This could be through:**



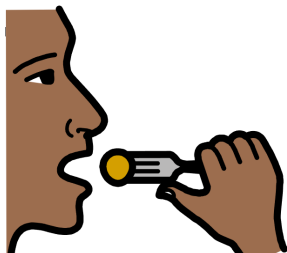
- talking



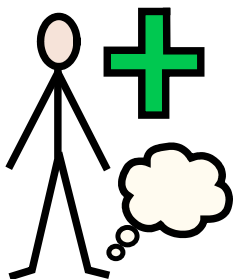
- using pictures or symbols



- signing



Your speech therapist can also help you with your eating and drinking.

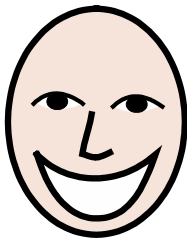


Your psychiatrist is a doctor who helps you with mental health difficulties.



Your psychologist helps you feel better through talking.

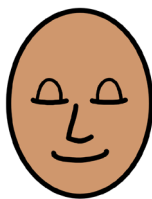
They can help if you:



- feel happier

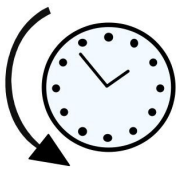


- learn new skills

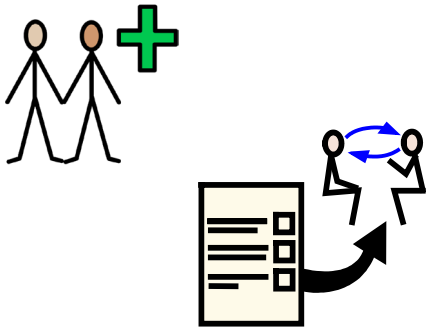


- feel more calm



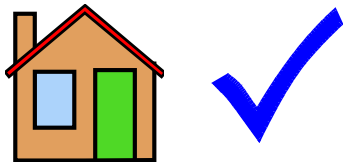


# What happens before you come here



If your care team thinks you should come to live at Cygnet Wallace Hospital they will tell us.

**This is called a referral.**



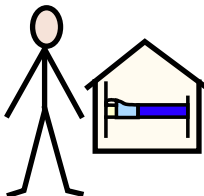
We want to make sure that Cygnet Wallace Hospital is right for you.



You can come and visit Cygnet Wallace Hospital for a day.

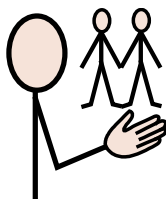


You can try the food.

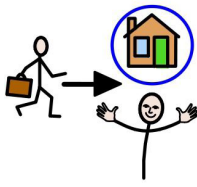


You can meet:

- other service users



- the people who will support you



# What happens when you come here

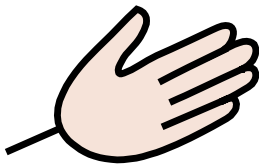


When you first arrive the staff will talk to you and find out what support you need.

This is called an assessment.



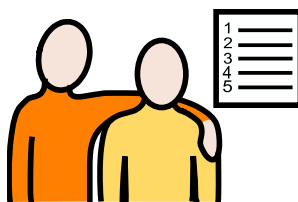
We need to know about:



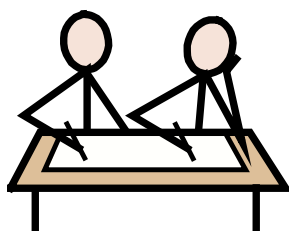
- support you already get



- other support that might help you



We will help you do a person centred care plan.



Someone will spend time with you.



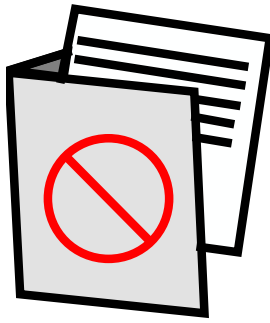
Together we will find out what is important to you. This will help us plan support that is just right for you.



We have integrated care pathways. This means that everyone involved with your support works well together.



We have meetings and share information to find the best ways to support you.



We keep any information about you private.

We will only show the information to the people we need to.



We will have meetings to talk about your care. We work with you to invite these people:



- your family and friends



- your social worker



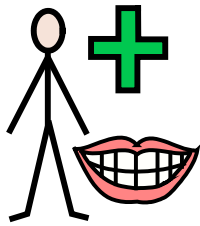
- your care team

- people who support you at Cygnet Wallace Hospital

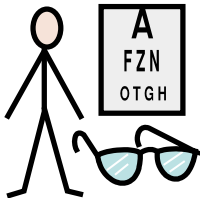


We will make sure you are getting the right treatment and support.

## We will help if you need to see:



- a dentist about your teeth



- an optician about your eyes



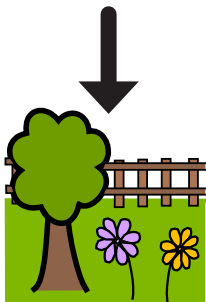
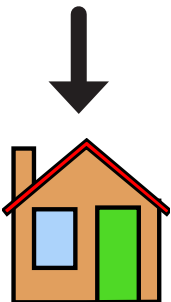
- a doctor or a GP



- anyone else about your health



If you want to smoke you must go outside.



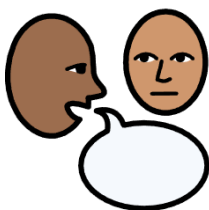
If you want to stop smoking we can help you.



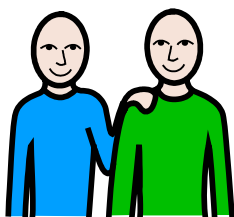
# Consent



Before you can get treatment you need to give **consent**.



This means we tell you all about your treatment and you say if it's okay to do those things.



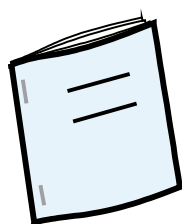
If you cannot give consent we will ask someone else who knows you well.



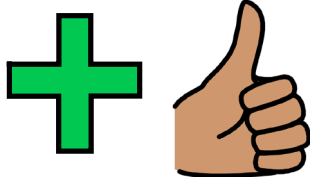
They can say if they think the treatment is the best thing for you.



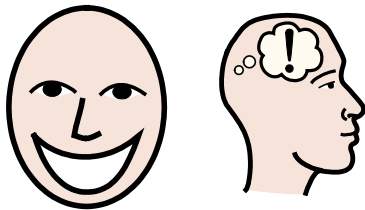
We will still involve you as much as we can in making choices about your treatment.



You can find out more about consent in a booklet called '**let's talk about making decisions**'.

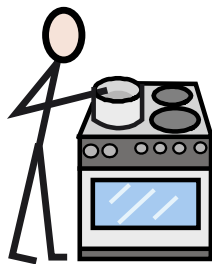


Treatment means all the things you get at Cygnet Wallace Hospital to help you feel better.

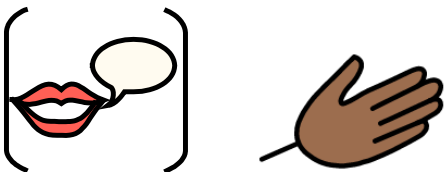


## **Positive behaviour support**

This means helping you to manage your behaviour and emotions better. We will teach you new things.

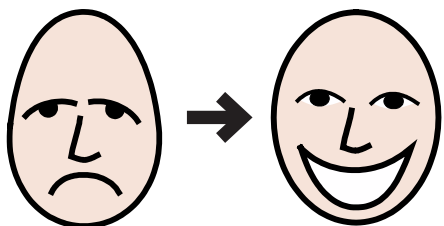


This could be cooking a meal or getting out and about.



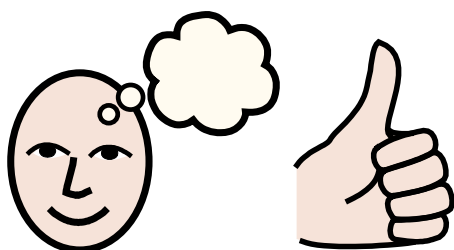
We will talk to you and find out what things you want to do. We will help you to do these things.





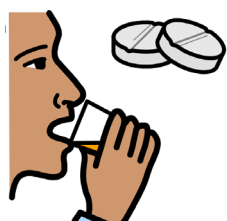
We will help you learn new ways when something makes you stressed or unhappy.

For example learning how to be calm down when you get upset.



We will help you to understand why you feel stressed or unhappy.

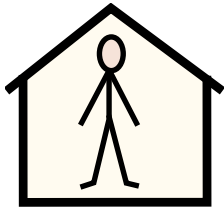
This can help you to change how you think so that you can feel better.



We will make sure any tablets and medication are right for you.



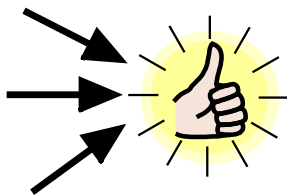
# Supporting your independence



What does supporting your independence mean?



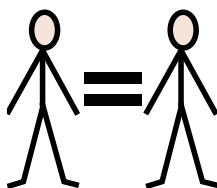
- supporting you to live the life you want



- having control of your life and being part of all choices



- being part of where you live



- having opportunities to do things like everyone else



- being treated with respect

## We support you to:



- take part in your community



- go shopping



- keep in touch with friends and make new friends



- see your family



## Paying for your support



Cygnnet gets money to pay for you to live at Cygnnet Wallace Hospital.

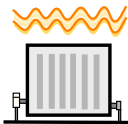
**The money we get pays for these things:**



- your food and drink



- people to support you



- heating



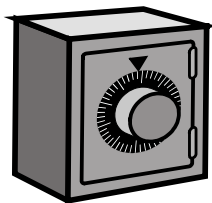
- lights



- washing your clothes



- things to do every day



We will help you to keep your own money safe.

If you want us to we can also look after your money until you need it.



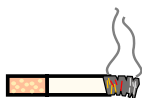
## Paying for other things



You have to use your own money to pay for these things:



- clothes



- cigarettes



- newspapers



- shampoo, soap and other things you need to keep clean



- books



- getting your hair cut



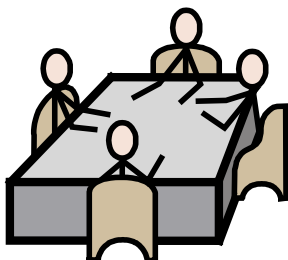
- extra activities you want to do



- different snacks or drinks to what the hospital has



## Having your say



We have community meetings every week at Cygnet Wallace Hospital.

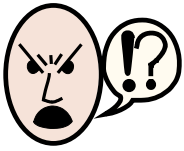


You can tell us what you think about Cygnet Wallace Hospital.

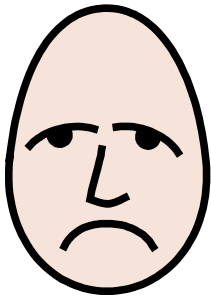


You can also talk to an advocate.

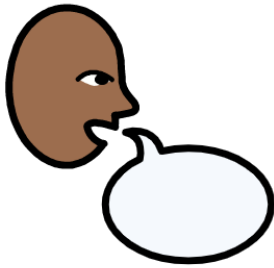
Advocates are people who help you have your say about what you need and what you want.



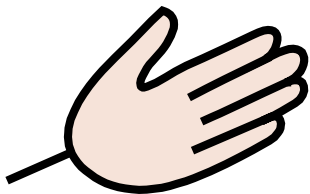
## Your right to complain



We want you to tell us about anything you are unhappy about at Cygnet Wallace Hospital.



This is called **complaining**.

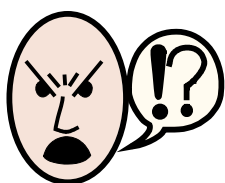


We will try to sort it out.



Complaining helps us to make things better.

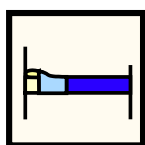




You can complain about anything about Cygnet Wallace Hospital. **This could be:**



- people who support you



- your room



- things you do during the day



- food and drink

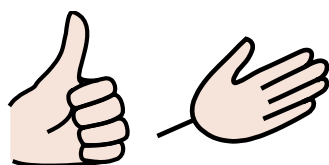


You can make a complaint to your support staff or you can phone Healthcare Improvement Scotland.



The phone number is:

**0131 623 4300**

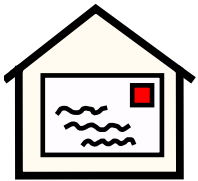


Healthcare Improvement Scotland are people who make sure you are supported properly.

## Your notes

[illegible]

## Cygnet Group



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