

*Improving lives together*



# Carers Welcome Pack

**Carer, Families and Friends guide to:  
Cygnet Elwen**

**Alina Ward**





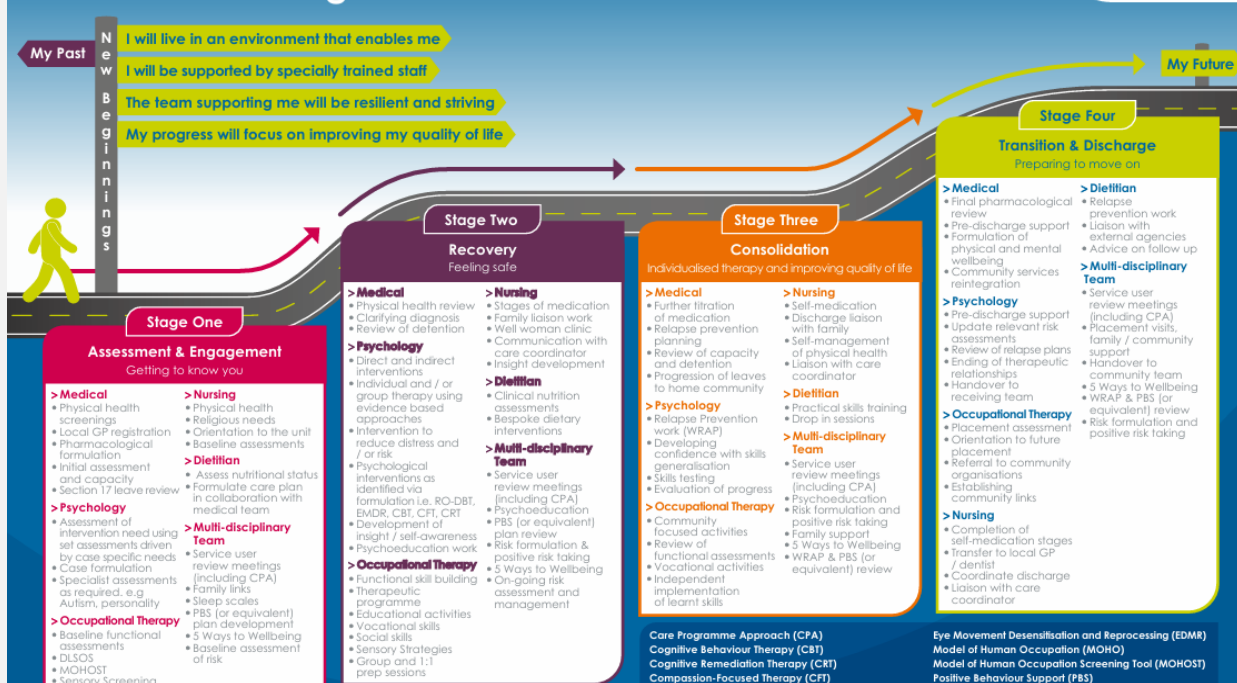
## Location

Cygnet Elowen Hospital, Shipley, Derbyshire. DE75 7JH

01773304920



## Model of Care for our Personality Disorder and Disordered Eating Services



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

We ask that where possible visits are arranged around meal times, however if this is not possible please speak to the Ward Manager or Nurse in Charge and we will try to facilitate.

- **Please call Alina ward to book visits**
- **Visits are welcome in the visitors room or grounds with the exception of children must be over 16 years of age**
- **Visits need to be arranged around our protected meal and snack times**

Breakfast: 8.00 -9.00, Mid-morning snack: 11.00 -11.30

Lunch: 12.00-13.00, Mid afternoon snack: 3.00-4.00

Dinner: 17.00-18.00, Supper: 20.30-21.00

Our Ward therapy timetable consists of individual and group activities provided by our Occupational Therapists, Psychologists, Dietitians, Activity Coordinators, Nurses and Support Workers.

A sample of the activities offered include:

Journaling, Relaxation, Music, Animal Therapy, Games, Creative Art, Social games and Movie night

# Meet the Team



**Name: Katie Casement**  
**Job Title: Hospital Manager**



**Name: Keith Gwyther**  
**Job Title: Clinical Manager**



**Name: Sameera Harrison**  
**Job Title: Ward Manager**



**Name: Dr Reema Chatterjee**  
**Job Title: Responsible Clinician**



**Name: Kelly Antcliff**  
**Job Title: Senior Staff Nurse**



**Name: Liz Manyanda**  
**Job Title: Senior Staff Nurse**



**Name: Angie Hodgson**  
**Job Title: Highly Specialist Occupational Therapist**



**Name: Ayesha Prout**  
**Job Title: Head of Psychology**



**Name: Lauren Wray**  
**Job Title: Occupational Therapy Assistant**



**Name: Liam Bretnall**  
**Job Title: Assistant Psychologist**



**Name: Vilasini Bhaskaran**  
**Job Title: Highly Specialist Dietitian**



**Name: Dr Bexley McCormick**  
**Job Title: Speciality Doctor**

## The Local Area

Here is some useful information about **Shipley and Heanor**



## Hotels Nearby

**Travelodge Nottingham Trowell M1, NG9 3PL, UK**

**Eastwood Hall: Mansfield Rd, Eastwood, Nottingham NG16 3SS**



### Directions by Car

**Cygnets Elwen  
Hospital, Shipley,  
Derbyshire. DE75 7JH**

Turn off Field Lane when you see our hospital sign. There is free parking at the front of the hospital.



### Directions by Train

The closest train station is Ilkeston Train station or Langley Mill Train station.



### Directions by Bus

There are regular busses that run through Shipley with a bus stop on the main road from where you can walk to Cygnets Elwen hospital.

# 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



# Carers Information

You may not consider yourself a 'carer': you are simply a husband, a wife, a son, a daughter, brother, sister, relation, friend or neighbour who is looking after someone you care for. Recognising that you are a 'carer' and that you sometimes need help and support is an important step. Getting information, advice and support at an early stage can enable you to continue caring with confidence and help prevent crisis.

Being a carer can be both challenging and rewarding. For some it might be the difficulty of navigating the broad range of health and care services. For others it's the chance to develop a rare bond with someone. **Caring can make some people feel invisible and anonymous.** This is why, no matter what, we want to make sure that you have a voice.

## Who is a carer?

The Care Act 2014, defines a carer as:

**"Someone who helps another person, usually a relative or a friend, in their day-to-day life so can be a spouse or partner, parent or child or other family members. This is not the same as someone who provides care professionally or through a voluntary or organisation."**



### 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.

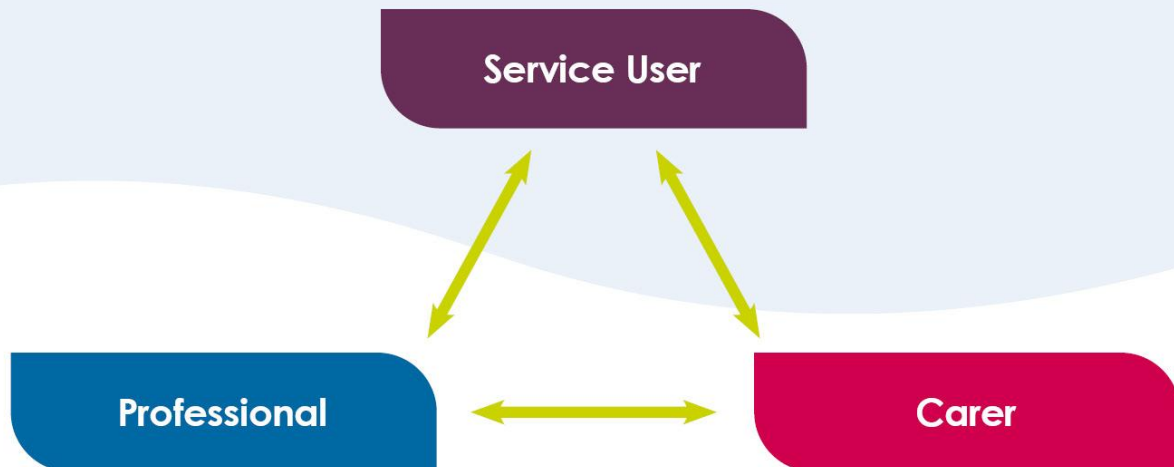


### Emotional care

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:



1 Carers and the essential role they play should be identified at first contact with services or as soon as possible after.



4 Defined roles (Carer Leads or Carer Champions) responsible for carers should be in place.



2 Staff should be aware of carers and trained to engage with carers more effectively.



5 Carers should be "introduced" to the service and provided with a range of information.



3 Policies and protocols should be in place to ensure confidentiality and improve information with service users.



6 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](mailto:carers@katemercer-training.com)**



Experienced advocates available to listen, inform and support you

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# 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](http://www.cygnetgroup.com)

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## 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](mailto: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?

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**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](http://www.carerscarduk.co.uk)

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A photograph of a woman with short brown hair, wearing a pink zip-up hoodie, looking down with a slight smile. The background is a blurred outdoor setting with green foliage.

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# 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](mailto: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 relevant 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**

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## > 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

Christine Clarke is our Carer Ambassador who holds regular drop in sessions at Cygnet Elwen Hospital. Please speak to any member of staff or view our carers information board in the visitors room to find out when the next dates are.

Cygnet also hold a Carers, family and friends virtual drop in.

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

### Local Authority Advocacy

Clover Leaf Advocacy  
01924 454875

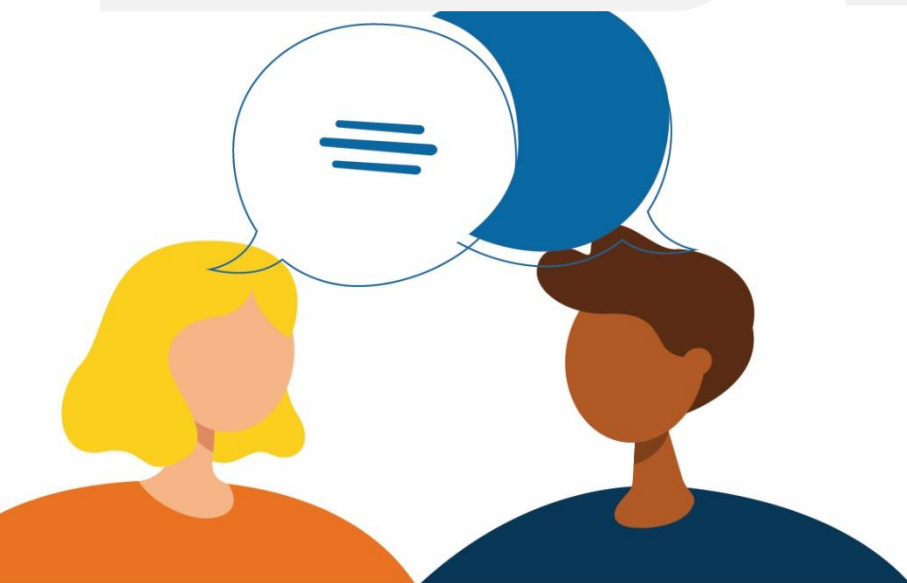
### Carer Advocacy

0808 175 0787 (Freephone)



[www.carersadvocacy.com](http://www.carersadvocacy.com)

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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Westminster, London  
SW1P 3JA

 [Family&Friends@cygnethealth.co.uk](mailto:Family&Friends@cygnethealth.co.uk)

 0207 123 5706

[www.cygnetgroup.com](http://www.cygnetgroup.com)

Follow us on social media:

