Welcome to Cherry Ward
We are located at Highbury Hospital, please enter the main entrance and follow the signs for Cherry Ward. There is an out of hours bell for you to ring when the main entrance is locked.

Telephone:
Ward office - direct dial: 0115 9560855, internal ext 10855
Patient’s pay phone - 0115 751139.

Mobile phones are allowed but we ask you not to use them during meal times.

Ward Manager…………………………………………
Deputy Ward Manager……………………………….
Named Nurse…………………………………………
**Visiting times**
Monday - Friday 13.30 -16.30 and 18.00 - 20.30

Additional visiting on Wednesday mornings 10.00 - 11.45

Saturday & Sunday 10.00 - 11.45, 13.30 - 16.30 and 18.00 - 20.30.

**Please note we have protected meal times**
If children/under 18’s would like to visit their relatives please make prior arrangements with the nursing staff.

For reasons of privacy we ask that visitors do not use bed areas or the patients lounge for visiting. If you require access to these areas please see the nurse in charge of the shift. You are able to use the dinning area and garden.

**Patients and relatives**
Please note there is an Open Meeting on alternative Wednesdays 09.45 -11.45. This is where patients and their relatives can discuss anything about the ward environment. This is not for personal care or discussion on a persons illnesses, this can be discussed with their key worker in private.

**Your Admission**
You have been admitted to Cherry Ward.

Your Consultant is
Dr .................................................................

Your Ward Doctor is
Dr .................................................................

Appointments to see the consultant or ward doctors can be made via the nursing staff.

The aim of your admission is for us all (that is yourself / family / carers / ward team) to assess the problems that you have experienced recently and all work together towards forming a plan of care to help you. This may involve you participating in various diagnostic tests (which will be explained to you), therapeutic activities and visits home as part of discharge planning.

**Staff you will meet and their role**
**Named Nurse**
Will be a nurse allocated to you on admission and will help you during your stay.
Activity Coordinator
Provides activities suited to your interests, abilities and needs.

Occupational Therapist
Will help identify, with you, your current difficulties / needs and the best way (including services) to help you. If you wish family / carers will also be involved. They may also take you on a home visit if this is appropriate.

Physiotherapist
Will help you with any problems with mobility and aids.

Community Teams
All patients will be referred to a Community Team to support them with discharge.

Patient’s Representative
Age UK Advocacy; who is not part of the ward team but can be contacted on 0300 020 0093 or TEXT Name and Number to 81025.

Other professionals work with us as part of our team, such as, dieticians / pharmacist / psychologist / social worker and day hospital staff, any of these may be asked to be involved with your care.

What you will need
Day and night clothes, toiletries, a small amount of money to purchase sweets / newspapers / hairdresser etc.

Laundry
Relatives / carers are responsible for keeping you supplied with clean clothes.

There is a limited laundry service for patients who don’t have anyone to provide them with clean clothes. This is available Monday to Friday. There is a three day turn-around, items sent on the Friday will return Monday. Please note delicates can be washed but at patients own risk. All clothing will be marked with your name and the wards details.

Car Parking
At the time of printing this leaflet car-parking is free.

Feedback
Cherry Ward is committed to upholding a quality service through initiatives such as Essence of Care, which is an empowering tool that offers staff the prospect of identifying and leading change that will directly benefit our patients and their carers. Also Dignity in Care which is a campaign led by the National Dignity Council, who work together to raise the profile of the network and to place greater emphasis on promoting the work the Dignity Champions do to improve standards of care for people who use services.

Your feedback on our service is essential. Please feel free to complete the ward questionnaires found in visiting areas.

Cherry Ward welcomes feedback on the Patient Opinion website: https://www.patientopinion.org.uk/opinions
Patient Advice and Liaison Service / Making a Complaint

If you have any concerns or complaints about any aspect of your care here you can raise this with your named nurse or the manager or deputy manager.

If you do not feel your concern has been resolved and you wish to take this matter further you can contact the Patient Advice and Liaison Service (PALS). PALS works with the staff to ensure you and your relatives and carers have information and a way of resolving issues and concerns you may have. Trust leaflets are available on this service.

You can contact PALS by telephoning: 0800 015 3367

Or email: pals@nottshc.nhs.uk

If you would like to make a formal complaint please address your complaint to:

Service Liaison Department
Duncan Macmillan House
Porchester Road
Nottingham
NG3 6AA

Trust leaflets are available on this service.

PLEASE NOTE: We’re independent of social services and have no influence over delays experienced.

This document is also available in other languages and formats upon request

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d’autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

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Cherry Ward
Mental Health Services for Older People
Nottinghamshire Healthcare NHS Trust
Highbury Hospital, Highbury Rd, Bulwell,
Nottingham, NG6 9DR.

Direct Dial: 0115 9560855
Internal ext 10855

www.nottinghamshirehealthcare.nhs.uk

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