

Comments, complaints, concerns and compliments

Dorset Community Health Services aims to provide the best possible care and treatment to patients. We welcome any feedback, including compliments or comments, as well as any concerns you may wish to raise. Please contact the staff involved in your care and they should be able to address your concerns promptly. Should you require further advice, please contact the **Patient Advice and Liaison Service (PALS)** for confidential support or guidance. Your local PALS officer is the Team Leader on **01308 426291** or you can telephone PALS on **01305 361285** or email PALS@dorset-pct.nhs.uk Should you wish to raise a formal complaint, please speak to the customer care manager on **01305 368914** or email complaints@dorset-pct.nhs.uk You may also write to PALS and the customer care team at: NHS Dorset, Vespasian House 2nd Floor West Wing, Bridport Road, Dorchester, Dorset DT1 1TS

For an independent and confidential complaints service regarding services provided by Dorset Community Health Services, please contact the **Independent Complaints Advocacy Service (ICAS)** for South West England on telephone **0845 120 3782** (local rate) or log on to www.adviceguide.org.uk/health

Dorset Community Health Services is responsible for providing NHS services in Dorset and is hosted by Dorset Primary Care Trust.

Staff safety

Most people welcome the help and care they receive from healthcare staff. NHS staff have the right to be treated with respect by everyone with whom they come into contact with during the course of work. The NHS has a policy that anyone who threatens or behaves in a violent or aggressive way towards staff will be reported to the police.

Other formats

To order this leaflet in another format, language or large print, please telephone the communications office on **01305 368040** or email communications@dorset-pct.nhs.uk For details of Trust services and patient information leaflets, please log on to www.dorset-pct.nhs.uk



Dorset Community Health Services

Welcome to Greenfields Day Hospital



A guide for service users, carers and relatives

Greenfields Day Hospital
Bridport Community Hospital
Hospital Lane
Bridport
Dorset DT6 5DR

Telephone: **01308 425988**
Fax: 01308 427466



Welcome to Greenfields Day Hospital

Introduction

The purpose of this leaflet is to give a brief overview of the services offered at Greenfields Day Hospital.

Greenfields provides day hospital services to people who have organic mental health problems such as dementia. Services are provided 5 days a week, with 12 places available on each of these days. The days are organised to enable Greenfields staff to meet the needs of each individual service user, and offer active assessment, mental stimulation and individualised care.

**Greenfields is open 9.30am – 3.00pm
Monday - Friday (except Bank Holidays)**

You will be expected to make your own travelling arrangements to and from Greenfields; however, transport can be arranged by staff using the hospital transport service if there are no other means of transportation.

Whilst attending Greenfields you can expect to be:

- **treated as an individual receiving person-centred care**
- **treated with respect, dignity and courtesy at all times**
- **valued and have the same rights as any other citizen**



Property

Whilst attending Greenfields, it is advised that you do not bring in any non-essential property. However, you may wish to bring in a small amount of money should you go on a trip. Staff will endeavour to give notice to yourself, carers and relatives should the opportunity for outings arise. Please note that the Trust cannot accept responsibility for the loss or damage of items brought into the day hospital.

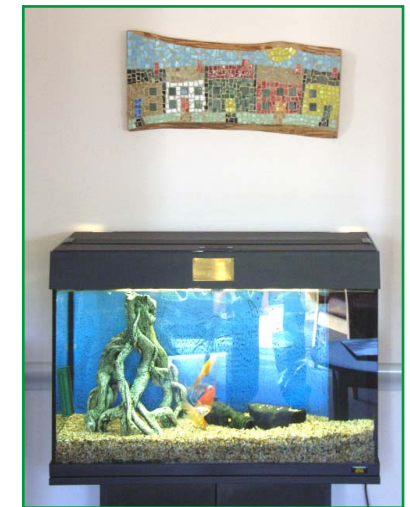
Smoking

Smoking is not permitted inside the building however, a designated area outside will be allocated if you so wish. Please speak with a staff member who can advise you on this matter.

The staff at Greenfields hope that your visit to the Day Hospital will be a pleasant one. We will be happy to answer any questions.



The dining room



Staffing

The Greenfields team comprises of:

- Registered Mental Health Nurse
- Nursing Assistants
- Occupational Therapy Assistant
- Administrative staff
- Domestic Support staff

A Consultant Psychiatrist visits regularly and has overall responsibility for service users attending the day hospital, and a Staff Grade Psychiatrist also visits weekly. The Older Person's Community Mental Health Team is also located within the same building which ensures close links in the provision of holistic care. All of the staff provide a wide range of skills and experience to assess, support, increase and maintain service user's skills and abilities.

Confidentiality

All details about service users are subject to national and local Trust guidelines on confidentiality. This prevents staff from disclosing information about you to anyone without your permission. Exclusions to this would be other professionals in the multi-disciplinary team who are involved in your care. We are, however, unable to prevent other service users who use the Greenfields Day Hospital services from revealing information about you which you may have divulged yourself.

Catering

A mid-day meal, which can be chosen from a weekly menu, is provided by the catering staff at Bridport Community Hospital. Please inform staff of any special dietary requirements, as most can be catered for. There are also tea and coffee making facilities available throughout the day.

Assessment

After initial referral and introduction to the day hospital, there will be an assessment period of between 6 – 12 weeks. This enables both staff and service users to identify a package of care that will meet the service user's needs. At the end of the assessment period, there will be a review regarding needs and whether attendance at Greenfields will be suitable to meet those needs in the future.

As a service user attending Greenfields you will be:

- offered a variety of therapeutic activities and interventions which are based upon your individual needs and which promote your strengths and abilities
- encouraged to make personal choices to maintain your independence and
- be offered support and assistance as required



Activities

Activities based on the principles of occupational therapy are an integral part of the treatment carried out within Greenfields. A wide range of activities are available along with specific group work which may help to:

- build self-esteem
- provide the opportunity for a sense of achievement and purpose
- learn new skills or maintain old ones
- ease difficulties in social situations
- provide opportunities for planning, setting goals and making choices
- provide pleasure, enjoyment and a sense of well-being

Through therapeutic activity, Greenfields aims to offer a service that will meet the physical, mental and practical needs of the individual. Staff will consider the skills and abilities the service user currently has and what additional help may be needed. Staff will also look at the difficulties people may have and suggest ways to help.



**Activities on offer include:
skittles and using computers**



Craft activities

Helping to maintain purpose and role (right)



Sharing memories and stimulating discussion (above)

