

# Thorn Heys Carer Newsletter

FEBRUARY  
2017

## What's happening?

Dear Carers

### TRANSFORMING CARE PUBLIC EVENTS

Cheshire and Merseyside Transforming Care Partnership are holding a local public event related to the future of services for people with Learning Disabilities and/or Autism.

### “SPEAKING UP, SPEAKING OUT”

This local event will be held on  
Monday 20<sup>th</sup> February  
10.30am-2.30pm  
At The Lauries Centre, Birkenhead  
(Opposite ASDA)

You will have the opportunity to ask your questions relating to the future of respite services on the Wirral and “Have your say”

To book your place please call  
01625 424717



## WIRRAL ADVOCACY HUB

This service offers a single point of access for all advocacy enquiries in the area. The types of support offered include:

- Independent Mental Capacity Advocacy
- Care Act Advocacy
- Independent Mental Health Advocacy
- General Advocacy

Advocacy is independent, free and confidential. Advocacy supports your voice and safeguards your rights

Telephone: 0300 2000 083

### Accessing Information on the Internet

Some of our carers are familiar with the Internet. Here are a few documents to that you may find helpful?

- Transforming care for people with Learning Disabilities- Next steps
- Winterbourne View- Time for Change
- Personal Health Budgets-Including People with Learning Disabilities
- Building the right support- national plan

Tell us about your experience of our respite service

Cheshire and Wirral Partnership NHS Foundation Trust are keen to hear about your experience of the services we provide. At Thorn Heys we make pre-respite and post respite calls to our Carers to ensure that we capture feedback so we can continue to improve our service. We also send out the Friends and Family Leaflet for you to fill in anonymously to capture your thoughts and experiences during the client's respite stay.

Our Trust has been thinking about how we capture feedback from our service users who are unable to speak for themselves?

We have been working closely with our "Participation and Engagement" worker Rachel Millard. She is going to be visiting Thorn Heys over the next few weeks and observing how our staffs deliver care to our service user during their respite break.

She will be looking at our person centred approach, for example how we include our service users in choices, the quality of our environment, our communication skills, our mealtime experience and our activities.

Rachel will be observing the care we provide for 7 different clients from an observation viewpoint from week commencing 6<sup>th</sup> February 2017. This information will then help us to examine what we do well, and how we can do things differently to improve a person's respite stay.

I will feed back to you once this engagement has taken place.

Jean Brennan

## ACTIVITIES FOR ALL

WE HAVE GOT SOME FABULOUS ACTIVITIES PLANNED FOR SPRING- SOME ON THE UNIT AND SOME OUT AND ABOUT IN THE COMMUNITY- REMEMBER TO PACK WARM CLOTHING AND CHECK THAT THE CLIENT HAS MONEY TO PAY FOR THEIR ACTIVITIES. THERE IS SOMETHING FOR EVERYONE- TALK TO THE STAFF AND LET THEM KNOW IF THE PERSON YOU CARE FOR HAS A SPECIFIC ACTIVITY THAT THEY WOULD LIKE TO ATTEND DURING THEIR RESPITE BREAK

VISIT TO LIVERPOOL MUSEUM

VISIT TO THE BEATLE STORY

AFTERNOON TEA IN WEST KIRBY

WIRRAL LIBRARY

VISIT TO LIVERPOOL WATERFRONT

WILLIAMSON ART GALLERY

NEW BRIGHTON FOR TEA

LOCAL PUB- OXTON TERRACE

SALT DOUGH CRAFT SESSION

CINEMA TRIPS

VISIT TO SOUTHPORT

VISIT TO CARR FARM- MORETON

VISIT TO BURLY DAM

BINGO

PAMPER DAYS

FOOTBALL MATCH

GARDEN PROJECT

MULTI-SENSORY ROOM

CHESTER ZOO

DVD NIGHTS- BRING YOUR FAVOURITE

WALKING GROUP

OUR STAFF ARE SUPPORTING OUR SERVICE USERS TO CAPTURE THEIR ACTIVITIES IN THEIR PERSONALISED PHOTO ALBUMS- WE WOULD LIKE TO INCLUDE A PICTURE OF IMPORTANT FAMILY MEMBERS IN THEIR PERSONAL ALBUM- IT WOULD BE GREAT IF YOU COULD PROVIDE US WITH A PICTURE!

ASK STAFF TO SHOW YOU YOUR SON/DAUGHTERS ALBUM WHEN YOU NEXT VISIT THORN HEYS  
If you would like to talk to our staff about any issues relating to health respite please contact Thorn Heys on

0151 488 8101

Thank you