

## How to find us

Hazelwood and Greenwood Unit

Memorial Hospital

Shooters Hill

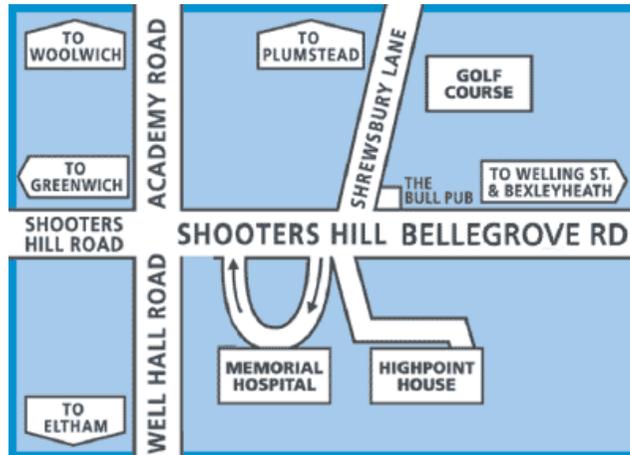
London SE18 3 RG

## Greenwood:

Tel: 020 3260 5133 Fax: 020 3260 5135

## Hazelwood:

Tel: 020 3260 5122 Fax: 020 3260 5123



**Buses:** 89, 486, 244.

**Trains:** The nearest train station is Welling which is a bus ride away. You can also use Woolwich Arsenal station and take bus 244.

**Car parking:** There are two car parks at the Memorial Hospital site.



# Hazelwood and Greenwood

Information for service users  
and their carers

March 2009

*improving lives*

## **What are Hazelwood and Greenwood?**

They are low secure units in the grounds of the Memorial Hospital, for men aged 18-65 with challenging behaviour. There are 15 beds on each unit and people stay for different lengths of time. The service follows the recovery model of care.

## **We provide:**

The units aim to provide a safe place, support and care, so people can recover and move back to the community as soon as possible.

## **We do this by offering:**

- a safe secure and homely therapeutic environment
- social and daily living skills
- promoting mental and physical health and well being
- psychological therapies
- occupational therapies
- assessment and treatment for mental health needs
- regular reviews by multi-professionals during care programme approach.

## **Your opinion matters**

We welcome your views on the services we provide. If you would like to comment, make suggestions or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number 0800 917 7159.

If you are unable to resolve your concerns or would like to take the matter further, please contact:

Head of Complaints

Oxleas NHS Foundation Trust

Pinewood House, Pinewood Place

Dartford, Kent DA2 7WG

Tel: 01322 625751

### **Activities:**

A wide range of therapeutic activities are available on the unit and also at other locations for those able to leave the unit.

**Smoking** is only permitted in the smoking shelters provided which are in the garden area.

**Illicit drugs and alcohol** are not permitted anywhere on the unit.

### **Confidentiality**

All staff are required to abide by a strict code of conduct on confidentiality. Oxleas may share some information with other professionals who do not work for Oxleas NHS Foundation Trust. Examples may include your GP and social services. When considering who may see information about residents, Oxleas staff use the following principles:

- **only** share information with those who **need to know** in order to provide good quality care
- share the **minimum information** necessary to ensure good quality care.

### **Who is in the team?**

There is a multidisciplinary team that provides assessment, treatment and active rehabilitation.

The team includes a:

- psychiatrist
- ward doctor
- psychologist and assistant
- social worker
- nursing staff
- occupational therapist and support time and recovery (ST&R) Worker
- modern matron
- chef.

### **Accommodation:**

Every resident has their own en-suite bedroom which has storage for clothes and belongings and a desk. Residents are permitted to have their own TVs and radios which must be electrically tested by maintenance staff before they can be used.

Valuables may be stored in the unit safe, but residents are advised not to bring valuable items to the unit or to bring more belongings than necessary. Residents are encouraged to cook their own meals in the kitchen.

A cook in each unit prepares one meal a day and residents who are interested in helping should speak to a nurse. Menus are prepared in accordance with residents wishes. Healthy eating is encouraged at all times.

New residents are shown to their room and introduced to all areas of the unit. Each resident has access to a primary nurse who is responsible for coordinating the treatment programme and providing additional support.

#### **Care programme approach (CPA):**

Care plans will be discussed with residents to make sure that it meets residents' needs while you are on the unit. This will be reviewed regularly and residents' relatives and carers (with consent) will be involved as much as possible and are usually invited to the CPA meetings. Relatives and carers are welcome to speak to the clinical team about any concerns. We can also help arrange an assessment for carers or relatives' needs to help them in their role.

#### **Management rounds:**

Regular reviews are held for each resident with the clinical team where they can discuss care and treatment. A ward doctor is available during working hours Monday to Friday and there is out of hours cover if needed.

#### **Mental Health Act (1983):**

Our mental health act (MHA) administrators are available to explain residents' rights and restrictions imposed by the act. They will also arrange tribunals and manager hearings for the resident. Details of how to contact the MHA administrator are available in the unit.

#### **Visitors:**

Visitors are welcome on the unit. The resident's social worker will ask the resident for a list of people who they wish to visit. The social worker will then contact the proposed visitors to ensure the safety of the visitor and the unit. Visitors are welcome between 5pm-8pm Monday to Friday and at weekends between 11am-8pm.