

CAIS ^{ltd}



yr asiantaeth cyffurllau ac alcohol
the DRUG & alcohol agency

HAFAN WEN

Watery Road, Wrexham, LL13 7NQ

Registered With HealthCare
Inspectorate Wales (HIW)



Statement of Purpose and Operational Procedures

October 2007

HAFAN WEN

MISSION STATEMENT

Hafan Wen is a purpose built Treatment Unit committed to detoxifying and/or stabilizing individuals who misuse alcohol and/or drugs. All individual treatment regimes are offered and supervised by experienced medical and nursing staff. The Unit aims to provide a quality, patient centred service that identifies the service user's needs and views as the main impetus for change in acknowledgement of their social, health and economic potential.

This document has been produced as a requirement of the Health Care Inspectorate for Wales.

As well as meeting the HIW requirements, this document aims to provide an in-depth overview of Service Provision at Hafan Wen, informing Referral Agencies, Community Workers, Purchasers and Service Users.

This document has been compiled using guidelines from Local and National Policies and documents.

Welsh Assembly National Service Frameworks

NTA Models of Care 2002

NMC Code of Conduct 2002

National Minimum Standards for Private
and Voluntary Healthcare 2002

CAIS Policies & Procedures

All Wales Child Protection Procedures 2002

Quality Peer Review 2001

RCN Guidance for Nurses on Clinical Governance 1998

ADDRESS & CONTACT DETAILS

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INTRODUCTION

Definition of Detoxification

We use the word '*detoxification*' to mean both the physical and psychological process of:-

- ◆ clearing substances taken out of a patient's body.
- ◆ the body adjusting to being substance free.
- ◆ the mind and emotions adjusting to being substance free.

Definition of Stabilisation

We use the word '*stabilisation*' to mean both the physical and psychological process of:

- ◆ stabilising a patient on a manageable, safe level of prescribed medication, enabling them to function on a daily basis.
- ◆ the body stabilising to the amount of medication being prescribed.
- ◆ the mind and emotions stabilising to the amount of medication being prescribed.

Hafan Wen is staffed 24 hours a day by Qualified Nurses and Health Care Support Workers. Hafan Wen provides minimum staffing levels to meet HIW standards over a 24 hour period as follows:-

	Hours	Staff Numbers	Staff Mix
Monday-Friday	7.30am – 5pm	5	3RMN-2HCSW
	5pm – 6pm	4	2RMN-1HCSW
	6pm-8pm	3	
Saturday-Sunday	7.30am – 5pm	4	2RMN-1HCSW
	5pm-8pm	3	2RMN-1HCSW
Nights	7.55pm – 7.35am	3	1RMN-2HCSW

The Unit Manager is in addition to the above levels.

Hafan Wen is contracted to provide 16 detoxification beds to the 6 North Wales Local Health Boards, 3 detoxification beds to Liverpool DAAT, and 2 detoxification beds to Sefton DAAT.

Hafan Wen can also offer the opportunity for organisations to spot purchase detoxification beds as and when required

All patients admitted to Hafan Wen are referred from statutory service Community Drug & Alcohol Teams, and remain patients of the CDAT throughout their stay.

Medical cover is provided in agreement with the 6 Local Health Boards by the North East Wales NHS Trust providing a Consultant Psychiatrist, Associate Specialist and Senior House Officer (trainee). Cover is provided Monday-Friday for patient admission, discharges, routine prescribing and medical intervention. Dr Race also attends twice weekly to hold a routine multi-disciplinary patient review. The Psychologist will attend multidisciplinary reviews of all patients that have been assessed to have PTSD.

Aside from the above mentioned medical cover, both the Unit Manager and the Deputy Unit Manager are registered Supplementary Prescribers. Supplementary prescribing may be defined as

“A voluntary prescribing partnership between an independent prescriber (doctor) and a supplementary prescriber, to implement an agreed patient-specific clinical management plan with the patient’s agreement”. (W.A.G. 2004)

Benefits to the patient include increased prescribing coverage, (in the absence of the doctors) and a 24 hour on-call system, manned by the Managers, to attend to any out-of-hours prescribing issues, within the agreed Clinical Management Plans). This means that any delays experienced by patients can be overcome, leading to a more patient directed service.

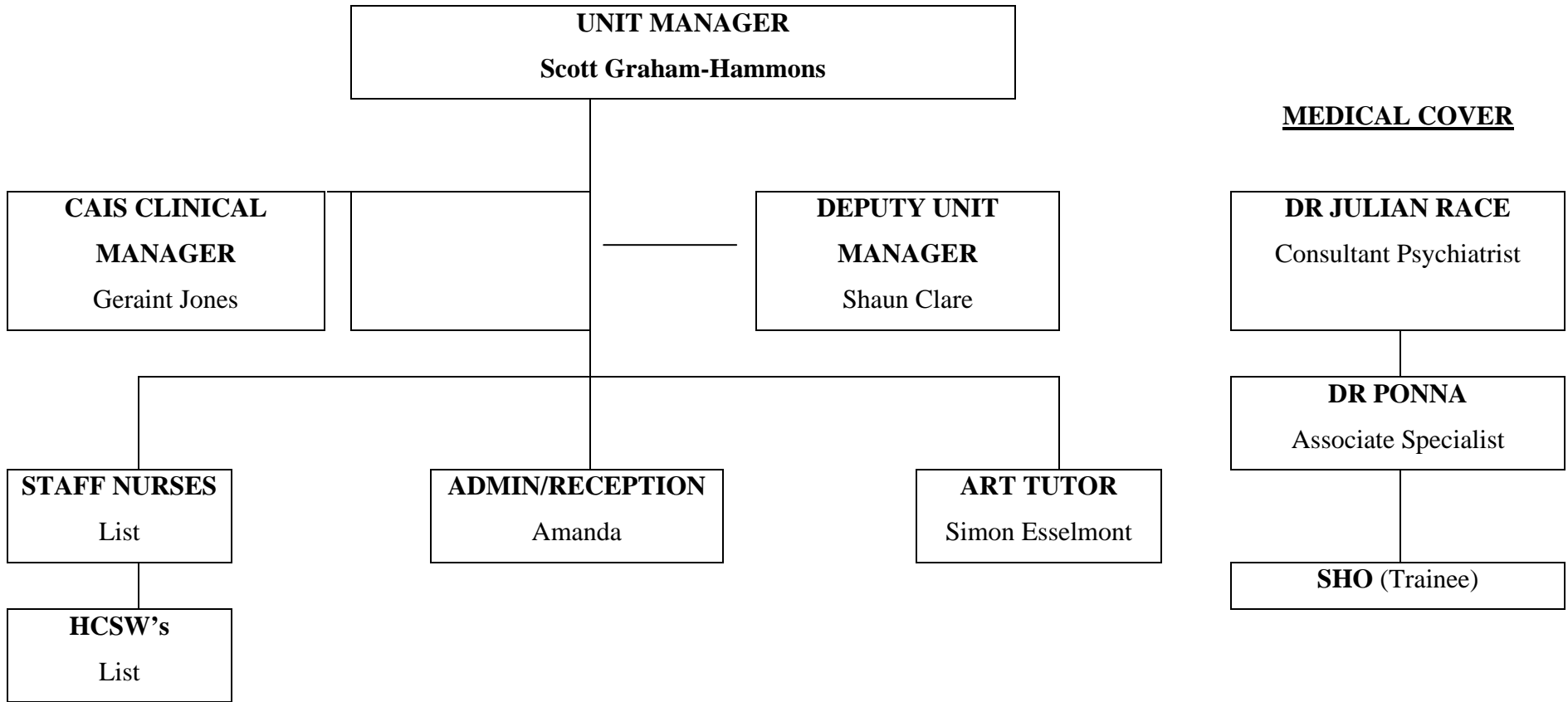
Medical personnel are awarded practicing privileges by CAIS and therefore can provide private treatment to clients referred from non NHS sources or NHS sources other than those from North Wales. All treatment modes, rules, regulations and criteria are as described throughout the Statement of Purpose, excluding referral criteria, which is explained later. All relevant Practicing Privileges, Policies & Procedures are in place.

Emergency psychiatric cover is provided after hours via access to on-call SHO based at Llwyn-y-Groes Psychiatric Unit. For emergency medical cover Wrexham Maelor Regional General Hospital A&E is accessed.

PHILOSOPHY

Hafan Wen views patients as unique individuals who have strengths and weaknesses and whose experiences are central to the delivery of a quality service. We believe that patients' personal values and rights should be respected and that each patient has the right to be treated in a non-judgemental manner. Hafan Wen believes that to be truly patient centred, service user involvement is essential in maximising their social, health and economic potential.

HAFAN WEN – ORGANISATIONAL STRUCTURE



HAFAN WEN STAFF

<u>Name</u>	<u>Title</u>	<u>Qualifications</u>	<u>Experience</u>
S. Graham-Hammons	Treatment Services Manager	RMN NEBS Dip. Supplementary Prescriber	17 years Drug/Alcohol Service
G. Jones	CAIS Clinical Manager	RMN, MSC	19 years Drug/Alcohol Service
A. S	Staff Nurse	RMN	30 years Drug/Alcohol Service
P. J-H	Staff Nurse	RMN	22 years Drug/Alcohol Service
T. F	Staff Nurse	RMN	15 years Drug/Alcohol Service
S. C	Deputy Manager	RMN Supplementary Prescriber	5 years Drug/Alcohol Service 11 years acute psychiatry
E. J	Staff Nurse	RNMH	7 years Drug/Alcohol Service
J.W	Staff Nurse	RGN	5 years Drug/Alcohol Service
C. L	Staff Nurse	RNMH	7 years Drug/Alcohol Service
J. S	Staff Nurse	RMN, ENB 934	24 years Drug/Alcohol Service
D. F	Staff Nurse	RNMH	4 year Drug/Alcohol Service
B. B	HCSW	NVQ2	18 years Drug/Alcohol Service
L. W	HCSW	NVQ2	13 years Drug/Alcohol Service
T. J	GROUP WORKER/HCSW		12 years Drug/Alcohol Service
M. J	HCSW		11 years Drug/Alcohol Service
V. G	HCSW	NVQ3	8 years Drug/Alcohol Service
S. P	GROUP WORKER/HCSW	NVQ3	7 years Drug/Alcohol Service
C. R	HCSW	Working to NVQ 3	3 years Drug/Alcohol Service
K.H	HCSW	Working to NVQ 3	1 year Drug/Alcohol Service
P.H	HCSW	Working to NVQ 3	1 year Drug/Alcohol Service
P B	HCSW	Working to NVQ 3	2 year Drug/Alcohol Service
A. H	Admin/Reception	OCR Level 2 (CLAIT Plus)/Text Production/Typewriting/Shorthand AMSPAR Diploma	3 years Drug/Alcohol Service
S. E	Art/Tutor/Part time HCSW	BA Hons	4 year Drug/Alcohol Service

REGISTERED PERSON (Responsible Individual) CAIS LTD

Mr John Pierce Williams
Assistant Director
12 Trinity Square
LLANDUDNO
LL30 2RA

Hafan Wen is staffed by a team of 21 staff including:-

UNIT MANAGER

Scott Graham-Hammons is registered with HIW as the Registered Manager at Hafan Wen. The Manager is a qualified RMN, gained in 1989, as well as holding a NEBS Diploma in Health Care Management, gained in 2001.

Mr Graham-Hammons has 18 years experience of working in the Drug/Alcohol field, firstly at North Wales Hospital, Denbigh as a Staff Nurse on a drug/alcohol backup and court assessment unit for approximately 6 years, moving to the Drug/Alcohol Unit within the hospital for 1 year.

The management of the Drug/Alcohol Unit was transferred to CAIS in 1996 and Mr Graham-Hammons transferred with the service to Hafan Wen as a Staff Nurse. Since this time Mr Graham-Hammons has achieved a NEBS Certificate in Supervisory Management and a Diploma in Health Care Management.

Mr Graham-Hammons became Deputy Manager within Hafan Wen in September 2002 and progressed to Unit Manager in 2004.

DEPUTY UNIT MANAGER

Shaun Clare was appointed Deputy Manager at Hafan Wen in October 2004. Prior to this he worked as a staff nurse in the Unit for 2 years. Before joining CAIS Mr Clare worked as a psychiatric nurse in Acute Adult Services in North Wales after completing his RMN training at the North Wales Hospital.

For many years Mr Clare worked in an out-patient psychiatric day hospital where he focused primarily on individuals experiencing panic and anxiety related difficulties. During this time valuable experience using CBT measures was gained and Mr Clare has undertaken training in this field in Chester.

Since joining CAIS Mr Clare has undertaken Registered Supplementary Prescribing training and, along with the Unit Manager, is developing this service in order to improve patient care at Hafan Wen. A 24 hour on-call service is also offered by the management team at Hafan Wen.

CAIS CLINICAL MANAGER

Geraint Jones (CAIS Clinical Manager) at Hafan Wen since its opening in 1997. Prior to this he gained his RMN qualification in 1987, whereupon he was successful in his application to work on Gwydyr Ward, the alcohol rehabilitation unit at the North Wales Hospital. He worked on Gwydyr Ward for 7

years as an E Grade Staff Nurse and was appointed Clinical Manager of the drug & alcohol unit when it became managed by CAIS.

Courses attended since qualification, include Minimal Interventions at Herriot Watt University in Edinburgh, Aids Counselling, Analytical Group Work course, Group Work skills, Transactional Analysis 101. In June 2005 Geraint was successful in achieving a Masters Degree in Health Education & Health Promotion at Bangor University.

Since then his role has expanded to Clinical Manager for the whole of CAIS, spending 1 day a week at Hafan Wen and 3 days throughout the CAIS offices. The Clinical Manager role is predominantly clinical with continuing responsibility for the assessment of care needs and the development, implementation and evaluation of programmes of care. The role also includes monitoring continued quality improvement throughout the organisation which, in the case of Hafan Wen, includes the development of a Clinical Governance Framework and the pursuit of EFQM.

9 Staff Nurses whose main job purpose includes:-

- Take charge of the Unit in the absence of the Unit Manager
- Be responsible for junior staff
- To be responsible for the assessment of care needs.
- To develop, implement and evaluate programmes of care
- To carry out/supervise all relevant forms of patient care, individual and groups.
- To ensure agreed standards are met/maintained and evaluated.
- To provide a safe environment for patient.

10 Health Care Support Workers whose main job purpose includes:-

- Undertake assigned tasks involving direct care, providing support to qualified staff.
- To work without supervision as directed.
- Undertake direct patient care tasks under direct or indirect supervision.
- To assist in all relevant forms of patient care, individually or within groups.
- To provide a safe environment for patients.

1 Group Worker/ Health Care Support Workers whose main job purpose includes:

- Deliver the therapeutic programme
- To participate in the development and evaluation of the therapeutic programme led by CAIS Clinical Manager
- Undertake assigned tasks involving direct care, providing support to qualified staff.
- To work without supervision as directed.
- Undertake direct patient care tasks under direct or indirect supervision.
- To assist in all relevant forms of patient care, individually or within groups.
- To provide a safe environment for patients.

1 Receptionist/Admin Assistant whose main job purpose includes:-

- To act as principal receptionist for Hafan Wen.
- Co-ordinate management of estate matters.
- Undertake administrative and secretarial duties.

1 Art/IT Tutor whose main job purpose includes:-

- To facilitate Adult Art/IT Education.
- To maintain the Art/IT resources in good working order.
- To educate and encourage creative development within the patient community.

Hafan Wen is committed to ensuring that all its staff have the necessary skills and training to fulfil their responsibilities. CAIS and Hafan Wen has attained the Investors in People Standard and staff Personal Development Plans are implemented and reviewed on an annual basis as part of the CAIS Continuous Learning & Development Policy.

Bank Staff - There are currently a number of Bank staff employed by Hafan Wen to cover unforeseen staff shortages. All staff recruited to Hafan Wen are done so in accordance with CAIS Recruitment Policy, which meets all relevant CSIW Standards.

Domestic Staff - Hafan Wen contracts out to the Maelor Hospital Domestics Department to provide domestic cover and arrangements.

ACCOMMODATION

Administration Block

Reception
Consultant's Office
Manager's Office
Staffroom
Serving/Kitchen
Staff Shower Room
Staff Toilet
Urine Testing Lab
Filing Office
Medical Secretary's Office
Senior Doctor's Office

Ground Floor – Rhoswen

9 Single bedrooms with on-suite shower/bathroom facilities
2 Fully equipped disabled access bedrooms with en-suite facilities
2 Lounges
Nursing Station
Clinic
Visitors Toilets
Laundry Room
Doctors' Consulting Room
Group Therapy/Meeting Room/Counselling Room

First Floor – Bryntirion

14 Single bedrooms with on-suite shower/bathroom facilities
2 Lounges
1 Bathroom
Nursing Station
Computer/Art Room
Relaxation Therapy Room
Acupuncture Room

Activities Block – Bwthyn Ceirios

Games Hall
Gym
Children's Visiting Room
Toilets

Facilities

- Gymnasium*** - Fully equipped aerobic & anaerobic gymnasium
- Recreation Hall*** - Pool table, table tennis, table football and dart board
- Gardens*** - Fully landscaped garden, including pond and greenhouse
- Computers/Art*** - Training room equipped with 3 computers and art equipment
- Acupuncture*** - Therapy room equipped with vinyl backed chairs
- Relaxation*** - Therapy room equipped with easy chair, bean bags, floor mats, audio system, bubble lamps and fibre optic lamp
- Group Therapy*** - Therapy room equipped with projector, tv, video and other multi-media for delivery of group sessions.

Patients using these facilities are supervised at all times.

SERVICE USER GROUP

Adults of any age with an alcohol/substance misuse problem, who are motivated to detoxify or stabilise, and also adults who require post traumatic stress disorder assessment but require supervision and support in a controlled medical environment. Hafan Wen will accept people from the following target groups.

- Patients physically dependant on one or more classes of drugs.
- Patients with physical or psychiatric complications or co-morbidity.
- Patients with chaotic polydrug use.
- Women who are pregnant.
- Patients who have attempted and failed outpatient/home drug treatment programmes.
- Patients who are unlikely to cope with outpatient/home detox due to personal isolation or lack of support from family or friends.
- Patients who require in-depth assessment for their post traumatic stress disorder needs.

Contraindicated or excluded from admission:-

- Patients with serious acute psychiatric morbidity or on Sections of the Mental Health Act
- Patients with serious physical morbidity
- Patients who have a high risk of violence.
- Patients cannot be bailed to Hafan Wen as a condition of residence.

TREATMENT AIMS

Hafan Wen aims to

- **Detoxify/Stabilise patients pharmacologically and increase patients health, social and economic potential**

At Hafan Wen clients should expect to undergo a comprehensive assessment programme which will be facilitated by a multi-disciplinary team. The team will include:

- Consultant Psychiatrist
- Nursing Staff
- Support Workers

To achieve this aim the in-patient programme includes the following:

- To verify risk assessment to confirm suitability for admission.
- To prescribe medication where indicated, according to clearly defined protocols and as part of a comprehensive programme of care.
- To prescribe medication safely and effectively in order to achieve stabilisation and/or withdrawal from psychoactive substances.
- To prescribe medication appropriately for relapse prevention.
- To prescribe medication for psychiatric and/or physical complications and/or co-morbidity as appropriate.
- To identify risk behaviour and offer appropriate interventions to enable minimisation of harm.
- To refer patients for a community care assessment where indicated.
- To assess the longer term treatment needs of patients and formulate an appropriate discharge care plan in accordance with the Care Programme Approach.
- To provide a period of drug-free recovery as appropriate.
- To assess and refer patients for other treatments as appropriate, for example, counselling, mentorship, rehabilitation.
- To monitor and evaluate the efficiency and effectiveness of prescribing interventions.
- To monitor and evaluate the efficiency and effectiveness of psychological interventions.
- To provide referral to other services as necessary, including medical services (e.g. liver clinic, communicable diseases unit, etc), psychiatric services (e.g. general adult psychiatry, personality disorder units, etc), social and community service (e.g. housing, legal advice centres, children and families social services).

REFERRAL CRITERIA

- Over the age of 18.
- All patients are fully assessed, including risk assessment by their nominated community team worker.
- Decision as to eligibility for admission is made ultimately by the Consultant Psychiatrist as part of a multidisciplinary effort involving the community team workers and the manager of Hafan Wen.
- Admission would be in accordance with admission category, e.g. priority admission would be admitted to next available bed and routine admission would be placed on waiting list for routine admission.
- Patients are prepared for admission to Hafan Wen by their Community Worker in collaboration with CAIS. The information given includes information about the Unit, care plans, pre admission meetings, and details of prescribing protocols.
- Formulation of a detailed care plan has been carried out prior to admission by the Community Worker. The care plan includes post discharge planning, community care assessments for rehabilitation and placement in day programmes.
- Admission slot arranged and booked with Hafan Wen staff.
- Referral forms and information, including any identified risk to staff or patient, completed and sent to Hafan Wen 1 week prior to admission by case worker.
- Referrals with complex needs/issues may need to be assessed by Consultant Psychiatrist prior to acceptance for admission, along with the multi-disciplinary team.

Referral for non NHS or out of area NHS patients is as follows:

- Patient's GP and worker to make formal written referral to Dr Julian Race c/o Hafan Wen.
- Dr Julian Race to arrange for assessment/admission based on whether existing referral/admission criteria met.
- Funding organisation to arrange with CAIS Finance department for payment of fees.
- Agreement made with referring agency re discharge plans.

ADMISSION CRITERIA/PROCEDURE

- Admission to Unit
- Arrive by specified time.
- Not intoxicated on arrival.
- Patient risk assessment verified by Hafan Wen staff.
- Assessment of degree of substance dependency and the patient's physical and mental health are carried out by the medical team on the morning of admission. If the doctor deems the patient to be ill or not fit for treatment, arrangements for transfer will be made to the local Psychiatric Hospital or the local General Hospital as appropriate.
- Medication regime agreed dependant on individual admission/care plan aims by Medical team.
- Further aftercare needs assessed by Unit key worker.
- Implementation of aftercare and follow-up plan by all involved in patient's care.
- Initiate pharmacological relapse prevention as appropriate by Unit medical team.

Multidisciplinary meetings are held on a weekly basis. Those present at the meetings include Consultant Psychiatrist, Hafan Wen staff, trainee doctor, and the patient's community representative, i.e. Social Worker, Community Psychiatric Nurse or Community Support Worker.

The purpose of the multidisciplinary meetings are to review patients' care plans, progress and future planning.

DISCHARGE PROCEDURES

- Onward referral is a planned element of the programme at Hafan Wen.
- All patients remain referring team patients and, therefore, a referral team's nominated worker continues with their care upon discharge.
- Appropriate patients are prepared for residential rehabilitation, or to other facilities (e.g. psychiatric, general units).
- Discharge summary and progress report will be sent to referral worker within 24 hours of departure.
- Doctors discharge summary will be sent to the patient's GP within 14 days.
 - Appropriate supply of take home medication is given to patient on departure from Hafan Wen.
 - Contact will be made with GP to inform of discharge and medication within 24 hours.

Discharge for Reasons of Safety

- Patients who violate treatment protocols by breaching core rules are assessed for suitability for discharge (physical and mental health assessment). If patients are fit for discharge into the community a discharge plan is arranged with the Community Worker/CDAT.
- If any concerns are raised regarding mental health issues than a psychiatric assessment would be carried out, firstly by qualified RMN staff and local psychiatric services if required.

Discharge Against Medical Advice

- Patients who decide to take their own discharge against medical advice will have mental health assessment to determine if patient is fit for discharge.
- If a doctor is unavailable and concerns regarding mental health issues are raised, then a psychiatric assessment would be carried out by a qualified RMN staff member and then local psychiatric services if required.
- The patient's Community Worker will be informed by phone or fax on the day of discharge. The patient's GP is contacted by Hafan Wen staff to inform them of the patient's discharge, again on the day of discharge.
- A discharge brief (letter) will be written by the Hafan Wen doctor and sent to the GP within two weeks of discharge.

BEHAVIOUR MANAGEMENT AND RESTRAINT

All patients admitted to Hafan Wen will be assessed for risk regarding aggressive/violent behaviour. Any patient presenting as a high risk will be referred for an assessment by Consultant Psychiatrist and plan discussed.

Hafan Wen has no behaviour management or restraint policy. If any patient continues with behaviour that causes dysfunction, intimidation or is aggressive/threatening, then they will be discharged.

If an immediate threat of violence is evident then the police will be contacted to eject the person if necessary. If any physical assault has taken place upon Hafan Wen staff, or another patient, then criminal charges will be sought.

THERAPEUTIC PROGRAMME

In addition to the pharmacological detoxification and stabilization, patients are offered a variety of activities and group work sessions to meet the aims and objectives of Hafan Wen and its Mission Statement. Activities and group work sessions are optional but all patients are offered the opportunity to attend. Due to the short length of stay, in-depth psychological and psychotherapeutic interventions are not initiated, although referral to counselling may be initiated during their stay and commenced following discharge.

Group Work and Activities

The group work and activities offered at Hafan Wen have been developed as additional and supplementary parts to the pharmacological detoxification process. The group work sessions and activities are intended to address the patient's social, health and economic potential and are delivered by 2 Qualified Group workers. Listed below are the activities and groups offered at Hafan Wen.

Auricular Acupuncture

Alcohol Head to Toe Group

Dugs Head to Toe Group

Substance Awareness Group

Cycle of Change Group

Triggers Group

Craving Group

Overdose Management

Liver Disease Group

Multi-gym

Chill Out Sessions

Activities Room- Pool, Table Tennis, darts, Table Football

IT Skills Training

- Qualified IT Tutor

Basic Arts Foundation Course

- Qualified Art Tutor

Key Worker, Care Planning Based and Care Co-ordination

Key Worker

On admission each patient is allocated a staff nurse as their Key worker for the duration of their stay at Hafan Wen. The Key worker will act as the care co-ordinator for the patient whilst at Hafan Wen to ensure that the care provided by relevant services is co-ordinated to provide a comprehensive and integrated approach. The treatment at Hafan Wen may be provided by a range of professionals and from more than one service at the same time.

Care Planning & Care Co-ordination

The aims of care planning and care co-ordination at Hafan Wen are to:

- Assess the individual's health and social care needs.
- Set the goals of treatment to be achieved based on the views and treatment goals of the drug and alcohol user or PTSD sufferer, and developed with their active participation.
- Indicate the interventions planned and which service/agency/professional is responsible for carrying out the interventions.
- Make explicit reference to risk management and identify the risk management plan and contingency plans.
- Identify information sharing (what information will be given to other professional agencies).
- Identify review date (date of the next review meeting is set and recorded at each session).
- Reflect the cultural and ethnic background of the patient, as well as their gender and sexuality.

The care plan will be reviewed and evaluated at regular intervals and at the request of a member of the multidisciplinary team, or the service user. The date of the next review session is set and recorded at each session.

In reviewing the care plan the following is assess:

- The relevance of the care plan.
- The effectiveness of care plans/outcomes.
- Any unmet needs.
- Client satisfaction with the care. (Based on the Models of Care Framework for developing local systems of effective drug misuse treatment in England).

PERSONAL HEALTHCARE

Hafan Wen is staffed by qualified Nursing Staff and HCSW's and provides appropriate levels of personal healthcare and support, as required, to all patients. Hafan Wen provides basic nursing care and can assist patients with the following:

- Mobility
- Personal hygiene
- Laundering
- Diet and fluid intake
- Basic nursing procedures

Hafan Wen cannot cater for patients' acute physical or psychiatric problems, and would refer/transfer the patient to the appropriate service if necessary.

Hafan Wen does cater for service users with disabilities involving the use of a wheelchair as rooms are available to specifications suited to wheelchair access. A lift is also available.

LINKS WITH SUPPLEMENTARY NHS SERVICES

- Genito Urinary Medicine – including Hepatitis B & C, and HIV testing
- Emergency dental treatment
- Dietician
- Diabetic Clinic
- Specialist Midwifery Service
- X-ray and scanning
- Pharmacy

ACCESS POLICY

All patients at Hafan Wen are advised prior and on admission that they will not be permitted to leave the grounds of Hafan Wen during their stay unless escorted by a Professional involved in their care. Access to Hafan Wen is restricted via an intercom controlled coded door. Patients are permitted to access the grounds of Hafan Wen at the discretion of the staff.

CATERING

Hafan Wen contracts with Wrexham Maelor Regional General Hospital for all catering needs of patients. Patients can order two hot meals a day via menus provided from the Catering Department. Menus provide patients with a choice of a nutritious balanced diet with a choice for those with special dietary needs. Patients are provided with continental breakfast and offered a variety of sandwiches for evening supper, provided by Maelor Hospital.

Patients are provided with sundries, e.g. coffee, tea, milk, sugar and bread on a daily basis by Hafan Wen.

CLINICAL GOVERNANCE & QUALITY STRATEGY

“A framework through which National Health Organisations, including Hafan Wen, are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish”. (Donaldson L, Gray 1998)

The Clinical Governance Framework for Hafan Wen will strive to achieve the above definition and will be written and developed locally and will incorporate the following elements:

- Roles and Responsibilities of key personnel to include lines of accountability.
- Required skills knowledge.
- Training needs.
- Resources to implement Clinical Governance.
- Required outcomes of the implementation.

The Clinical Governance Framework will incorporate all aspects of the Quality Strategy, including:

- Clinical effectiveness
- Education and training
- Clinical Audit
- Clinical Risk Management
- Customer perception of Service
- Non-clinical services
- Effectiveness of treatments
- Patient Satisfaction Questionnaires

There are a number of key principles that will underpin the implementation of the Clinical Governance Framework:

- ***Change Management:*** Change is managed in a systematic demonstrable way, moving away from a culture of “blame” to one of learning so that quality infuses all aspects of Hafan Wen work.
- ***Patient Focussed:*** All elements of clinical governance must be focussed on improving the quality of patient care
- ***Partnerships:*** Clinical Governance demands partnerships between clinicians (nurses, doctors, etc), between clinicians and manager, and clinicians and patients.
- ***Service/User Involvement:*** The involvement of service users is essential to effective clinical governance. Service users are requested to complete satisfaction questionnaire on discharge. Service user representation on various Service Management Groups is being developed in conjunction with commissioning bodies.

- ***Nurses' Involvement:*** Nurses have a key role to play in implementing all aspects of clinical governance at Hafan Wen and maximum use should be made of their skills and expertise around improving quality.
- ***Culture:*** An improvement based approach to quality in health care needs to create an enabling culture which celebrates success and learns from mistakes, rather than seeking to attribute blame.
- ***Openness:*** Clinical Governance applies to all Hafan Wen staff and must be defined and communicated clearly so that all staff understand its relevance to their work. (RCN 1998)

Quality Strategy embraces:

- Clinical Governance
- Clinical Effectiveness
- Education and Training
- Clinical Audit
- Clinical Risk Management
- Customer Perception of Service
- Non Clinical Services

The Clinical Care Strategy for Hafan Wen has been written locally and has incorporated the following elements:

- Roles and responsibilities of key personnel
- Required skills knowledge (DANOS)
- Training Needs
- Resources to implement Clinical Governance
- Required outcomes of the implementation

PRIVACY

Hafan Wen aims to maintain as much privacy as possible for all patients by:

- Ensuring confidentiality of information about patients by having locked facilities where personal files are kept.
- Patients do not have keys to lock their rooms, however privacy is respected when patients are in their room by:
 - Always knocking and waiting for a reply/invitation before entering;
 - Whenever possible, always having male/female staff appropriate to the patient's gender when wishing to disturb patients whilst in bed or asleep.
- Staff would only enter a patient's room without permission if a risk to the patient or to the safety of the Unit had been identified, or where observation was felt to be required.
- Staff will give personal support to intimate situations as discreetly as possible.
- Patients may request their room be locked when off the Unit or engaged in activities.
- All rooms are provided with a mini safe for safe keeping of personal belongings.

Dignity

The ethos of Hafan Wen is to work with patients with respect and to provide a non-judgemental environment which treats every patient as an adult on an equal basis, focusing on encouraging empowerment and self-efficacy.

Visiting Policy

Hafan Wen has a no visiting policy, except for professionals involved in service users overall care.

COMPLAINTS

Hafan Wen is committed to respecting the rights of patients to air grievances or complaints.

In line with CAIS Ltd complaints policy, the procedure is as follows:

- Patient to approach their Keyworker, or any other member of staff if unavailable, and tell them about the complaint or suggestion.
- If Keyworker is able to resolve the matter then it will be dealt with informally as quickly and sensitively as possible.
- If Keyworker is unable to resolve the matter, or if patient is not satisfied with the outcome, then the matter should be referred to the Unit Manager in writing, who will then investigate further and reply within 7 working days.
- If the matter cannot be resolved, or if the patient is not satisfied with the outcome, or the patient wishes to complain to someone who is not directly involved in their care, then the following options are available:
 - Contact CAIS Ltd Complaints Manager
- 01492 872014
 - Contact the Health care Inspectorate for Wales at

HCIW
Unit 3c
Caerphilly Business park
Van road
Caerphilly
CF83 3 ED

Tel: 02920 928852

Copies of HCIW or CAIS Complaints Manager's procedures & timescales can be accessed by making a request to the Unit Manager.

PROPERTY & FINANCES

- All patients are responsible for the management of their own property and finances.
- Patients are informed via the pre-admission information booklet that they will need to sort out financial plans for Benefit/Pension payments prior to admission. Patients are also advised not to bring large amounts of money or valuable possessions as these will be their own responsibility.
- All rooms are provided with a mini safe for safe keeping of personal belongings.
- Patients may request their room be locked when off the Unit or engaged in activities.
- Patients also sign a disclaimer on admission taking responsibility for their own belongings.
- If patients do encounter financial difficulty once admitted, arrangements are made with the patient's community worker for assistance.

FIRE PRECAUTIONS

- Hafan Wen premises have been approved by Wrexham Fire Service and an inspection of the premises is carried out on a yearly basis by Wrexham Fire Service.
- Hafan Wen has a trained Fire Safety Officer who carries out Risk Assessment and provides staff with regular training.
- Fire alarms and emergency lighting are tested on a fortnightly basis.
- All patients are advised regarding Emergency Procedures on admission and via the Patients' Guide.
- Hafan Wen has a full Fire Evacuation policy which can be viewed upon request from Unit Manager.