



Bolton Cares – New Lane A Guide for People we Support

2-4 New Lane, Brightmet, Bolton, BL2 5BN

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What is New Lane?



New Lane offers support for people who are having a crisis with their mental health.

Support is short-term for up to two weeks.

We provide a small, homely place to stay until you feel more able to cope.



We will work with you to find ways you can manage your mental health problems.

You will be involved in any decisions made about your support.



We can support you in lots of ways, such as:

- Help and encourage you to get involved with your community.
- Medication.
- Cooking.
- Seeing family and friends.
- Attending appointments.

How to Access the Service

Your mental health team can refer you to New Lane. They will work with New Lane to make sure you get the help and support you need.



What You Can Expect From Us



Choice:

You will be able to make decisions about your care.



Person Centred Care:

- You will be treated as an individual.
- You will be listened to.
- You will be treated with dignity and respect.



Safety:

You will be kept safe and cared for by experienced, well trained staff.

What You Can Expect From Us



Privacy:

- We will give you notice if we need to enter your room and will only enter if there are concerns that you are unwell.

Consent:

- We will ask you first if we need information from other organisations about you.



Communication:

- We will try and find the best way to communicate with you.



Local Information:

We will let you know about the local area around New Lane including:

- Local shops.
- Community facilities like leisure centres.
- Places of worship.



Meals:

We will provide fresh food and help you to cook meals.

What You Can Expect From Us



Feedback & Confidentiality:

- We will ask you what you think of the service.
- We will let you know how to complain or how to tell us what you like about the service.
- We will keep any information you give us private.



Equality & Diversity:

You will not be treated differently because of your age, gender, ethnicity, religion, sexuality or disability.

What We Expect From You



Work with us to make your care the best it can be.



Respect the staff.



Please hand in your key when you leave the building, we will give it back to you when you return.



Please don't smoke or vape indoors at New Lane.

Planning your Person Centred Support

The team at New Lane will work with you to find out what you want to get out of your stay.

They will encourage you to grow and develop.

They will help you to set goals and achieve them.



We will make a short-term support plan with you so that we can fully support you while you are at New Lane.

If you are unable to help us create your plan, we will follow guidance found in the Mental Capacity Act.



We support positive risk management when planning your support. This means that wherever possible, your choices and lifestyle will not be restricted.



Medication:

Your health is important to us.

- We can help to manage and store your medication.
- If you need help taking medication, we will follow our medication policy to do this safely.

Safeguarding at New Lane



We want you to be happy and safe at New Lane.

If you feel unsafe in any way, please let us know immediately.



Harassment can include:

- Someone talking to you in an aggressive way or swearing at you.
- Someone threatening you.
- Someone damaging your property.



Abuse can include:

- Someone hurting you.
- Someone making you feel scared.
- Someone stealing from you.
- Being treated badly because of your ethnic origin, disability, gender, age or sexuality.



What you should do:

- You must tell a member of staff, a friend or family member or the police.

We will help you to decide what to do next.

Who to contact if you have concerns



Adult Safeguarding Team, Bolton:

Contact: 01204 337000



Your Senior Support Worker:

Contact: 01204 384996



The Manager of the Service:

Contact: 01204 384996



Your Care Co-Ordinator:

Contact: GMMH 01204 483003/483000



The Care Quality Commission (CQC):

Contact: 03000 616161

Health and Safety

Your safety is important to us.

- If you feel ill during your stay, please tell a staff member at New Lane.
- If you have an accident, fall or hurt yourself, you must let a staff member know.
- New Lane staff will check the environment for any health and safety risks and work to reduce them. If they have to make any changes, they will talk to you about them if this has any effect on you or your stay.

What to do if you are not happy with your stay at New Lane

It's important to us that your stay at New Lane goes well and we aim to make you feel safe and secure.

If there are any parts of your stay that you are not happy with, please let us know by contacting the Registered Manager:-

Lica.marchant@boltoncares.org.uk

Or let your health care worker know so they can speak to us for you.

How to Complain

How to make a complaint:

- If you are unhappy with your support or our organisation, we will help you to complain.
- If you would like someone other than a staff member to help you, we will help you to find someone.

What we will do:

- Investigate your complaint properly.
- We will give you the results in a way that suits you.
- We will tell the people who have a legal duty for your care about your complaint.

Contacts

If you want to make a complaint



A Member of your Care team:

Contact: 01204 384996

The Registered Manager of the Service:



Phone: 01204 331111

Write to us: Bolton Cares, Thicketford Centre,
Tonge Moor, Bolton, BL2 2LL

Email: Information@boltoncares.org.uk

Quality Team at Bolton Cares:

Contact: quality@boltoncares.org.uk



Quality Team at Bolton Council:

Contact: quality@bolton.gov.uk

The Care Quality Commission (CQC):

Website: <http://www.cqc.org.uk/>



Frequently Asked Questions about Bolton Cares



What do we do?

- We support people to live the life they want.
- We work with people with dementia, mental health needs, learning disabilities and autism.
- We offer a variety of services to support each person's needs in the community and at home.



What makes Bolton Cares different?

- We are the largest provider in Bolton.
- We like to find new and better ways to improve people's lives.
- We work with you to help you live your way with support if you need it.



How can I access the services?

- Through Bolton, Salford and Wigan Council.
- If you are over 18 and live in these areas, call us on 01204 331111 or email: information@boltoncares.org.uk and we will try to help.

Privacy Notice for People we Support

This privacy notice tells you about the information we hold about you and how we use it.

Most of the information we hold is more sensitive personal information which is called 'Special Category' information.

It also tells you about the rights you have over your personal information.

How we Collect your Personal Information

- We collect information from you when we start caring for you and during your care.
- We collect information from other organisations or professionals who care for you like Social Services or the NHS.
- Your family members or other representatives may share information with us.

What Information do we hold about you?

We hold a range of information including:

- Name, date of birth and address
- Your care and support needs
- Anything we need to keep you safe
- Details of family members and emergency contacts.

Privacy Notice for People we Support

How we use your Personal Information:

We use the information to manage your care.
The law requires us to keep accurate records about the people we support.

We use your information to:

- Assess and plan your care and support and make sure you have choices.
- Find and manage risks to keep you safe.
- Help you enjoy life in your community to keep healthy and happy.
- Charge you or others who are responsible for arranging your care for the services we give you.
- Tell your family members, social worker or GP about your care.
- Help you to manage your money if needed.
- Help you with any complaints or comments you have about the service you receive.

Who we share your information with:

- Professional people who are involved with your care e.g. your GP, Social Worker, Nurse or Physiotherapist.
- Your family members or other people who look after your interests e.g. a Solicitor.
- Other people who provide you with services such as your landlord or housing provider.

These organisations must follow the legal requirements to process your information. We don't share your information with anyone else.

Privacy Notice for People we Support

How we keep your information safe:

We store and share your information securely and safely.

We only use it or share it when we need to for your care.

We only keep information for as long as we need it, after this we destroy it securely.

Your Rights – you have the right to:

- Ask for a copy of the data we hold.
- Ask us to correct or erase any incorrect data.
- Ask us to stop using your personal data if we don't need to by law.
- Ask us to send a copy of your data to someone else.

You can contact us if you want to use your rights.

How to find out more:

- A full privacy statement is available for service users on our website at **[Privacy Policy – Bolton Cares](#)**

Who to contact:

If you have any questions about the Privacy Notice or about how we collect and use your data, please write to us at:

**Bolton Cares
Thicketford Centre
Thicketford Road
Bolton
BL2 2LW**

Email: freedomofinformation@boltoncares.org.uk