

# A guide for the people we support at New Lane Mental Health Hub

## Address

2 - 4 New Lane

Brightmet

Bolton

BL2 5BN

## Telephone

01204 337830

## Registered Manager

Nikki Elliott

## What is New Lane?

New Lane provides short-term support (usually up to two weeks) for people experiencing a crisis with their mental health.

We provide a supportive, enabling and homely environment in a non-hospital setting to help foster and encourage your stability and to give you some breathing space.

At new Lane we adopt a collaborative and solution focused approach to supporting people in the management of their mental health problems.

We have seven beds and our staff are experienced and caring professionals.

Your support will be designed around your needs, we will work with you and any health professionals involved in your care and you will be fully involved.

We can support you however you want and below are some examples. Please let us know if we can help you in any other way not mentioned below.

- Support to build or maintain links with your community
- Medication support
- Support with motivation
- Support with meal preparation
- Support where appropriate with attending appointments with professionals
- Support to maintain relationships with family and friends.

## How to access the service

Your mental health team will have referred you to New Lane and we will be working closely with them to oversee your clinical needs while you are with us.

## Our pledge to you.

### We will.

- Support you to make choices so that you are at the centre of all decision making regarding your care and support.
- Treat you as an individual and listen to you.
- Support you in a safe environment with staff who are experts in care and good at what they do.
- Help you feel safe and secure throughout your stay with us.
- Support you if you wish to make a complaint or give us a compliment.

- Give you privacy and will not enter your room without giving you notice and only enter if we have concerns for your wellbeing.
- Always ask your consent if we need to access information from other agencies about your situation.
- Always try to find the best way or find alternative ways to communicate with you.
- Provide you with information about local facilities around New Lane, including places of worship, community facilities and local shops to help you get the most from your stay with us.
- Provide fresh food and will support you to prepare meals.

## **What we ask of you.**

That you.

- Work with us to ensure you receive the best quality care possible.
- Respect your staff.
- Hand in your key when you leave the building, you will receive this on your return
- Do not smoke or vape indoors at New Lane

## **Planning your person centred support**

The team at New Lane will work with you to learn about what you want to achieve during your stay and actively encourage you to grow and develop. We will establish key goals and outcomes with you and help you achieve these.

We will put together a short term support plan with you, so that we can fully support you during your stay.

We support positive risk management when working with you to plan your support. We believe it is important a person's lifestyle or choices are not unnecessarily restricted. If you are unable to contribute to your person-centred care plan, we will follow the guidance detailed in the Mental capacity Act.

## **Medication**

Your health is very important to us. If you can independently administer your own medication, we will simply help you to manage and store it for you. If you need staff support to assist you to take medication, we will do this following our strict Medicines Policy to ensure we do so safely.

## **Health and safety**

Your safety is very important to us. If you feel ill or unwell during your stay, please let a member of staff at New Lane know. Also, if you have an accident fall or cut yourself you must let a member of staff know.

New Lane staff will complete regular health and safety checks of the environment to reduce any potential hazards. Any changes that may need to be made will be discussed fully with you if this impacts on you or your stay.

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

It is important to us that your stay at New Lane is happy, productive and engaging. Our approach will enable you to feel safe and secure.

However, 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](mailto:Lica.marchant@boltoncares.org.uk) or by letting your health professional know so that they can speak to us on your behalf.