



## **Statement of Purpose 2019**

Hospital Manager: Sonia Cunningham

Jigsaw Independent Hospital

143 Palatine Road, West Didsbury, Manchester, M20 3ZA

Tel: 0161 448 1851

**Issue Date: 6<sup>th</sup> October 2019**

## 1. The aims and objectives of Jigsaw Independent Hospital.

Jigsaw Independent Hospital provides therapeutic treatment for adult men and women with enduring mental illness and/or learning disability. The people we look after have complexed needs and we provide therapeutic treatment plans which supports their goals and aspirations.

Some patients may present clinically as per care cluster 13 with Ongoing or Recurrent Psychosis. This group of patients will have a history of psychotic symptoms which are not controlled. They will present with severe to very severe psychotic symptoms and some anxiety or depression. They have a significant disability with major impact on role functioning. They will likely have a primary diagnosis of some of the following disorders which are likely to include (F20-F29) Schizophrenia, schizotypal and delusional disorders F30 Manic Episode, F31 Bipolar Affective Disorder.

These patients may have additional impairments and possible cognitive and physical problems linked with long-term illness and medication. They may also be lacking basic life skills and poor role functioning in all areas. These patients as such may have risks relating to their own level of vulnerability, abuse or exploitation. The course of their clinical conditions and treatment needs are in the long-term.

We also aim to provide this treatment within a person-centred approach, which responds to changes in our patient's needs. We aim to do our best for the patients we support by enabling them to live a fulfilling life and to be in control as much as possible.

### Objectives

The first objective for Jigsaw Independent Hospital is to provide a high quality of treatment and care for all patients. We will provide a range of treatments in order to meet the needs of a diverse and contrasting group of patients and at the same time maintain a person-centred approach.

This will ensure that needs are met for those patients where active rehabilitation and treatment will enhance their recovery so that they can become more independent.

Those whose needs cannot be met by a fully active rehabilitation treatment approach, may benefit from a slower and low-key approach. This approach may enable some progress improving their skills and quality of life, with the objective to move-on to a less restrictive environment.

The objective of using such an approach is to maximise each patient's potential and abilities while at the same time ensuring that this is done so in a safe environment. Treatment and care is delivered through the Care Programme Approach where each patient is involved in their individual care plan and has an identified Key Worker.

It is also important that patients feel comfortable within the environment to optimise the therapeutic benefit dependent on their clinical needs. Therefore, much attention has been put on providing a pleasant therapeutic atmosphere on each unit and that community access and involvement is high on the agenda.

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## Description of the Hospital

Jigsaw is a privately registered independent hospital providing 24-hour care, with nursing for 37 adults with a diagnosis of mental illness and / or learning disability. Currently, the hospital is registered to admit 37 patients who may be informal or detained under the Mental Health Act 1983.

Jigsaw is a large, four-storey detached property situated within walking distance of Didsbury village and Withington. Local facilities include; cinema, shops, markets / shopping centres, restaurants, recreational amenities, colleges, and service user groups Churches and Mosques. The hospital is also situated near to the M60 and M56 motorways and is on the main bus route in to Manchester City Centre.

## Accommodation

The accommodation is arranged over four units, linked via stairways and a lift, providing 37 single bedrooms with en-suite facilities. The environment around the hospital has been designed to create a modern comfortable homely atmosphere with individual en-suite facilities in all the bedrooms. By giving a friendly, warm environment we give patients a sense of belonging and an opportunity to build a therapeutic relationship with the staff. There are also separate bathroom and toilet facilities on each floor. Each unit has a rehabilitation kitchen and dining room facilities with lounge and leisure facilities. There are several activity / meeting rooms available for patient use. Smoke and heat detectors are located throughout the building, as are fire escape signs and procedure notes. Emergency nurse call points are fitted in all rooms. Below is a further description of each unit accompanied by a site map.

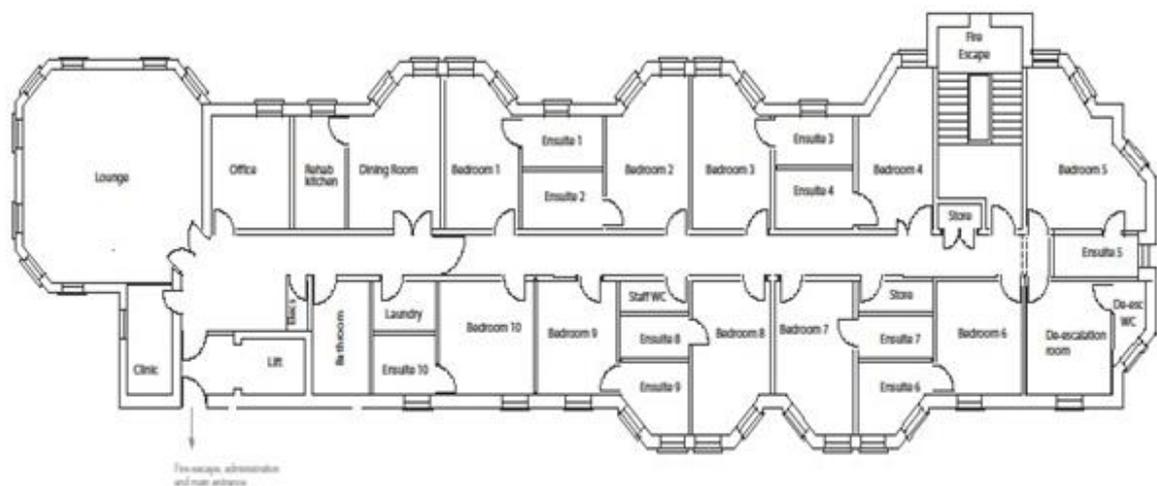
## Challenging Behaviour Units

These units provide a level of staff support to meet the patients' needs through a stabilisation and empowering process aimed at reducing the behaviours that challenge themselves, others and the environment. Patients may be detained or informal on this unit, therefore, in order to allow access and egress for patients, each one will be risk assessed with regard to their vulnerability and or risk to self or others. Based on the outcome of the assessment the multi-disciplinary team will decide whether a patient can be issued with a swipe card, which allows them free access to and from the unit and the building. However, all informal patients will be issued with a swipe card due to their legal status. Those patients that cannot be issued with a swipe card will be given access and egress via staff members who will either escort them out of the unit or on request open the locked door depending on issues such as Section 17 leave etc.

## Cavendish: Female Challenging Behaviour Unit

This is a 10-bedded unit, set on the ground floor, and offers intensive support for female patients with diagnosis of mental illness and / or Learning disability (mild to moderate) with an age range from 18 years, with challenging behaviours. This group of patients may have a history of psychotic symptoms which are not controlled. They will present with severe to very severe psychotic symptoms and some anxiety or depression. They have a significant disability with major impact on role functioning.

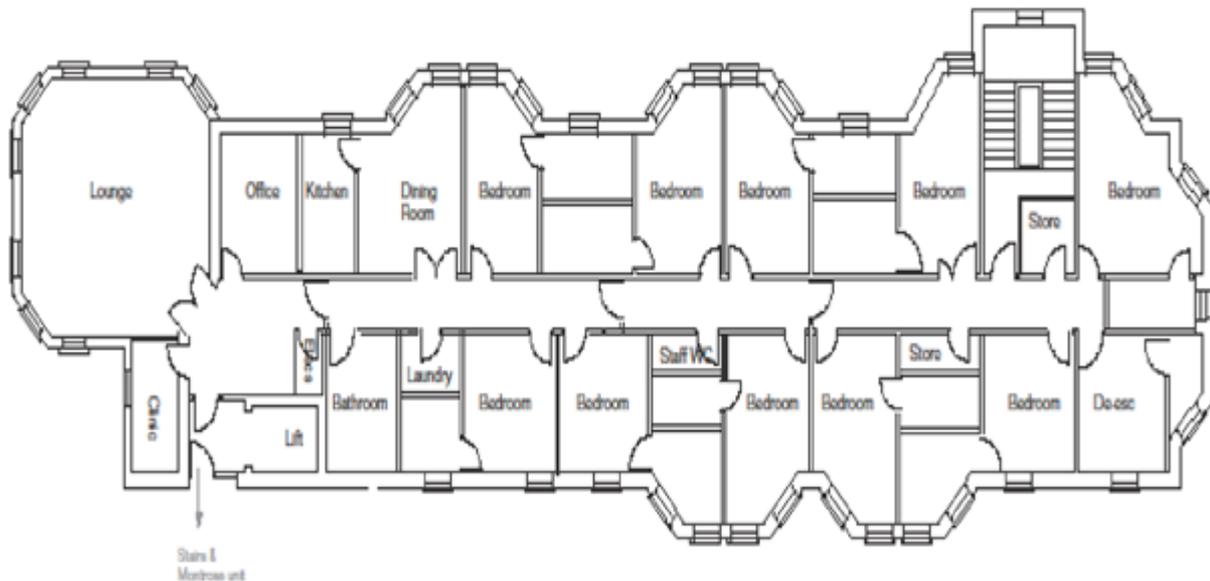
CAVENDISH UNIT



## Linden: Male Challenging Behaviour Unit

This is a 10-bedded unit, set on the first floor, offering intensive support for male patients with diagnosis of mental illness and / or Learning disability (mild to moderate) with an age range from 18 years, with challenging behaviours.

### LINDEN UNIT



The units offer a service to those patients who have a range of complex needs, usually with mental health and Learning disability, which are long-term in nature. The patient may present a risk to themselves or to others if they were not to be appropriately supported but who are unlikely to try to abscond from within the service.

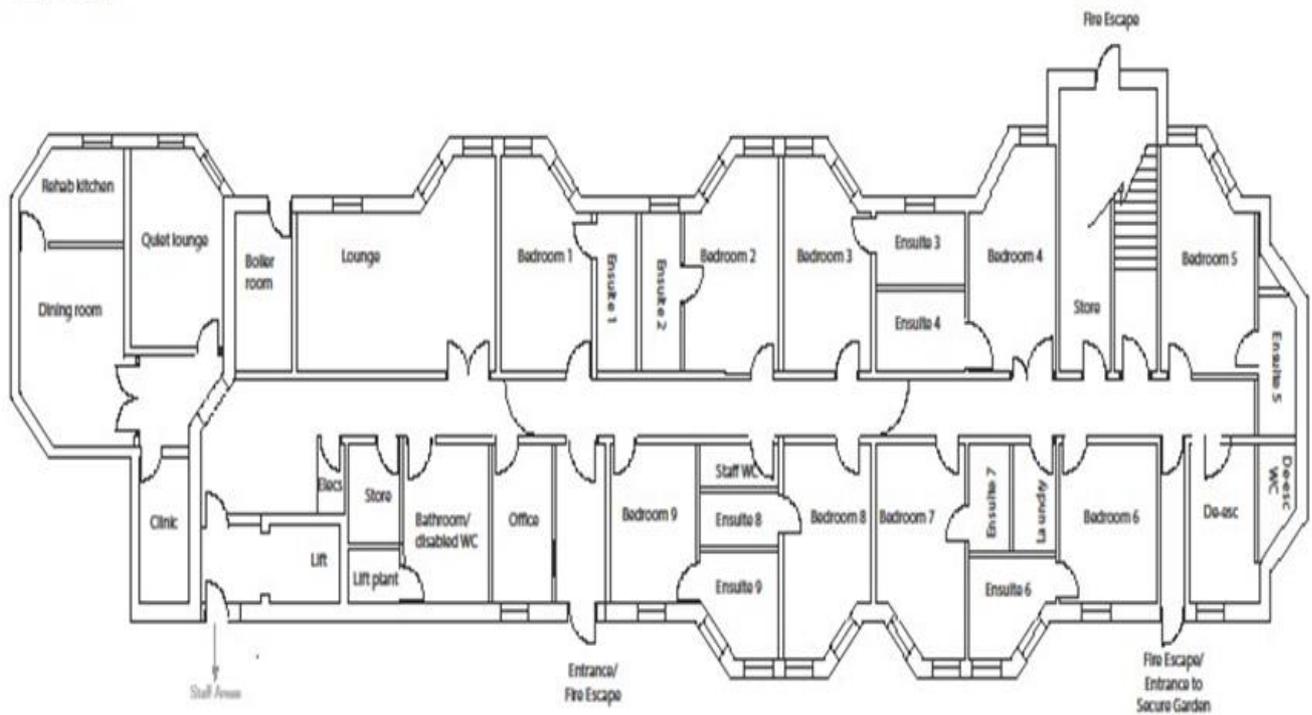
The unit provides a level of staffing to concentrate on patients' needs and enable progression on their care pathway.

These units are also locked, which means all external doors are securely closed and can only be opened by staff members. Patients may be detained or informal on this unit; therefore, in order to allow access and egress for patients, each will be risk assessed with regard to their vulnerability and / or risk to self or others. Based on the outcome of these assessments, the multi-disciplinary team will decide whether a patient can be issued with a swipe card, which allows them free access from the unit and the building. However, all informal patients will be issued with a swipe card due to their legal status. Those patients that cannot be issued with a swipe card will be given access and egress via staff members who will either escort them out of the unit, or on request open the locked door depending on issues such as Section 17 leave etc.

## Oriel: Male Enhanced Rehabilitation Service

This is a 9-bedded unit, set on the lower ground floor, offering intensive support for Male patients with diagnosis of mental illness and / or Learning disability with an age range from 18 years, with challenging behaviours, who are at a stage within their rehabilitation to prepare to move back into the community but require intensive specialised nursing and occupational therapy input to prepare them for such a move.

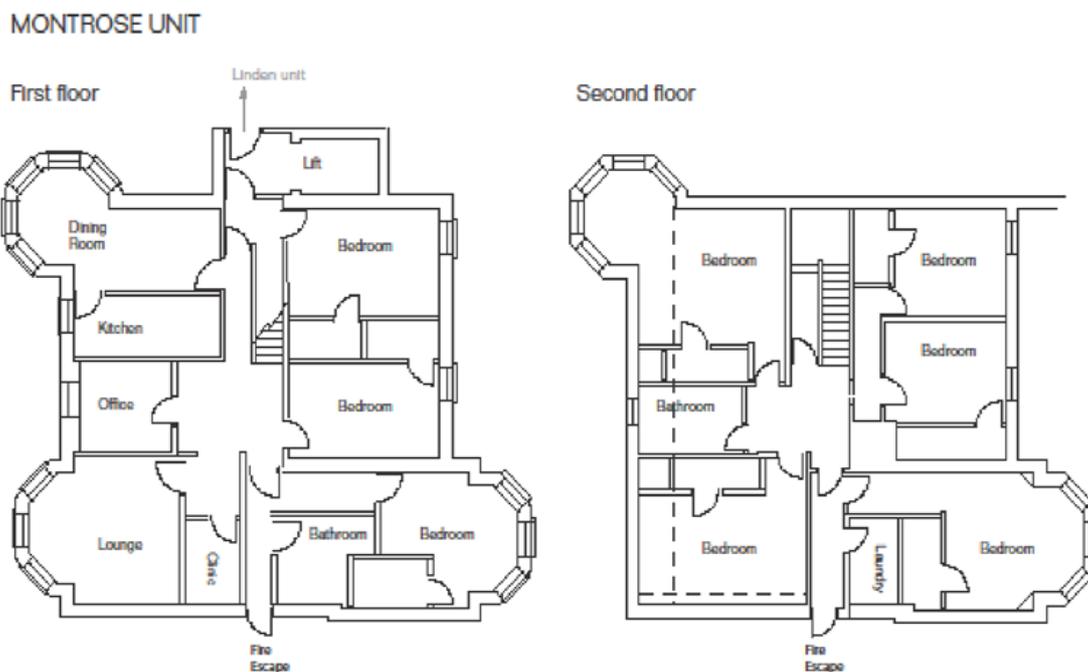
### ORIEL UNIT



Patients may be either detained or informal. The units operate a ‘risk management and prevention of relapse’ model of treatment and care. This is underpinned by meaningful engagement, support and supervision. The units provide a high level of staffing to concentrate on patient’s rehabilitation programme and to facilitate community access, as indicated by individuals’ care plans and risk assessments. Generally, patients will stay on the units for a rehabilitation period of 1-2 years. This will depend on the individual patient’s progress made during their rehabilitation programme and will be reviewed regularly in Multi-Disciplinary Team reviews and CPA meetings.

## Montrose: Female Enhanced Rehabilitation Service

This is an 8-bedded open unit, set on the first and second floors, offering rehabilitation for female patients who may be either formal or informal with an age range from 18 years. The unit provides a staff support for patients who are able to proactively engage in the rehabilitation process.



## 2. The name and address of the Registered Provider and Registered Manager

The Registered Service Provider for Jigsaw Independent Hospital is:

Equilibrium Healthcare Ltd, Bollin House, Riverside Park, Wilmslow, Cheshire, SK9 1DP.

Tel: 01625 537 555

The Name of the Nominated Individual is:

**John Evans**

Moston Grange, 29 High Peak Street, Manchester, M40 3AT.

Tel: 0161 6602720

The Registered Manager for Jigsaw Independent Hospital is:

**Sonia Cunningham**

Jigsaw Independent Hospital, 134 Palatine Road, West Didsbury, Manchester, M20 3ZA Tel:

0161 448 1851

The Clinical Lead for Jigsaw Independent Hospital is:

**Tony Ferguson**

### 3. The relevant qualifications and experience of the Registered Provider

The following are the relevant qualifications and experience of the Nominated Individual:

Mr John Evans is a registered Nurse Learning Disabilities, specialist practitioner in learning disabilities, behaviour analyst, cognitive behaviour therapist and advanced clinical practitioner Mental Health, MSc, BA (Hons), Pgd CBT, Dip ABA, RNLD. Mr Evans with a broad range experience and has held various clinical and management roles in the healthcare industry and social care sectors, working at both the NHS and private services, across service settings from Forensic Hospital provision to community facing services and facilities for over 30 years, with 15 years NHS experience. Mr Evans joined Equilibrium Healthcare in February 2016. Mr Evans current role is Head of Governance and Quality.

The following are the relevant qualifications and experience of the Hospital Manager:

#### **Sonia Cunningham**

Mrs Sonia Cunningham is a registered Mental Health Nurse and has 12 years' experience working in Mental Health settings. Mrs Cunningham initially Joined equilibrium in 2017 in the role of quality lead and has progressed into the role of Hospital Manger.

Mrs Cunningham's experience is working within forensic setting and locked rehabilitation settings. Mrs Cunningham's additional qualifications specialise in the field of Personality Disorder.

The following are the relevant qualifications and experience of the Clinical Lead:

Mr Tony Ferguson is a registered Mental Health Nurse since 2012, with a history of working across acute services in the NHS and private health sectors.

#### **Staffing Levels**

The structure of Jigsaw Hospital consists of a Registered Manager, Clinical Lead and Registered Nurses supported by the MDT which consists of Responsible Clinicians, a Clinical Psychologist, one Assistant Clinical Psychologist, Occupational Therapist, four Occupational Therapy Assistants. The MDT are supported by various clinical and administrative staff, consisting a Mental Health Act Administrator and a Hospital Administrator. The registration for Designated Body Status, with one Consultant Psychiatrist as a Responsible Officer has been completed. In addition the wider team includes the Chairman, Managing Director, Clinical & Operational Director, Head of Governance and Quality, Human Resource Manager, Human Resource Advisor, Estates Manager and Clinical Administrator.

All units will be staffed separately and with regard to the number of patients on that unit. The ratio of staff on each unit has is set dependent on the nature of the clinical needs of patients on the unit, with a minimum of one qualified member of staff per unit. The staff level is designed to provide a therapeutic regime for the patients and to ensure that individual needs are met safely. The ratio is at least 1:3 during the day, decreasing to approximately 1:2 overnight – unless circumstances and clinical needs of the patients dictate otherwise. Responsibility for each clinical area will be under the care of the nurse in charge and supported by the Clinical Nurse Manager and wider multi-disciplinary team.

The hospital has a clinical team that consists of Consultant Psychiatrists, Clinical Psychologist, Psychology Assistants, Occupational Therapist and Occupational Therapy Assistants, at times they will engage in one to one sessions with patients. We operate a 24-hours on call service for any emergencies. For formal patients the Psychiatrist will be responsible for producing reports and attending Mental Health Review Tribunals and Managers Hearings. They will work closely with the patient, nursing staff and all other professionals

involved in the care package. Before we admit to the hospital the referral is discussed within a multi-disciplinary team who are involved in the admission process and care planning stage of patient care.

All patients will be registered with the local G.P. The G.P. will prescribe all necessary medical/physical treatment and will refer any issues requiring specialist treatment to the appropriate department of the local NHS providers. We believe that registering patients with the local G.P. at this stage in their stay promotes normalisation and acts as part of their discharge plan.

## Advocacy

Advocacy service is currently provided by an Advocate who is employed by Equilibrium Healthcare. She provides, impartial, confidential advocacy to ensure the views, wishes and concerns of patients in relation to their mental health needs are appropriately addressed. By focusing on the way patients' needs are met within Jigsaw Independent Hospital, and also providing support in relation to meeting patients' needs on discharge to their home community as appropriate.

## Pharmacy

Pharmacy services are currently provided by **One Stop Pharmacy** and offer a 24-hour call out service to Jigsaw. The Pharmacist offer regular medication training / updates to qualified members of staff.

## Staff Supervision, Training and Development

Jigsaw regularly reviews the staffing arrangements whilst ensuring that the safe staffing levels, skill mix and staffing ratio is maintained. Employees joining the Jigsaw team are enrolled in an induction programme during their first six months of employment, which complies with the Care Quality Commissions Outcome 14.

## Therapeutic Practitioner Services

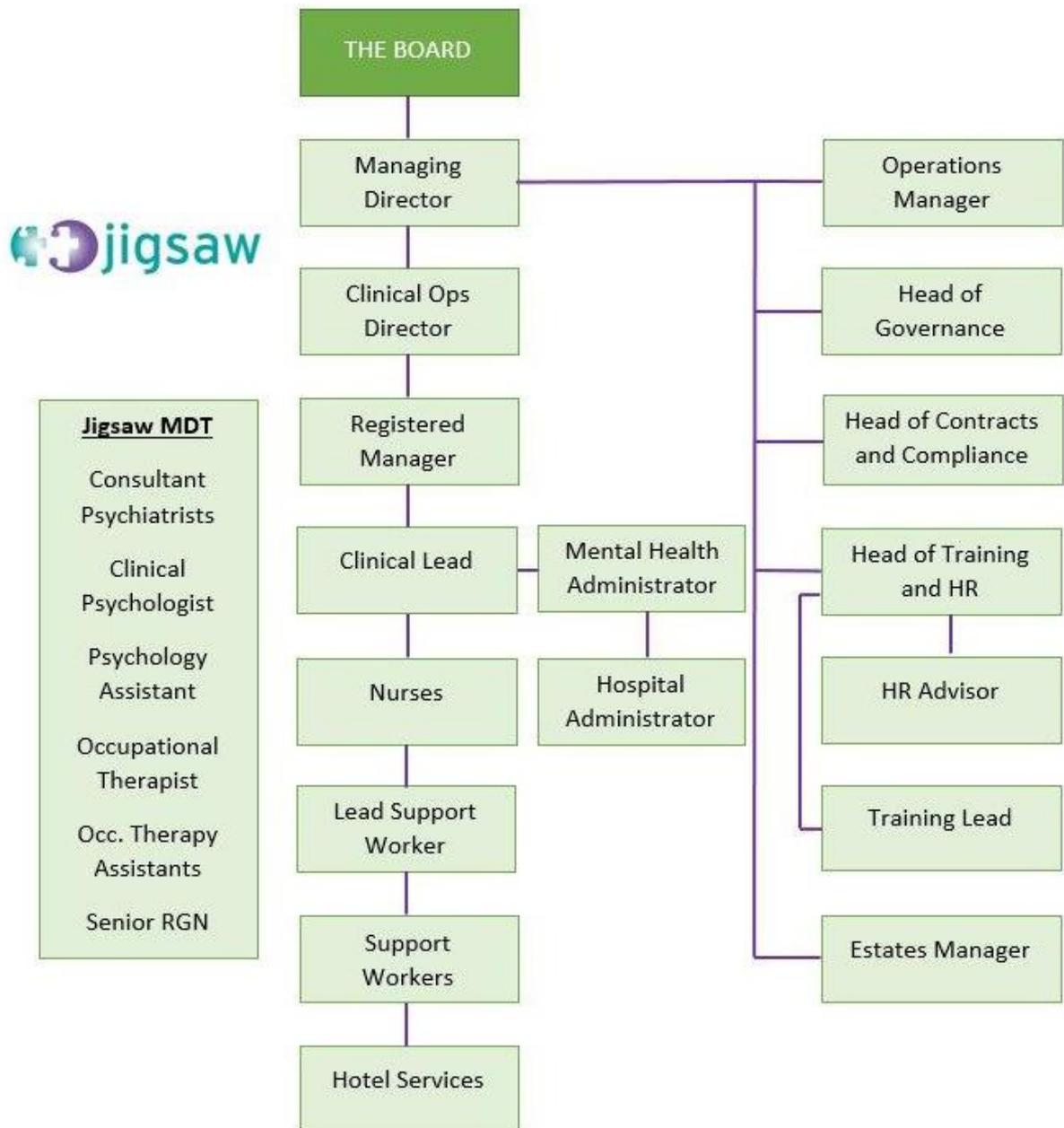
There may be times when patients require input from other practitioners e.g. General Practitioners:

- Dentist and Opticians
- Chiropodist
- Physiotherapist
- Speech Therapist
- Specialist Therapy
- Counselling
- Specialist Nurses i.e. Diabetic Nurse

This list is not exhaustive.

Should any of the above be required to provide input into patients' care an appropriate referral to that practitioner will be made.

## 4. The organisational structure of EHC



## Referral and Admissions

Equilibrium Healthcare believes that every person who is referred and admitted to the hospital should do so as part of a planned process of care and patients should be supported and empowered through the process, ensuring that an appropriate care package can be provided and individualised for the patient. We will consider emergency admissions provided a full assessment of needs is carried out prior to admission.

The multi-disciplinary team will consider referrals with reference to the eligibility criteria described below:

- A comprehensive needs assessment (including diagnosis, living skills, disabilities, in-patient and hospital history).
- A current care plan or care programme approach summary.
- A short social report to include social history, criminal history, medical history and psychological history.
- Current risk assessment or most recent.

Prospective patients and their representatives will be assisted to identify whether the hospital can meet their needs and aspirations by having pertinent information (patient guide and statement of purpose) available to them, in suitable formats, (such as easy read versions, audio and braille) as well as being given the opportunity to visit the hospital if appropriate.

## Patient Criteria for Jigsaw Independent Hospital

It is the policy of Jigsaw to admit persons who meet the following criteria:

- Age (patients must be age 18 or above)
- Diagnosis / Symptoms
- a. Diagnosis as suffering from a mental disorder as defined by the Mental Health Act 1983.
- b. Experiencing enduring social and psychological distress which leads to:
  - Problems with interpersonal relationships
  - Inadequate coping mechanisms
  - Maladaptive behaviours which lead to distress for individuals and others
  - Problems with interactions with others and the environment
  - Cognitive distortions regarding self and others
  - Acute exacerbation of mental illness in the context of a mental disorder
- c. Experiencing enduring patients who are requiring treatment within a structured / locked environment due to the nature of their problems. These problems will seriously compromise their physical or psychological well-being or that of others. Therefore it is not appropriate for safe assessment, treatment in an open environment. This requirement may be as a result of:
  - Risk of violence or aggression to others or self-harm
  - Absconding with associated serious risk
  - Suicide or vulnerability in the context of a learning disability

Patients will have been subject to assessment by members of the multidisciplinary team prior to admission. These are the Psychiatrist, Psychologist, Occupational Therapist and Clinical Lead as appropriate. The assessment process will include an examination of the patients' social, interpersonal and psychological history, their clinical history and current diagnosis, patterns of behaviour, including forensic history and previous risk assessments. The assessment will also involve interviews with the patient and professionals

involved in the previous care of the patient. Where appropriate the patients' family, friends and informal carers will be involved in the assessment process.

- Patients may or may not be detained under the Mental Health Act 1983.
- The Home Office may restrict patients.

Jigsaw will admit patients subject to the above criteria, regardless of race, colour, nationality, ethnic or cultural origin, religion, political beliefs, marital status or sexual orientation.

Furthermore no patient shall receive less favourable treatment than any other on the grounds of race, colour, nationality, ethnic or cultural origin, religion, political beliefs, marital status or sexual orientation.

All referrals will initially be sent to Mark Oldham Fox via any of the following contact details:

- 0161 660 2720
- 0800 083 7870
- [moldhamfox@equilibrium.healthcare.co.uk](mailto:moldhamfox@equilibrium.healthcare.co.uk)

Below is an indication of further admission criteria for each unit within the hospital:

#### Linden & Cavendish Units – Challenging Behaviour (Male and Female respectively)

Patients will only be admitted if they require an enhanced service of care and for example, display a risk of aggression, absconding with associated risk or vulnerability, but who are not considered to meet the criteria for Low Secure as set by the Secure Commissioning Group. Patients will require intense 24-hour waking staff support to facilitate their therapeutic process, which aims to reduce challenging behaviour. This will include off-site escorts as part of this progression.

#### Montrose & Oriel (Female and Male respectively) Enhanced Rehabilitation Service (currently not being used)

Patients will only be admitted if the risk of aggression or absconding is reduced in frequency and minimum consequences to self or others, but there may be an identified moderate risk of vulnerability. Patients will require 24-hour waking staff support and guidance to facilitate the rehabilitation process including reduced requirements for offsite escorts. Note: Patients have the facility to change units within the hospital, if it is identified that another unit could best meet the patients changing requirements. This would only occur following multidisciplinary consultation and discussion with the purchasing body and patient.

#### Individual Therapy

Patients are taken on for individual therapy by the Clinical Psychologists. Expertise is available in cognitive behaviour therapy, psychodynamic psychotherapy, trauma therapy and person-centred counselling. Under the supervision of the Clinical Psychologists, Assistant Psychologist will apply a variety of psychotherapeutic approaches dependent on the clinical needs of the individual patients.

The therapeutic support and treatment on offer at the hospital is not exhaustive and can be altered to meet the individuals.

#### Social and Recreational Activities

The Occupational Therapy Assistants are supported by the Occupational therapist to facilitate a variety of meaningful activities for patients based on their wishes and wants, including:

- Quizzes – both with the hospital and within the community
- Cookery – based within the hospital

- Art – primarily based within the hospital by may lead on to educational services within the community
- Music – based within the hospital
- Organised Outings – a social inclusion based activity
- Education – based both within the hospital and also at colleges in the local area
- Work – within the local community
- Gym – within the local community
- Keep fit etc. – based within the hospital

The hospital is situated in an area of Manchester where there is a vast amount of local facilities such as:

- City College
- Adult Education Centre
- Library
- Cinema/Bowling
- Job Centre
- Zion Centre
- Venture Art
- Walking Group
- Disco's
- Drop in Centres
- Variety of Parks

## Occupational Therapy / Rehabilitation Team

There is a designated Occupational therapy (OT) team lead by the Senior Occupational Therapist and OT assistants, who provide a service for therapeutic, social and recreational activities in the hospital in conjunction with the Psychology and Nursing team.

The aim is to prepare patients for moving into a less restrictive service in the community and plays an integral part of their treatment plan. We collaborate with outside agencies/stakeholders in order for the patients to benefit from this kind of treatment and rehabilitation which will assist the external stakeholders to identify the next phase of the patients care pathway.

## Managing Finances

Managing finances is an essential part of developing independence. Jigsaw actively encourages patients to manage their own finances, however, support in budgeting is offered if required. Upon admission each patient is assessed for his / her ability to manage their finances. If support is required the appropriate level will be incorporated to assist the patient. If a patient lacks the capacity to manage their finances staff will assist in identifying a suitable appointee via a best interest meeting if appropriate.

## Care Programme Approach

'Effective Care Co-Ordination' integrates 'The Care Programme Approach' and 'Care Management'. There is an integrated policy and procedure for the CPA across the City of Manchester, which can be obtained from the units. Jigsaw provides a citywide facility to care for adults with a mental disorder who require the support through the Care Programme Approach (CPA). It is the policy of Jigsaw to support this policy and follow the procedures laid out in the document.

## Patients Detained Under the Mental Health Act 1983

Individuals with a mental disorder and learning disability who are detained under the Mental Health Act 1983 deserve excellent care and support. They are often vulnerable, may have difficulty expressing their needs, and often, may not recognise that they need help. Jigsaw is registered to take individuals on sections of the Mental Health Act 1983. To ensure appropriate treatment is provided we comply with the guidelines stipulated within the Mental Health Act Code of Practice. This specifies detailed guiding principles in the treatment of individuals who are detained. We additionally have our own Clinical Administrator whose role is to ensure that compliance with the act is maintained.

## Pharmacy Services

Equilibrium Healthcare a service level agreement with a 24-hour hospital pharmacy to ensure appropriate pharmacy services. The Pharmacist will provide support and advice to staff and patients relating to all issues for medication as well as supply prescribed medication in accordance to all required legislation.

The Pharmacist will view medication storage, medication charts, speak to patients / prescribers / staff, provide advice, guidance, support and recommend good practice. Any guidance and actions will be documented and audited in each clinical area. The Pharmacist will conduct regular training on medicine management of the hospital staff. The Pharmacist will also conduct regular medication audits, which is forwarded to the Register Manager who would address any issues reported and provide feedback via Governance and Operation meetings.

## Individual Needs of People from Ethnic and Other Minority Communities and Disability

We are committed to addressing the needs of service users from ethnic communities who may be excluded from cultural opportunities in the area. By working alongside various advocacy groups we are assisting the growth of cultural opportunities by identifying where resources are and accessing them.

## Integrated Governance

The company incorporates a whole system review via its Governance systems. The Governance meetings take place monthly with at the hospital. The Governance system focuses on the 16 regulations (out of the 26) in the Health and Social Care Act 2008, which are grouped into 6 outcomes as follows:

- Involvement and Information
- Personalised Care, Treatment and Support
- Safeguarding and Safety
- Suitability and Safety
- Quality and Management
- Suitability of Management

There are various areas that contribute to the Governance meeting and these are as follows:

- Risk Register
- Mental Health Act Scrutiny Committee
- Health and Safety audits
- Accident & Incident trends
- Completed audits as per cycle
- Psychiatric Report
- Psychology and OT Report
- Care Quality Commission Reports

- Advocacy
- Patient Forum

Minutes are taken and the Registered Manager will up-date the risk register in the form an action plan to address any issues identified.

## Independent Advocacy

A patient may feel that they would like the support of someone, other than staff, who can speak on their behalf and express their individual wishes / beliefs. Patients are encouraged to express choice about who they would prefer to carry out the role, i.e. friend, family health professional or someone who is independent. Staff will be happy to discuss the option available or assist the individual in making contact with an independent advocate. Our main advocacy service that we use in the hospital is provided by IMHA Audrey Slater.

## Interpreters

It is the responsibility of staff to ensure that effective communication takes place between themselves and patients. Barriers to communication may be caused by a number of reasons; one being that the patients' first language is not English. Should a patient require access to an interpreter staff would make contact with an appropriate interpreter to meet the individual's needs.

## Fire Safety, Health and Safety and Security

Jigsaw has a comprehensive fire system, which is checked regularly to ensure that it complies with the fire regulations. Employees are provided with fire awareness updates as part of the mandatory training. The entrance doors to each unit within the hospital have automatic door locking systems, which stops access without an authorised electronic swipe card. These doors automatically unlock if the fire alarm is active within the same fire zone as the activation point (i.e. other doors remain locked.) There are three gardens within the complex, two of which are secure and one, which is open. Fire assembly points are located within these areas. In the event of a fire all main doors on the corridors are fire doors and when closed will give safety from fire and smoke for up to 30 minutes. In the event of the fire alarm sounding, all occupants are advised to move behind the next fire door, if in doubt they are advised to leave the building via the nearest fire exit, all exits clearly signed. To assist with fire prevention we do not allow patients to smoke anywhere inside the hospital, smoking shelters are provided within the gardens.

## Organisations and Best Practice Guidelines Applicable to Jigsaw Independent Hospital

Below is an overview of the various organisations and best practice guidelines, which apply within the hospital:

### Organisations

- **Care Quality Commission (CQC)**  
The CQC regulates Jigsaw Independent Hospital. Their role is to determine, through the use of set outcomes, whether we as an independent hospital have in place appropriate safeguards and quality assurance arrangements for our individuals. Copies of their inspections can be obtained from the administrator's office. Reference to our inspection offices is identified within this document – [www.cqc.org.uk](http://www.cqc.org.uk)
- **Equality and Human Rights Commission**

The Equality and Human Rights Commission is an independent body established to stop discrimination and promote equality of opportunity for disabled people – [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## Best Practice

- **National Service Framework**

The N.S.F. for mental health addresses the mental health needs of working age adults up to 65. It sets standards and defines service models from promotion, assessment and diagnosis, treatment, rehabilitation and care and encompasses primary and specialist care. Jigsaw is committed to achieving and maintaining, the standards set within the framework – [www.dh.gov.uk](http://www.dh.gov.uk)

- **National Service Framework for Older Adults**

A National Service Framework for Older People has been established to look at the problems older people face in receiving care in order to deliver higher quality service. The key standards that underpin the Framework are outlined. These include plans to eradicate age discrimination and to support person-centred care with newly integrated services. Services are also to take action on stroke prevention, in the promotion of health and active life and a reduction in the number of falls for older people. Integrated mental health services are to be provided for older people.

- **National Institute for Health and Clinical Excellence**

N.I.C.E is part of the National Health Service. Its role, being to provide individuals, health care professionals and the public with reliable guidance on current 'best practice'. They produce clinical guidelines for professionals, which the staff at Jigsaw are developing into their clinical practice – [www.nice.org.uk](http://www.nice.org.uk)

- **Department of Health Guidelines**

The Department of Health issue current policies and good practice guidelines in the provision of mental health to people with severe mental health problems. Again, Jigsaw is striving to encompass these guidelines into clinical practice in order to develop comprehensive service delivery – [www.dh.gov.uk](http://www.dh.gov.uk)

- **Valuing People and Valuing People Now**

Valuing People was the white paper brought out by the Government in 2001, this sets out the objectives to improve the life chances of people with intellectual difficulty. The aim of this paper is to provide people with intellectual difficulties the opportunities to develop more fully in the wider community. The four key principles that the paper identifies as enabling development are: Rights, Independence, Choice and Inclusion for all people with intellectual difficulties. Jigsaw will strive to meet these challenges and its main aim is to empower its patients so that they can gain the skills to enable them to live in the wider community.

Valuing People Now was brought out in 2008 and is a follow-up paper of the original 2001 document, which outlines how far we have come and what areas need further consideration in the coming years. Copies of these papers can be obtained from the administration office or you can visit the Department of Health website.

- **Transforming care: A National response to Winterbourne View Hospital.**

This report sets out steps to respond to those failings, including tightening up the accountability of management and corporate boards for what goes on in their organisations. It revealed weaknesses in the system's ability to hold the leaders of care organisations to account. This is a gap in the care regulatory framework which the Government is committed to address.

## 6. The arrangements made for consultation with patients about the operation of Jigsaw Independent Hospital

### Patient Forum

Patient forum meeting will be facilitated at least once a month; the purpose of the meeting will be to encourage patients to take an active part within the development of the service by voicing opinions and questioning. Jigsaw also has a catering committee with a patient representative.

### Relatives, Carers / Significant Others Consultation

Consultation meetings are held regularly, these meetings are open to friends, relatives, advocates and significant others of the patient. Within these meetings people are informed about the developments within the hospital and feedback is sort about various issues within the hospital. Minutes are produced from the meetings and distributed to the next of kin and copies are also available on the information board located in the reception.

### Service Feedback Surveys

Both patients and their carers or family members are encouraged to complete the service feedback survey. Service feedback surveys are sent to the patient and their carers or family members annually to seek views about the service (these can be completed confidentially). Support will be offered to patients to complete the survey.

The results of the questionnaires are then analysed and a summary of the findings and action plan are on open view in the main reception area.

## 7. The arrangements made for contact between any in-patients at Jigsaw Independent Hospital and their relatives, friends and representatives.

### Commitment to Relatives / Carers and Significant Others

Maintaining contact with family and friends is recognised as an important element in an individuals' treatment and rehabilitation. The hospital aims to work in partnership with relatives / carers and significant others, listening to and respecting their rights and opinions. To this relatives / carers are actively encouraged to participate within individuals' plans of care. Furthermore, relatives / carers have the opportunity to influence the operations of the facility through the Carers Forum. This forum is to enable relatives / carers and significant others to influence the running of the facility through regular meetings that will be fed through the Governance forum for consideration.

Generally, there are no visiting restrictions to the hospital, but we do encourage visiting's take place outside the times protected for structured activities. We do encourage that visits take place between the hours of 10am and 4pm; however special requests can be arranged via the nurse in charge. Visitors are requested to phone ahead to arrange an appointment and to book a room for the visit.

Were patients are detained under the Mental Health Act 1983 or otherwise receive visits from children it is necessary to ensure that this occurs in a safe, comfortable and positive environment that enhances family wellbeing and is consistent with and supported by the individual care plans. Patients are encouraged and where necessary assisted to maintain contact with relevant others via letter / telephone / email. Further information regarding visiting can be found within our visitor's policy, which can be obtained from each unit or our administration office.

## 8. Jigsaw Independent Hospital's arrangement for dealing with complaints

Jigsaw Independent Hospital recognises that from time-to-time suggestions or concerns may arise upon which, patients; relatives or friends may wish to comment. In this respect it is the policy to encourage free communication between patients, relatives and significant others and the management to ensure that any identified suggestions / concerns are acted upon quickly to the satisfaction of all concerned.

Initially a complaint should be discussed with the nurse in charge of the unit. If the complaint cannot be resolved and / or the complainant feels dissatisfied with the outcome of this action or feels that the issue is of a serious nature then the Registered Manager should be contacted either verbally or in writing to the contact below.

Sonia Cunningham (Hospital Manager), Jigsaw Independent Hospital, 134 Palatine Road, Manchester, M20 3ZA

Email Address: [scunningham@equilibrium.healthcare](mailto:scunningham@equilibrium.healthcare)

Tel: 0161 448 1851

Complaints received by the Registered Manager will be acknowledged within two working days. It will then be investigated and a response given within 20 working days. Where the investigation is still in progress, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached. The results of the investigation will be shared with the complainant and documented. Complaint forms are freely available in the hospital and a copy can be obtained from any unit or in the administration office.

It is also the policy of Jigsaw that staff must have a way of raising concerns about the service, which are not being resolved or are of a serious nature. Jigsaw has introduced this procedure to enable everyone to 'blow the whistle' safely so that such issues can be dealt with at an early stage and in the right way. Our employees are aware of the NMC Stages in raising and escalating concerns guidance for nurses and midwives.

Concerns or complaints can also be referred to the Care Quality Commission (regulating body). However, this is only when the above complaints procedure has been followed and the complainant is unhappy with the outcome of the investigation. The contact details are:

Care Quality Commission, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA Tel: 03000 616 161

Alternatively, complaints can be directed through the NHS Complaints procedure (a copy of which, can be found at the Administration Office) or the offices of the Mental Health Act Commission. The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW10 4QP.

Complaints are audited on a quarterly basis and this information is forwarded to the governance forum for review.

## 9. Jigsaw Independent Hospital's arrangement for respecting the privacy and dignity of patients

Safe facilities are provided for patients to safeguard privacy and dignity, which include:

- Single-sex units and garden areas
- Individual washing and dressing facilities

Within reasonable limits patients have freedom of choice and are actively encouraged to participate in activities and have a quality of life consistent with their individual care plans and interests of other patients.

The hospital will facilitate:

- Choice of when to go to bed and wake up
- To dress as one chooses
- Access to drinks and food outside of set meal times
- Choice of foods at meal times
- Payment for work
- Access to library, music, current affairs
- Personal belonging consistent with personal space
- Privacy in relationships
- To maintain outside links through trips and visits etc.

Throughout all patients' stay, privacy, dignity, religions, spiritual and cultural beliefs will be respected.

***If there is any information not included in the Statement of Purpose that you require related to Jigsaw Independent Hospital, please do not hesitate to contact the Registered Manager.***

Jigsaw Independent Hospital, 134 Palatine Road, West Didsbury, Manchester, M20 3ZA

Tel: 0161 448 1851 Email: [scunningham@equilibrium.healthcare](mailto:scunningham@equilibrium.healthcare)

Signed:



Dated: 12/02/2019

Designation: Hospital Manager