



Your guide to Bostall House

A Danshell Service



About Bostall House



Bostall Heath
Knee Hill Road
Abbey Wood
London SE2 0AT



T 020 8319 7954

Danshell runs Bostall House.

Bostall House is in Bostall Heath.

Bostall Heath has



Churches



A horticultural centre



Shops



A train station

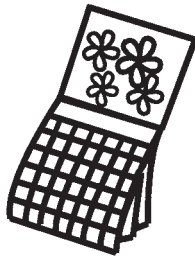


Staying at Bostall House



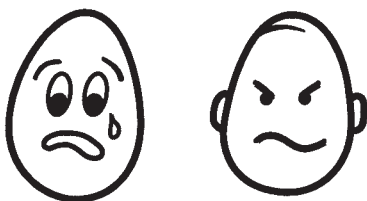
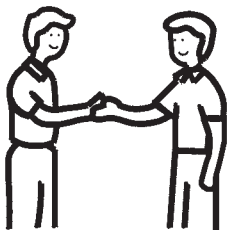
Bostall House is a hospital.

We have doctors, nurses and therapists who can help you to feel better.



You will only stay with us as long as you need to. We will give you the support and treatment you need while you are with us.

When you feel better we will help you find somewhere else to live.



If you have these things we can give you the support you need

- a learning disability
- mental health problems which means you get really stressed or unhappy.



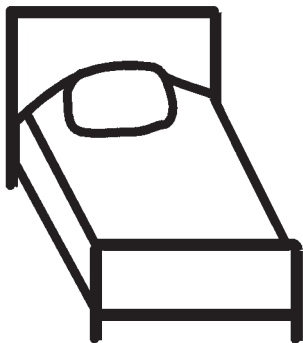
If you are

- a man
- 18 years old or older than 18

you can stay at Bostall House.



Your friends and family can visit you at Bostall House.



Bostall House has 6 bedrooms.

You will have your own room.

You can bring things like pictures or ornaments to decorate your room.



You will have your own bathroom or shower room too.

You will not have to share your bathroom or shower room with anyone else.

Bostall House has



a garden



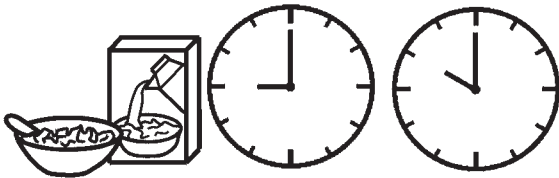
a meeting room



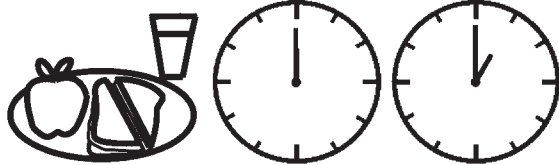
a kitchen



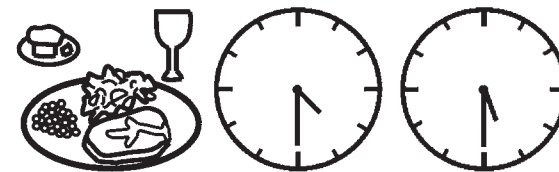
Food and drink



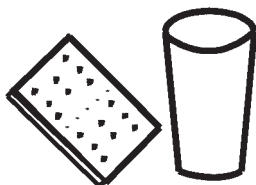
Breakfast is from 9 until 10 in the morning.



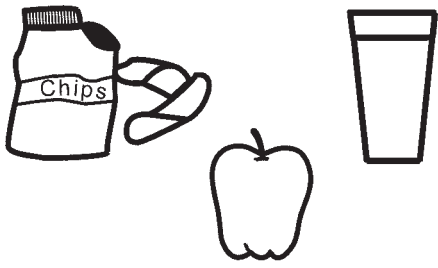
Lunch is from 12 until 1 in the afternoon.



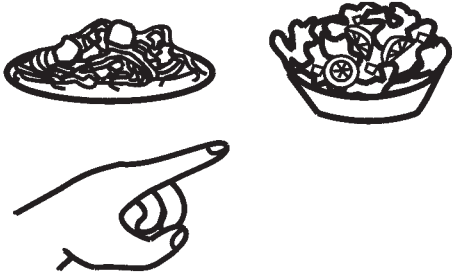
Dinner is from 4.30 until 5.30 in the afternoon.



You can ask for supper at any time in the evening

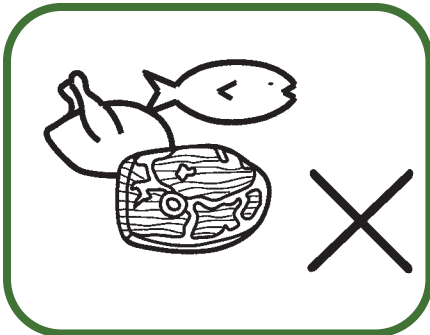


You can get snacks and drinks too.

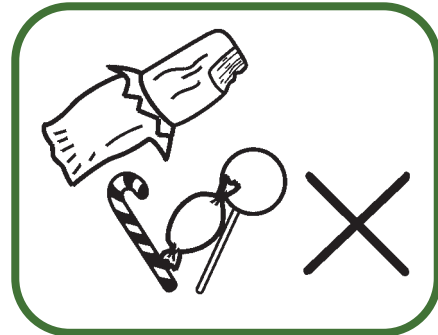


You can choose different things to eat.

If you need special food you can get that too.
This could be things like



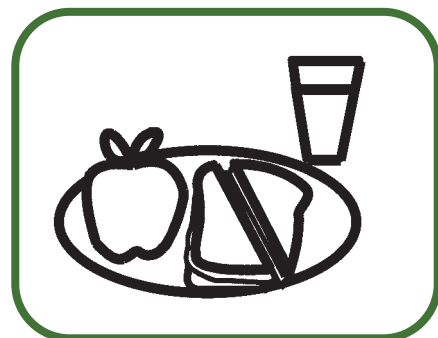
Vegetarian food with no meat



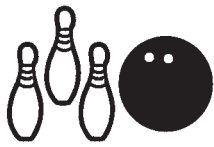
Diabetic food with less sugar



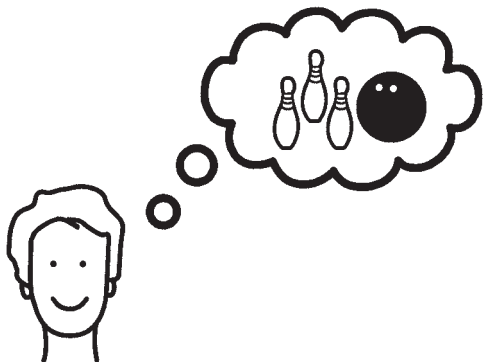
Kosher or halal food



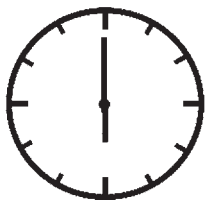
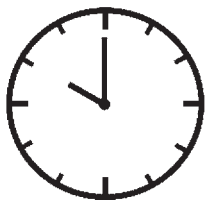
Healthy food with less fat



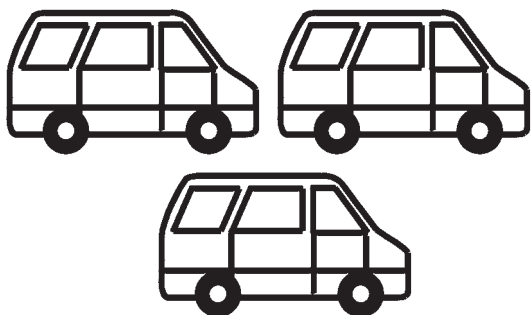
Things to do



The activity coordinator plans activities and things for you to do.

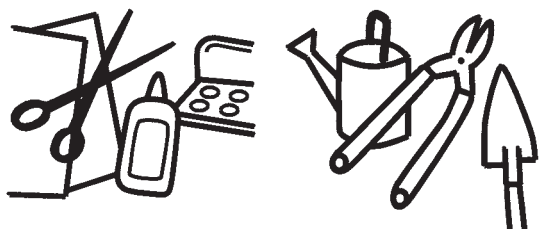


There are activities every day.



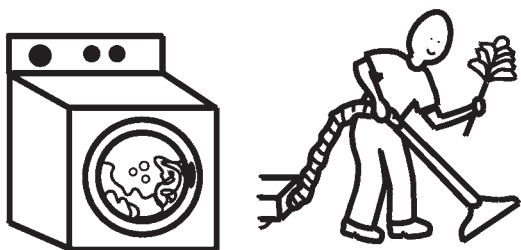
We have transport for service users.

you can do activities like this



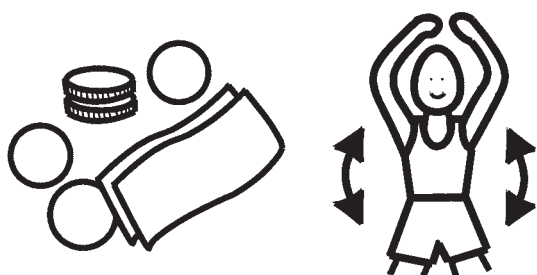
- arts and crafts

- gardening



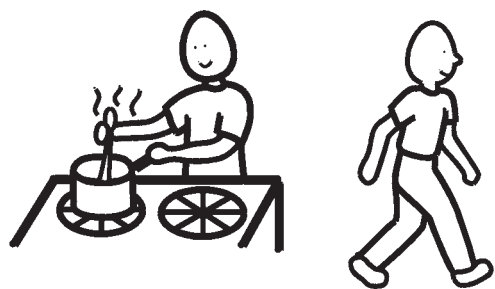
- washing your clothes

- cleaning your room



- looking after your money

- keeping healthy



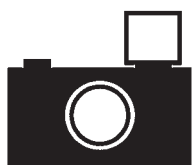
- cooking

- keeping safe when you are out and about



- computers

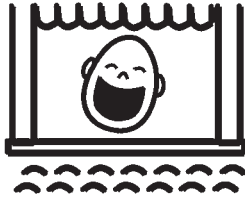
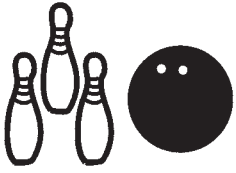
- outdoor games



- photography

- other things.

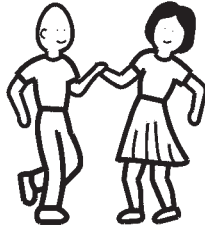
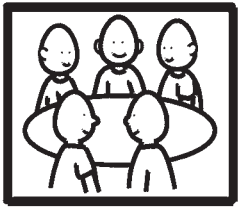
You might go out for activities like this



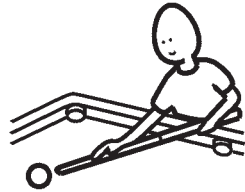
- bowling
- cinema



- swimming
- shopping



- social groups
- discos



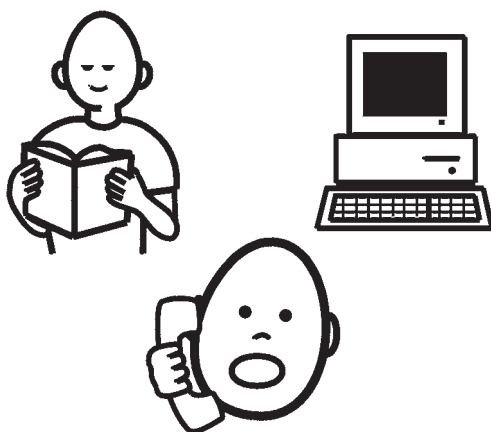
- college
- snooker or pool
- other things.

You will have leisure time too.



In your leisure time you can

- listen to music
- watch tv
- read
- play computer games
- phone your friends and family.





People who support you



The people who support you at Bostall House have good training and know how to help.



Nurses and other carers are here to support you all day and all night.

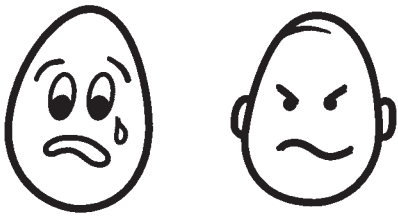


You will have a named nurse.

This is a nurse who knows you really well and knows the best way to support you.



You will also have a named key worker. This is a carer who knows you really well.



Your psychiatrist is a doctor who helps you with mental health problems.

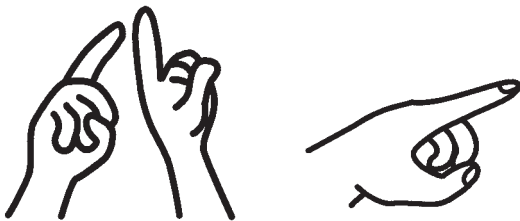
Your speech therapist helps you to communicate.



bak	lute	tloe
blom	ctea	vam
letm	oktr	levt

This could be

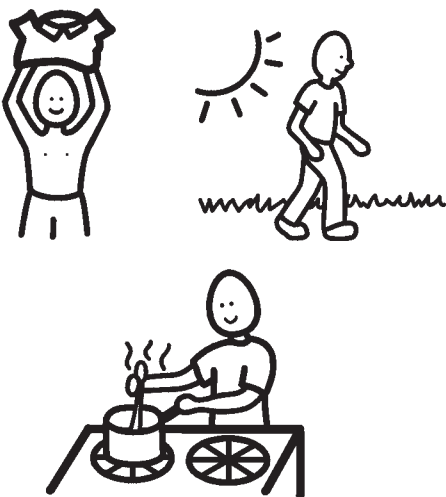
- talking
- using pictures or symbols
- signing
- other ways that you communicate.



Your occupational therapist helps you to be more independent.

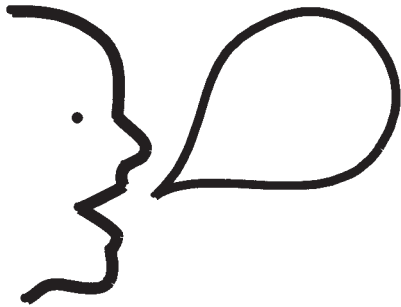
This could be things like

- getting dressed
- getting out and about
- making your own food.





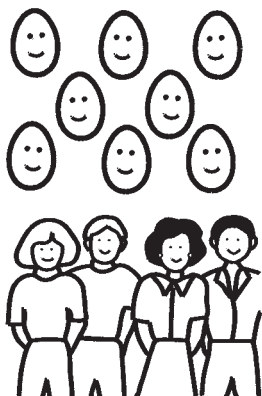
What happens before you come here



If your social worker thinks you should come to stay at Bostall House they will tell us. This is called a referral.



We want to make sure that Bostall House is right for you.



You can come and stay at Bostall House for a day to see if you like it.

You can meet

- the people who stay here
- the people who will support you

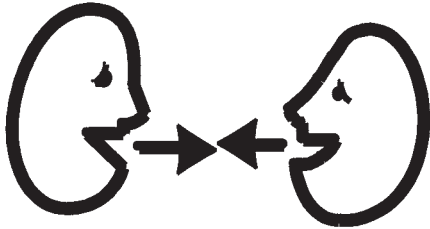


You can try the food.



What happens when you come to stay here

Assessment



When you first arrive the doctor will talk to you to find out what support you need.

This is called an assessment.



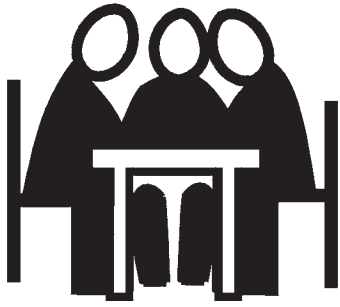
We need to know about

- support you already get
- other support that might help you.

Every month we will have a meeting with you and these people



- the nurses at Bostall House
- the doctor at Bostall House
- other people who support you at Bostall House.



Every 6 months we will have a meeting with you and these people



- your mum and dad or family
- your social worker



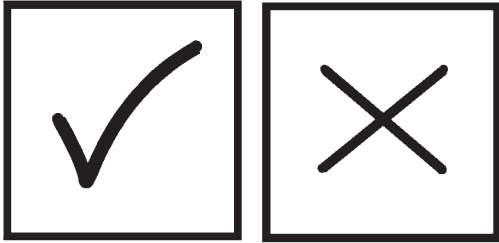
- the nurses at Bostall House
- the doctor at Bostall House
- other people who support you at Bostall House.



We will talk about your treatment and support.

We will make sure you are getting the right treatment and support.

Consent

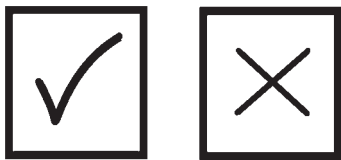


Before you can get treatment you need to give consent.

This means we tell you all about your treatment and you say if it is ok to do those things.



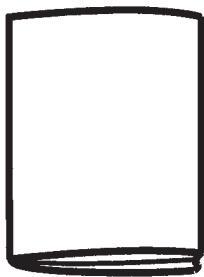
If you cannot give consent we will ask someone else who knows you well.



They can say if they think the treatment is the best thing for you.



We will still involve you as much as we can in making choices about your treatment.



You can find out more about consent in a leaflet called Let's talk about making decisions.

Treatment

Treatment means all the things you get at Bostall House to help you feel better.



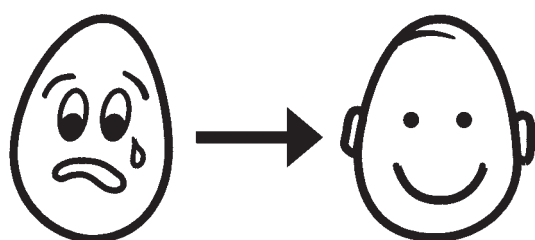
Positive behaviour support

This means helping you to feel better and learn new things.

This could be cooking a meal or getting out and about.

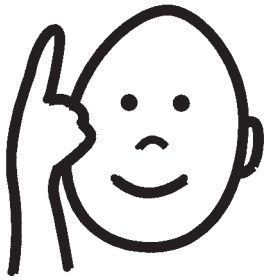


We will talk to you and find out what things you want to do. We will help you to do these things.



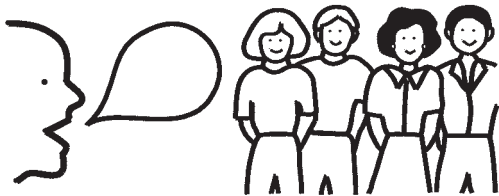
Behavioural therapy

This is learning new ways to behave when something makes you stressed or unhappy. For example learning how to calm down when you get upset.



Cognitive therapy

This means helping you to understand why you feel stressed or unhappy. This can help you to change how you think so that you can feel better.



Psychology input

A psychologist can help you find out why you feel stressed or upset. They can teach other people who support you the best ways to help.



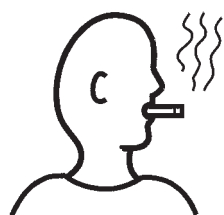
Medication

This is medicine or tablets to help you feel better.

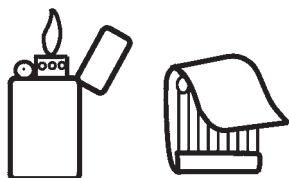


We will help if you need to see

- a dentist about your teeth
- an optician about your eyes
- a doctor or a GP
- anyone else about your health.



If you want to smoke you must go to the outside smoking area.



Ask a nurse for a lighter or matches.



If you want to stop smoking the nurses and carers can support you.



Care planning



We help you do a person centred care plan.

Someone will spend time with you.

Together you will find out what is important to you. This will help us plan support that is just right for you.



We have integrated care pathways. This means that everyone involved with your support or treatment works well together.

We have meetings and share information to find the best ways to support you.

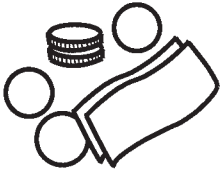


We keep any information about you private.

We will only show the information to the people we need to.



Paying for your support



Danshell gets money to pay for you to stay at Bostall House.

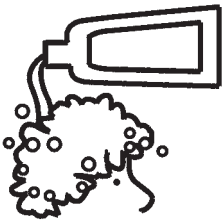
The money we get pays for these things



- your food and drink
- people to support you



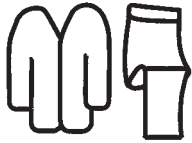
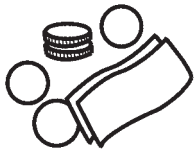
- heating
- lights



- shampoo, soap and other things you need to keep clean

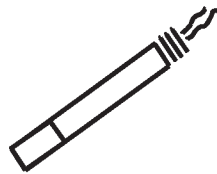
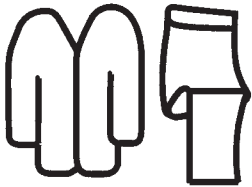


- washing your clothes
- things to do every day.

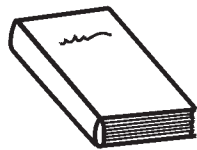


Paying for other things

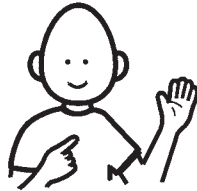
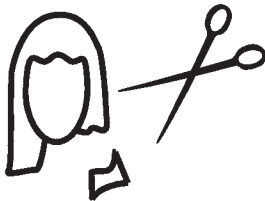
You have to use your own money to pay for these things



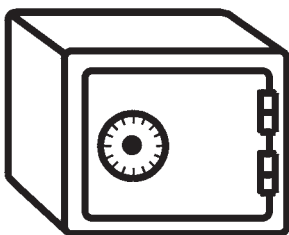
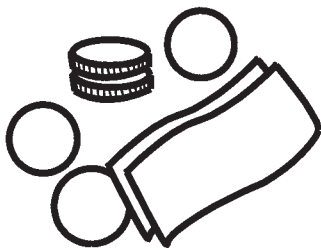
- clothes
- cigarettes



- newspapers
- books



- getting your hair cut
- extra activities you want to do.



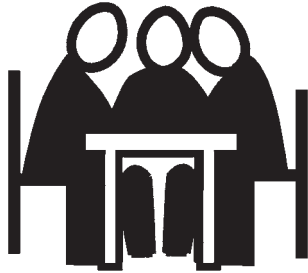
We will help you to keep your money safe.

You can lock up your money in your room.

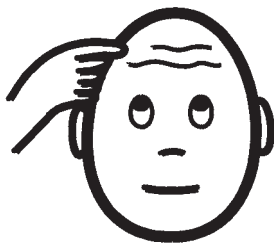
If you want us to we can also lock up your money until you need it.



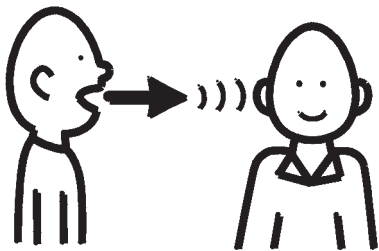
Having your say



We have a service user meetings at Bostall House.



You can tell us what you think about Bostall House.

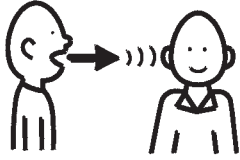


You can talk to an advocate too.

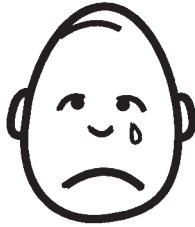
Advocates are people who help you have your say about what you need and what you want.



Your advocate works for Voiceability.

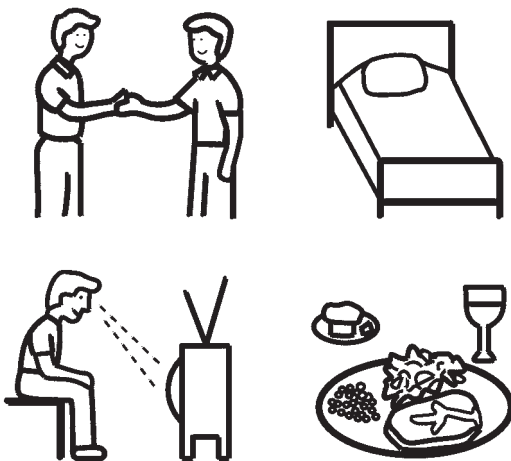


Your right to complain



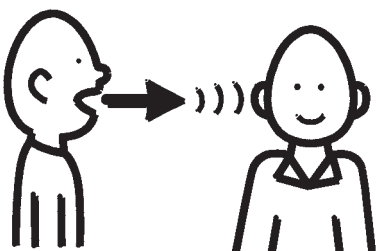
We want you to tell us about anything you are unhappy about at Bostall House. We will try to sort it out. This is called complaining. Complaining helps us to make things better.

You can complain about anything about Bostall House.



This could be

- people who support you
- your room
- things you do during the day
- food
- anything else.



You can find out more in a leaflet called Let's think about making a complaint.



Easy words and design by Clear

www.clearforall.co.uk



Symbols by Mayer Johnson

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Thank you to flickr.com, geography.org.uk and travelstay.com for photographs of Bostall Heath.

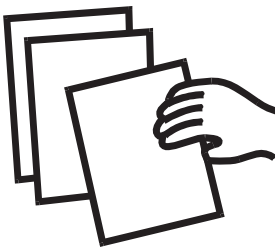


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www.danshell.co.uk



You can get more information in these leaflets

- Let's think about making a complaint
- Let's talk about making decisions
- Let's talk about how you feel if you see a restraint
- Let's think about safe holding
- Let's think about your rights
- Let's think about advocates
- Let's think about bullying
- Let's think about door alarms
- Let's think about key workers