



# Community & Therapy Services Information Leaflet

**Community & Therapy Services  
Across site**

**This leaflet has been designed to  
give you important information  
about your condition / procedure,  
and to answer some common  
queries that you may have.**

## Introduction

Community & Therapy Services are committed to delivering the key principles set out in the NHS Constitution, 2010:

- The NHS should be for everyone whatever their gender, race, disability, age, sexual orientation, religion or belief. We have a duty to make sure that our services meet the needs of individuals – you can help us by making sure we understand your particular wishes when discussing the services you need from us
- Access to our services is based on clinical need and not an individual's ability to pay. All the services we provide are free of charge except in some specific areas which have been set out by Parliament. You can help us to make sure we can use our resources wisely by keeping appointments, taking care of equipment we loan to you and being actively involved in planning your care and following the advice given to you
- We try to provide care which is safe, effective and takes account of the experiences of the people who use our services. You can help us by responding to any surveys we send out because we do take notice of the comments you make
- We will involve people and their families in deciding about care. You can help us by telling us about what you want to achieve so that we can help you to reach your goals
- We work in partnership with other organisations where this is in the interest of patients, the local community and the wider population. We will ask for your permission before we share your personal information

- We are committed to providing the best value for taxpayers' money by using the funding we have been given in the most effective, fair and sensible way. If you think there are ways we can improve or work more effectively, please tell us as we are always interested in how we can do better

## Consent

When a doctor, nurse or therapists asks you to agree to any form of examination, treatment or care, remember you have a choice. You are always free to say no, or to ask for more information before you make up your mind.

In most situations, staff will simply ask for your permission before proceeding with the planned treatment but sometimes they will ask you to sign a form, depending on the seriousness of what they are proposing or whether it carries risks as well as benefits.

English law assumes that if you are an adult you are able to make your own decisions, this means as long as you can understand and weigh up the information you need to make the decision, you are considered to have capacity. In situations where an adult cannot give their consent, other people, including close relatives, can only be asked to give their views about what the person may want. They cannot give consent on behalf of the person to either accept or refuse treatment.

### Discrimination

You have the right not to be unlawfully discriminated against when we provide services to you and we recognize the protected characteristics of gender, age, disability, race, sexual orientation and religious belief.

Community & Therapy Services seek to design and deliver services that meet the diverse needs of our patients, local population and workforce, ensuring that none are placed at a disadvantage over others.

### Expectations

We often have students placed with us as part of becoming qualified staff. You will be asked if it is OK for a student to be present during your appointment. If you don't wish for them to be present, please just say.

### How you can help us to help you

The NHS constitution sets out some important responsibilities of patients and their families which will help us to work effectively. These include:

- Treat NHS staff and other patients with respect
- Provide accurate information about your health and keep us informed of any changes either about your condition or your personal details
- Follow the course of treatment which you have agreed and talk to the member of staff if you find this difficult
- Take responsibility for maintaining your own health including following good public health advice (for example about not smoking and consuming excess

alcohol) and responding when called for the national vaccination & screening programme

- Let us know as soon as possible if you are unable to keep an appointment
- Do not attend for appointments if you have had diarrhoea and/or vomiting within the last 48 hours. Please let us know you need to cancel your appointment

### Infection Control

We take infection control of cleanliness very seriously. You have the right to be seen in places that are clean, safe and fit for purpose and you can expect our staff to maintain the highest standards of infection control and hygiene. Remember that it is ok to ask staff if they have washed their hands before they commence a procedure which involves physical contact with you.

### Mental Capacity Act 2005

The Act states that everyone "must be assumed to have capacity unless it is established that he lacks capacity" and goes on to detail how capacity or lack of capacity can be tested. Once a lack of capacity has been established the Act details how decisions can then be made using "Best Interest" decision making.

### Privacy & Dignity

You have the right to be treated with dignity and respect. This means that, as patients/clients, you feel that you matter all of the time and that you experience services which show respect for their individual values and beliefs. In reality, there are lots of ways we show respect for your privacy and dignity:

- Sometimes this is shown by simple actions such as agreeing the name by which you wish to be called, making sure you know the name of the staff member providing your care and maintaining your modesty when carrying out treatment
- Access to translation and interpretation is available and we do not work through family members unless absolutely impossible to avoid or it is the patients express wish
- People who receive services from us can expect to do so in an area that protects their privacy. This includes services which work in a person's own home. Some of the services we provide e.g. baby clinics or group therapy sessions are provided with other people present. If you wish to speak to a member of staff in private please just ask. We fully support mothers who wish to breastfeed, so please let a member of staff know if you would like somewhere for you and your baby, but we also fully support you if you wish to breastfeed in public

Please tell the member of staff providing your care if you think you are not being treated with dignity or your privacy is being compromised. It is far easier to sort out matters at the time and staff will be only too willing to agree what changes can be made.

### Safeguarding Children & Adults

Safeguarding children and adults is about the safety and wellbeing of all patients but providing additional measures for those least able to protect themselves from harm or abuse.

Health Services have a duty to safeguard all patients but provide additional measures for patients who are less able to protect themselves from harm or abuse.

'Safeguarding covers a range of activity from prevention through to multi agency responses where harm and abuse occurs. Multi agency procedures apply where there is concern about abuse or neglect to a patient.

Safeguarding is an integral part of patient care. Duties to safeguard patients are required by professional regulators, service regulators and supported in law.

Harm and abuse may be physical, sexual, emotional or neglectful and in the case of adults may also include discrimination and financial abuse. It may involve a single or repeated act and can happen in any setting.

Harm or abuse can take place in a wide range of settings such as within regulated services and within peoples own homes. The cause of harm and abuse may similarly be wide ranging e.g. harm caused unintentionally by an unsupported parent or carer, neglect caused by staff or a service, abuse which is caused through recklessness or is intentional.

If you are concerned that this may apply to you or a member of your family, you should contact either:

- The police in an emergency on 999 or for a non-emergency 101
- Adult Social Services on 01724 297979
- Children's Social Care on 01724 296500
- Northern Lincolnshire and Goole Hospitals NHS Foundation Trust on 01724 282282

### What should people who use our services experience?

People who use our services should:

- Understand the care, treatment and support choices available to them
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support
- Have their privacy, dignity and independence respected
- Have their views and experiences taken into account in the way the service is provided and delivered

### Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

#### For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

#### For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:

[nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

### Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

### Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

### Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

### Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

#### Northern Lincolnshire and Goole Hospitals NHS Foundation Trust

**Diana Princess of Wales Hospital**  
Scarcho Road  
Grimsby  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
01405 720720

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

**Date of issue: August 2012**

**Review Period: August 2015**

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**IFP-713**

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