
Welcome to Mill Lodge

This state-of-the-art adult learning disability respite unit in Taverham supports individuals with a learning disability and complex physical and health needs who are living at home with their families.

The premises promotes privacy and dignity, including intelligent locking systems, ceiling tracking from bedroom to bathroom, specialist equipment and a hydro bath which incorporates lights and music.

To help navigation around the unit, a way-finding system has been introduced, which incorporates touch, colour strategies, pictures and visual prompts. The outside areas have also been utilised to best effect with two separate garden areas, including grassed areas, a 'bouncy patio', and sensory planting.

Admission/discharge times

Admissions are accepted daily after 3pm.
Patients must be discharged before 10.30am.

We can only accept admissions and discharges at these times because of staff commitments.

Medication

Please ensure that all medication is:

- in date (with date and lot or batch number on the strip/bottle)
- in its original packaging
- currently prescribed
- adequately supplied for the stay (including spare in case of spillage)
- prescribed for the patient stated
- if short shelf life (eg eye drops), opening date is on the label
- fully labelled – the prescriber must give full details – ‘as directed’ is not acceptable

Please provide a minimum of two days’ notice for any medication changes, and supply a copy of clinic letter for evidence of these changes.

On admission and discharge we will check medication in and out.

It is the parent’s/carer’s responsibility to ensure the correct medication is supplied for the duration of your son/daughter’s admission. If there is insufficient or incorrect medication we will expect the parent/carer to source and deliver the required amount promptly. If this is not possible we may discharge your son/daughter back to your care.

Compliance with medication requirements is key to support the management of your son/daughter’s

care and to maximise the health and wellbeing of each individual.

If a new medication is required whilst a patient is with us, we will obtain this via the local surgery (eg antibiotics).

We will administer 'as and when' medication as required following clinical assessment of the patient's condition in line with our duty of care, for example bowel management medication, pain relief etc.

Communication

Please:

- inform us of any changes to your son/daughter
- inform us of any professional input between stays, for example contact with district nurse, speech and language therapy or physiotherapy
- ensure any current care plans are sent in with your son/daughter
- update the team if there are any changes within the household, for example phone number changes. If you are away on holiday please provide an emergency contact or if there have been any new additions or bereavements in the family
- any issues with day-to-day arrangements during their admission
- let us know of any feedback

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- submit allocation requests by the deadline stated

The team will:

- offer written feedback on discharge
- contact other professionals as required to meet individual need
- refer to other professionals as assessed/required
- agree with you the level of contact you require during an admission
- offer a respite review
- discuss or refer concerns to the safeguarding team as part of our duty of care
- consider allocation requests received by the deadline stated

Staff have the right to work in a safe and supportive environment. Norfolk Community Health and Care NHS Trust operates a zero tolerance policy which supports open and respectful communication.

If there is active treatment from another professional please inform us so we can ensure continuity.

As part of our duty of care, assessed clinically appropriate referrals will be made to other professionals. Families will be informed accordingly if this has occurred.

Allocations are arranged in four-month periods. Please do not book holiday until these are confirmed. Safety and compatibility will be a priority over any request.

We operate a protected mealtime policy. The answer machine will be on during these periods. The answer machine may also be on at other times if we are busy providing patient care and unable to answer the phone.

Clothing/belongings lists

Please send a completed clothing belongings list in the suitcase on admission and ensure items are clearly named.

Do not send in high value personal items. Mill Lodge does not accept responsibility for items and all items are sent at your own risk.

Packed lunches

If your son/daughter has specific requests please arrange these directly with their daycare provider.

We can provide a packed lunch, however sandwich fillings or prepared meals will be longlife/non-chill variety.



Feedback

We welcome feedback from you to continually monitor the quality of our service.

Find out more

Mill Lodge

Telephone

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If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 01603 697492 and we will do our best to help.

You can receive help with queries about NCH&C services from

Patient Advice and Liaison Service

Telephone: 0800 088 4449

Email: pals@nchc.nhs.uk
(Monday-Friday 9am-5pm)

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