

MENTAL HEALTH SERVICES

AT WINDERMERE HOUSE INDEPENDENT HOSPITAL



WINDERMERE HOUSE

BARCHESTER MENTAL HEALTH HOSPITALS

Windermere House is a 41-bedded Independent Hospital based in a residential area of Hull. Providing care under the mental health act for males across 3 separate wards, the hospital provides needs-led services for people with functional or organic diagnoses who are detained under the Mental Health Act 1983, or on an informal basis.

Our approach to care

At Windermere House we believe in each person's potential to recover. Support is provided to each individual based on our core values of Respect, Integrity, Responsibility, Passion and Empowerment for all.

Our teams actively listen to each person's goals and aspirations for the future, working closely with their loved ones and their healthcare professionals to plan for discharge, and support transition to the most appropriate future placement.

With a clear focus on rehabilitation, we believe in maximising independence, autonomy and inclusion. Wherever possible, patients are encouraged to write their own support plans, defining their mental health needs and undertaking their own risk assessments.

Understanding each patient in our care will be at a different stage of their personal journey, each ward adapts to accommodate the patient population to deliver the best quality of care from their own dedicated teams.

We continue to build upon positive relationships with external therapies to support the individuals at Windermere House in the right way, and staff continue to develop their training and skills to provide the best tailored care available.

Windermere House Independent Hospital at a glance:

- We accept patients detained under the Mental Health Act 1983 and non-detained patients
- 3 wards made up of 41 male beds:

Coniston Ward – Male:

- Working age (18 years and above)
- Enduring and progressive mental health disorders
- Acquired brain injury
- Cognitive impairment
- Complex and challenging behavior
- Forensic step-down

Kendall Ward and Ulswater Ward – Male:

- 60 years and above
- Enduring and progressive mental health disorders
- Acquired brain injury
- Complex and challenging behavior
- Cognitive impairment
- Forensic step-down

We firmly believe in a person's potential to recover. Within the framework of The Mental Health Recovery Star (MHRS), we seek to maximise staff-to-patient communication, where we plan, quantify, describe, and track recovery to produce evidence-based outcomes. We work closely with external professionals and families to achieve the best outcomes, enabling each individual to maximise their full potential and move on to a less restrictive environment.

Accommodation at Windermere House comprises of single bedrooms, all with en-suite facilities; spacious shared lounge and dining areas, conservatory or games room with each ward having its own private garden. Other resources include a large activity room, therapy rooms, a rehabilitation kitchen and an IT suite.

Our staff

Our very experienced and dedicated multidisciplinary team consists of:

- Consultant psychiatrist
- Psychology
- Mental health and general nurses
- Occupational therapists
- Physiotherapist
- Support workers
- Activities coordinators
- Mental Health Act administrator

At Windermere House we use a multi-disciplinary model of care to enhance quality of life, enable choice and change and nurture self-determination. Adopting a person-centred care approach, individuals are supported to direct their treatment, achieve personal goals and maximise independence wherever possible. The social setting is recognised as a factor in people's wellbeing, where structure and spontaneity play equal roles in everyday life. Structured one-to-one sessions provided by the multidisciplinary team guided by an experienced MDT.

Governance

Windermere House has adopted The Mental Health Recovery Star (MHRS) as a tool to provide a clear, recognised, and ultimately transferable outcome that measures and supports the patient journey on both an individual and healthcare-professional basis.

As a hospital, Windermere House works hard, trains well and reflects on practices and the care provided. We have robust policies in place including key areas of Safeguarding and Whistleblowing. Staff are supported through a process of supervision; team meetings and effectiveness reviews. We foster a culture of openness and Duty of Candour is fundamental in all we do. Lessons learned are shared within both the Hospital and the wider organisation through the clinical governance process.

At Windermere we report to external bodies and our regulators as required and welcome feedback across the board. We recognise that internal and external communication is key, and act on any service complaints or dissatisfaction received.

In addition Windermere House reports on its progress toward the outcomes it sets itself to commissioners, Barchester Healthcare's Mental Health Governance Committee and through a publicly available Quality Account.

For further information please visit our website or call **01482 322 022**

Visit: www.barchestermentalhealth.com/windermere

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