



Carer, Families and Friends guide to Ducks Halt



Ducks Halt

Address: 8 Walton Road, Kirby-le-Soken
Essex, CO13 0DU

Phone number: 01255 853930

Email: Olliewhite@cygnethealth.co.uk

Email: Joshuabarnard@cygnethealth.co.uk



Family, friends and carers are an important part of our service user's lives. Our services actively encourage visitation from anyone who would like to visit.



Arranging a Visit



To arrange a visit, please contact the service to ensure that activities are not arranged at the time you would like to visit.



We can also arrange for you to meet with your relative in a community setting such as a local pub.

Meet the Team



Name: Ryan Hartnett
Job Title: Operations Director
About me: I have worked with Cygnet since 2014.



Name: Sophie Clements
Job Title: Regional Manager
About me: I have worked with Cygnet since 2002.



Name: Ollie White
Job Title: Registered Manager
About me: I have worked with Cygnet since 2014.



Name: Joshua Barnard
Job Title: Deputy Manager
About me: I have worked with Cygnet since 2015.



Name: Terry Westley
Job Title: Deputy Manager
(The Orchards)
About me: I have worked with Cygnet since 2021.



Name: Peter Hibbert
Job Title: Administator
About me: I have worked with Cygnet since 2015.



Name: David Roberts
Job Title: Team Leader
About me: I have worked with Cygnet since 2017.



Name: Tsitsi 'Dee' Chikomo
Job Title: Team Leader
About me: I have worked with Cygnet since 2022.



Name: Sasha Clark
Job Title: Team Leader
About me: I have worked with Cygnet since 2022.



Name: Daniel Morris
Job Title: Support Worker
About me: I have worked with Cygnet since 2016.



Name: Adam Child
Job Title: Support Worker
About me: I have worked with Cygnet since 2020.



Name: Ella Couchman
Job Title: Support Worker
About me: I have worked with Cygnet since 2019.

Meet the Team



Name: Laura Potts
Job Title: Support Worker
About me: I have worked with Cygnet since 2024.



Name: Sonia Bortey
Job Title: Support Worker
About me: I have worked with Cygnet since 2015.



Name: Innocent Aluebhosé
Job Title: Support Worker
About me: I have worked with Cygnet since 2022.



Name: Timothy Ogunyinde
Job Title: Bank Support Worker
About me: I have worked with Cygnet since 2023.



Name: Jelilat Adesola
Job Title: Bank Support Worker
About me: I have worked with Cygnet since 2024.



Name: Olivia Ayoro
Job Title: Bank Support Worker
About me: I have worked with Cygnet since 2024.



Name: Lawrence Ofoegbu
Job Title: Bank Support Worker
About me: I have worked with Cygnet since 2024.

The Local Area

Here is some useful information about Kirby-le-Soken



Our Community Links:

- Beaches including the pier and funfair
- Large garden with seating area
- Leisure centres
- Colchester Zoo
- Shopping Centres

Hotels Nearby



Premier Inn Clacton-on-Sea
(North/Colchester Road) hotel
Crown Green Roundabout,
Colchester Rd, Clacton-on-Sea
CO16 9AD
0333 777 3651



Premier Inn Clacton-On-Sea
(Seafront) hotel
Marine Parade Way
Clacton-on-Sea, CO15 1RD
0871 527 9552



Directions by Car

Into your satnav,
search:
Ducks Halt
8 Walton Road
Kirby-le-Soken
Essex
CO13 0DU



Directions by Train

Get the train to Kirby
cross train station,
when you leave the
station, walk forward
onto the main road
over till Halstead
road, walk all the
way to end of the
road, turn right and
you'll see Ducks Halt.



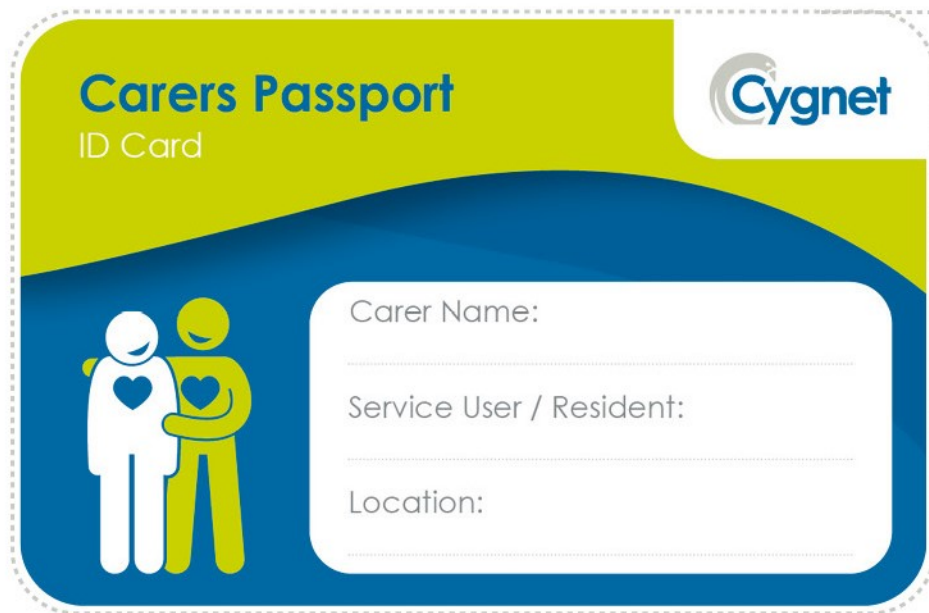
Directions by Bus

The bus to get you to
Ducks Halt would be
the number 98 or 97
from the local Kirby
area such as Frinton,
Walton, Clacton or
Colchester.

Carer passport/partnership agreement

We welcome carers to be involved which could look like this;

- > The opportunity to be involved in discussions about the care, treatment and discharge of the patient / service user.
- > Working jointly with staff to devise care plans.
- > Information and assistance in advance statements/decisions
- > Providing support and reassurance to the patient / service user.
- > We will share information with you in a timely manner



The image shows a template for a 'Carers Passport ID Card'. It has a yellow top section with the title 'Carers Passport' and 'ID Card' below it. The Cygnet logo is in the top right corner. The bottom section is blue and features an illustration of two stylized figures, one white and one yellow, both holding hearts. To the right of the illustration is a white box with three fields for text entry: 'Carer Name:', 'Service User / Resident:', and 'Location:'. Each field has a dotted line for writing. A dashed line with a scissors icon at the end runs horizontally across the top of the card template, indicating where to cut.

Carers Passport
ID Card

Cygnet

Carer Name:
.....

Service User / Resident:
.....

Location:
.....

Carers Information

We define carers as: people who provide unpaid help and support to a family member, a friend or an individual who would otherwise not be able to manage. People provide different types of care. This may include:



Personal care

Support with dressing, washing and toileting.



Domestic care

Support with cooking, housework and shopping.



Physical care

Support with cooking, housework and shopping.



Financial care

Support with financial affairs.



Health care

Support with managing an illness or a conditions, or helping someone to take their medication.

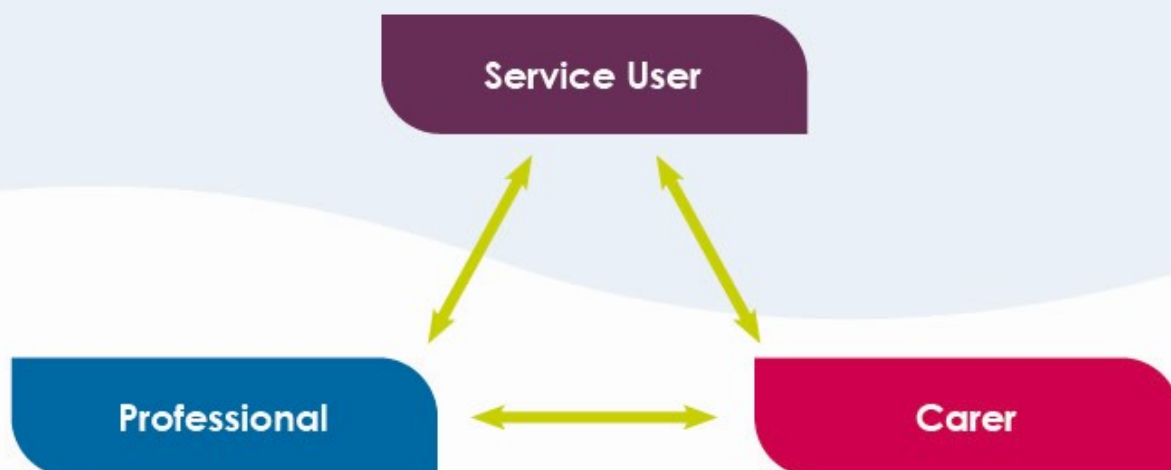


Emotional care

Being able to listen or providing company for someone who is feeling lonely.

What's on offer; Cygnet's commitment to carers

Our aim is to work collaboratively in the Triangle of Care to promote recovery and wellbeing for the service user, whilst also engaging and involving carers in the process. We will ensure you are informed about your loved ones time in our service.



The six standards of the Triangle of Care

Our offer to you – based on good practice

The **six key principles** of the Triangle of Care are:



1 Carers and the essential role they play should be identified at first contact with services or as soon as possible after.



4 Defined roles (Carer Leads or Carer Champions) responsible for carers should be in place.



2 Staff should be aware of carers and trained to engage with carers more effectively.



5 Carers should be "introduced" to the service and provided with a range of information.



3 Policies and protocols should be in place to ensure confidentiality and improve information with service users.



6 A range of care support services should be available to offer or signpost carers too.

Why are consent and confidentiality important?

All staff working in Health or Health & Social care services are bound by law and professional codes of practice to a duty of confidentiality to their patients and to carers.

We may not always receive consent from your family member to share information with you but we always have the ability to listen to you. Carers can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

There may be some things the person you care for does not wish us to share or involve you with. Where this is the case, we will be open with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only happen in very specific circumstances. We encourage all carers to ask questions and build relationships with us. Please try not to see us being unable to share specific information with you about the person you care for as a complete barrier.

When can confidentiality be broken?

Any decision to break confidentiality must always be made in the best interest of the service user/patient and to achieve the best possible outcome for them.

It is essential that staff explain to you how and why the decision to breach consent is in the service user / patient's best interest. Where the service user / patient withholds consent or lacks capacity and cannot express their wishes clearly, confidential information can only be disclosed in exceptional situations, such as where the service user's / patient, or others' health and wellbeing is under serious risk, or where there is a public interest or legal reason for disclosure without consent. Similarly, a carer's confidentiality can only be broken in exceptional circumstances such as risk to their own or others' health and wellbeing, public interest or for legal reasons.

Checklist for carers

> Arrange carers assessment ☐

The local authority has a legal responsibility to assess what support a carer might need. A carer is entitled to a carers assessment regardless of their own financial situation, or the level of support that they give to the cared for. The assessment is for the benefit of the carer and can be completed with or without the presence of the service user. A carer can self-refer to the local authority to request a carers' assessment or ask a mental health professional to make the referral for them.

> Register as a carer at your GP surgery ☐

You can contact your GP surgery and ask to be registered with them as a carer.

Share information with the ward

If you are able to and feel it would help us to know more about the person we are caring for, please email

> Your local Carer Support Organisation is... ☐

You can get support from your local carer service, they can help with information, advice, guidance, activities, your rights as a carer and support you to find out if you are entitled to any benefits.

> Enquire if I am entitled to any benefits ☐

You can check with your local Citizens Advice Bureau to see if you are eligible for any benefits. These links also give information on financial support:

Money & Benefits - Benefits Calculator
| Carers Trust Benefits | Finances |
Pensions - Carers UK



Local carers support groups



WEEKLY COMMUNITY MEETING



Service / Unit:

Date of meeting:-

We hold weekly community meetings with our Advocate for our residents to help have their voices heard!

You can also find your local Carer Support Group Via the Carer Trust website
<https://carers.org/help-and-info/carer-services-near-you>

Local Authority Advocacy

Advent Advocacy
Central Park
2 Union Street
Darlington
DL1 1GL
01325 776554

Carer Advocacy

0808 175 0787 (Freephone)



www.carersadvocacy.com

Scan me for carers family & friends survey



Making a Complaint

Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint



Scan me to leave feedback or a compliment



Cygnet

4 Millbank, 3rd Floor,
Westminster, London
SW1P 3JA

 Family&Friends@cygnethealth.co.uk

 0207 123 5706

www.cygnetgroup.com

Follow us on social media:

