COMPASSION IN MENTAL HEALTH SERVICES
Client group

Windermere House believes in a person’s potential to recover. The dynamic and constantly evolving service helps support individuals to achieve their goals by listening to their desires and hopes and through shared work towards helping people to fulfil their potential. Empowerment enables individuals to take control of their daily life and achieve their optimum level of independence. Through support and encouragement Windermere House strives to empower people wherever possible to write their own support plans, defining their mental health needs from their own perspective and undertaking their own risk assessments. Full inclusion in support planning and informed choice form the cornerstones of life at Windermere House.

Approach to care planning and activities

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The Windermere House team of nurses and support workers, psychologists, occupational therapists and doctors use a recovery model of care to enhance life quality, enable choice and change and nurture self-determination. It is a person-centred care approach where individuals are supported to direct their treatment, achieve personal goals and develop independence. Through a holistic approach and via mutually supportive relationships, Windermere House can bring back hope, security, empowerment, inclusion and meaning to lives that have often been characterised by despair, isolation and fear. At Windermere House, trained staff, support workers and ancillary staff form a team that is able to support individuals through a robust key worker system where structure and spontaneity play equal roles in everyday life. Structured one-to-one psychology sessions led by a Consultant Psychologist are part of daily therapeutic services and through informed choice, individuals can access the therapies, activities or sessions they feel would benefit them the most.

Windermere House uses the Tidal Model, a recovery-based model which has enabled staff to re-examine their own values and attitudes to mental illness. It requires a continuously evolving joint process of patient and staff discovery. The hospital is a member of the ‘Star Wards’ project which provides practical ideas for improving the daily experience for patients. Being a member of this project results in patients being more involved with their treatment and recovery, enjoying better relationships and benefiting from a full programme of activities, supporting and accelerating recovery. Windermere House reports on progress towards outcomes to commissioners, Barchester Healthcare’s Mental Health Governance Committee and through a publicly available Quality Account.
Windermere House is located in a busy, urban area of Hull, and has developed close links with the local community. All of the bedrooms are single rooms with en-suite facilities and each of the three units has spacious shared lounge and dining areas. A large activities room is available for group or independent work with patients, along with a number of therapy rooms. Occupational Therapy is provided in a new purpose-built facility to support people in learning new skills and enhancing existing abilities. The occupational therapy facility and each of the units has a ‘life skills’ kitchen enabling individuals to gain skills in preparation for independent living. Each unit has its own garden area designed for individuals to engage in therapeutic horticultural activities.

Windermere House staff work in partnership with Hull CCG and others across the UK to provide for adults living with enduring mental health conditions. This can include ‘step down’ from medium or low secure accommodation. Windermere House is registered with the Care Quality Commission as an independent hospital to take both detained and informal patients. Referrals can be made directly to the Hospital Director and admission is based on a comprehensive clinical assessment carried out by a multi-disciplinary team.

Please feel free to contact the Hospital Manager and our staff

Windermere House Independent Hospital
Birkdale Way
Kingston-Upon-Hull
East Riding of Yorkshire HU9 2BH

Tel: 01482 322022
Email: windermere@barchester.com
www.barchestermentalhealth.com