



Ward 2

Patient and Carer Information

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you may talk to your primary nurse or any member of your dedicated care team directly involved in the delivery of your care or a member of the Patient Liaison Service (PALs). Contact details will be provided in your welcome pack.

When you are nearing the end of your stay with us, you will be encouraged by your primary nurse to complete a feedback form (Points of You) to let us know what we do well and what we can do better. The Points of You survey is also available online at www.ntw.nhs.uk/poy

Your feedback is welcomed and will enable us to review and improve our service.

You can also:

- ask a member of staff for a feedback form, or complete a form on the Trust website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@ntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

Contact details

Walkergate Park Centre for Neuro-Rehabilitation and Neuro-Psychiatry
Walkergate Park
Benfield Road
Newcastle upon Tyne
NE6 4QD
Telephone: 0191 287 5000 – reception

Welcome

We would like to welcome you, your family and friends to Ward 2, Walkergate Park. This leaflet will give you information which we hope you will find useful during your stay.

If you are not sure about anything in this leaflet please ask a member of your specialist care team.

What is Ward 2 at Walkergate Park?

Ward 2 is a neuropsychiatry ward which provides specialist assessment and treatment to patients at varying stages of Huntington's disease, acquired brain injury (ABI) early onset dementia and epilepsy.

Ward 2 is purposefully designed as a low stimulation environment; the most effective environment for your treatment and recovery. This is reflected by the activities available to patients on the ward, which are intentionally limited.

Why am I on Ward 2?

Your reason for being a patient on this ward is unique to you. The types of assessments and rehabilitation programmes carried out will be chosen specifically to meet your individual needs, with a bespoke care package to achieve your treatment goals throughout your stay.

What care should I expect on Ward 2?

Prior to admission to Ward 2 you will be allocated a primary nurse who will coordinate your care pathway whilst a patient on the ward. Based on your individual needs you will be assessed by different members of the specialist multidisciplinary team. This could include Occupational Therapists, Speech and Language Therapists, Psychologists and Social Therapeutic and Recreational Rehabilitation Team STARRT.

Arriving on Ward 2

When you arrive on the ward you will be welcomed by a member of the specialist healthcare team. Whenever possible this would be your primary nurse or a member of your dedicated care team. They will explain what will happen during your stay and give you information about the ward. You will then be supported by a member of your dedicated care team to settle into the ward environment.

How long will I be an inpatient?

Your length of stay depends on your personal needs. Some people stay with us for a few weeks, whilst others need to be with us longer. We suggest that any discussions around discharge and leave should involve yourself, your family/carers and the specialist clinical team.

What happens on a daily basis?

Your day will be structured around your individual needs. Your primary nurse will discuss, and agree with you, a plan of care to reflect these needs. There are qualified nurses and support workers on duty 24 hours a day who will assist you to meet your personal needs and treatment goals. The nursing team will also work closely with others involved in your specialist care package to carry out individual assessments as identified in your unique plan of care. As part of the assessment process your dedicated team may ask that your plan of care includes supported access to the amenities within either the local community setting, or your place of residence depending upon your individual needs.

How will I and my friends and family be involved in my rehabilitation?

We acknowledge that your family and friends are important to you and they may want to have regular communication with us. With your permission we will make every attempt to keep you and your family informed throughout your journey of care on Ward 2. A qualified nurse is always on duty to answer any queries or signpost you to the person who can.

If, at any stage, you or your next of kin wish to discuss your individual plan of care with the specialist team please speak to the shift coordinator who will arrange this for you. We encourage family and carers to join us to discuss your condition and your needs so that they can understand how they can best support you.

Where can I access more information?

As well as asking a member of your dedicated care team, or the patients champion on Ward 2, there are several notice boards located around the ward packed with information relating to your stay at Walkergate Park. You can also access valuable information at the Knowledge Centre, situated opposite the main reception at Walkergate Park.

Interpreters

Staff can arrange an interpreter if you need one.