

- ask a member of staff for a feedback form, or complete a form on the Trust website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6674

For further information see the **'Have your Say'** leaflet in your welcome pack.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

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 223 2545

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Review date 2018

# Information you will find useful during your stay

Older Peoples Functional Services  
Patient Information Leaflet

Shining a light on the future



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<p><b>Northumberland</b>  Adapt North East  T: 01434 600 599  <a href="http://www.adapt-ne.org.uk">www.adapt-ne.org.uk</a></p>
<p><b>Gateshead, South Tyneside</b>  Your Voice Counts  T: 0191 478 6472  <a href="http://www.yvc.org.uk">www.yvc.org.uk</a></p>
<p><b>Sunderland</b>  Total Voice  T: 0191 510 5051  <a href="http://www.voiceability.org">www.voiceability.org</a>  <a href="http://www.totalvoicesunderland.org">www.totalvoicesunderland.org</a></p>

**Citizens Advice Bureau (CAB)**

The Citizens Advice Bureau offers free, impartial and confidential advice on debt, relationships, employment, housing and welfare benefits. You can find out more by asking your Named Nurse or telephoning them directly.

**Other information**

There is a range of useful leaflets available on the ward. Please do not hesitate to take a copy of any leaflet you may require.

**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 can:

- talk to the people directly involved in your care
- complete a feedback card, available on wards. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these. Your feedback allows us to monitor the quality of our services and act upon issues that you or your carers bring to our attention.

## Independent Services

### Independent Mental Capacity Advocate (IMCA)

An IMCA is a trained and experienced advocate. They provide independent safeguards for people who lack capacity to make certain important decisions and, at the time such decisions need to be made, have no-one else to support or represent them or be consulted.

#### **Newcastle, North Tyneside, Gateshead and South Tyneside**

Your Voice Counts

T: 0191 478 6472

[www.yvc.org.uk](http://www.yvc.org.uk)

#### **Northumberland**

Adapt North East

T: 01434 600 599

[www.adapt-ne.org.uk](http://www.adapt-ne.org.uk)

#### **Sunderland**

Total Voice

T: 0191 510 5051

[www.voiceability.org](http://www.voiceability.org)

[www.totalvoicesunderland.org](http://www.totalvoicesunderland.org)

### Independent Mental Health Advocate (IMHA)

An IMHA is a trained and experienced advocate. An IMHA will only work with you around your care and treatment under the Mental Health Act. They are separate to the other people involved in your care.

#### **Newcastle**

Advocacy Centre North

T: 0191 235 7013

[www.cvsnewcastle.org.uk](http://www.cvsnewcastle.org.uk)

#### **North Tyneside**

Independent Advocacy NE

T: 0191 259 6662

[www.iane.org.uk](http://www.iane.org.uk)

## What to bring with you

This section offers you guidance on what you may wish to bring with you when you come into hospital.

### What should I bring?

- Minimum of three full sets of clothing and one pair each of indoor and outdoor shoes.
- Night wear, dressing gown and slippers
- Toiletries for your own use, we cannot supply toiletries
- Prescribed medication – if you are on any medication that has been prescribed by your GP for your physical or mental health then you should bring this with you and give it to your nurse on admission
- Walking aid – if you use a walking aid then you should bring this with you; it will be checked for safety/suitability while you are here
- Hearing aid – if you use a hearing aid then please bring this and any batteries with you
- Glasses – if you use glasses then please bring these in with you
- Dentures – if you use dentures then please bring these with you
- Only bring enough cash for day to day purchases which can be handed to your Named Nurse for safe keeping, as described below.

**It is advisable to have clothing and footwear clearly marked with your name.**

### Items you may like to bring

- Diary, note book and writing materials
- A few photographs of family and friends
- Books, magazines, something to read

If there are other items you would like to bring into hospital with you to make your stay more comfortable then please speak to your Named Nurse who can advise you about this.

Electrical items may need to be checked with the Trusts Estates Department before being able to be used.

### Valuables and property

Any items of value should be given to the admitting nurse who will arrange for them to be transferred to the hospital safe for the duration of your stay with us.

The Trust cannot be responsible for valuable items that have not been handed over for safe keeping. You will be asked to sign a disclaimer form on admission. Your wardrobe may have a safe inside for you to use. Please ask staff about how to use this.

### What should I not bring?

- We recommend you leave large amounts of cash, cheque books, credit cards, jewellery and/or any other valuables at home.
- Non-prescription medication, such as cough or cold remedies, should be left at home. If you are feeling unwell when you are in hospital the Doctor can prescribe you something.
- Sharp objects – for example: knives, scissors, and razors are not allowed on the ward. If you have any of these items please inform your Named Nurse who will keep them safe as required.
- Alcohol and illicit drugs (cannabis is an illicit drug) are not allowed on the hospital premises.

### Food and drink

You will be offered a daily menu from which you will choose your meals. If you have any specific dietary requirements please let your Named Nurse know and we will do our best to ensure they are met.

Visitors should not bring in any food without informing the person in charge. Non-alcoholic drinks are allowed.

### Carers' support

From the moment you are admitted we want to make sure that your carers are as fully involved in your assessment and care as possible. Each ward has dedicated Carers' Champions. New carers will be given a given a '**Carers' Pack**', please speak to a member of staff if you do not have a pack.

You will also find a copy of the Trusts '**Carers' Charter**' booklet is in your welcome pack.

### Hand washing and control of infection

There are soap dispensers at each hand wash basin and alcohol gel rubs together with instructions for use. If you have any concerns please do not hesitate to speak to a member of staff. For further information see the '**Infection Prevention and Control**' leaflet in your welcome pack.

### Mail

Your mail is delivered to the ward twice daily and also at weekends. Any mail you receive will be handed to you as soon as it arrives and you may be asked to sign to say you have received it.

### External appointments

If you have an external appointment please advise your Named Nurse who will discuss options of how this can be supported.

### Oral Hygiene/Health

You will continue to access your own dentist. If this is not appropriate please discuss with a member of staff.

## Care Co-ordination

Care Co-ordination is a way of helping and supporting people with mental health problems. It starts as soon as you come into contact with mental health services. Further information is available in the '**Care Co-ordination**' leaflet in your Welcome Pack.

## Access to health records

It is possible for you to gain access to your health records. Please speak to your named nurse or the Ward Manager who will advise you and give you the relevant information you require.

## Ward reviews

During ward reviews we ensure all relevant information regarding your care and treatment is discussed to enable the team to make decisions based on recent and relevant information. You and your carers will be invited to attend these meetings.

## Advocacy

There is an advocacy service which is independent, confidential and free. The advocate can provide support and information and help you get your views and choices heard. They will encourage and support you in gaining the confidence to speak and represent yourself in ward rounds and any other meetings. You can ask any member of staff to contact them for you.

## No smoking policy

Northumberland, Tyne and Wear NHS Foundation Trust operate a No Smoking Policy. Only patients are permitted to smoke in designated smoking areas. Visitors are asked not to smoke on Trust premises.

If you are thinking of giving up smoking, ask a member of staff, they will be able to help you to get the support you need.

## Choice and preferences

We want to provide you with as much choice as possible in your care and treatment. By making different choices available, we hope you will feel your care is more designed to meet your needs.

There may be dietary requirements, dress codes and cultural practices that are important to you and your family. Your Named Nurse will discuss your needs with you and will ensure that the ward team are aware of your preferences and respect these at all times.

## Dignity in care

Staff on the ward will discuss on admission how we maintain dignity, safety and confidentiality on the ward. Staff are committed to making a difference and constantly work to improve standards of dignity in care.

Many of the staff are registered as Dignity Champions. Please do not hesitate to speak to any staff member about dignity in care or any issues or concerns you may have.

Personal care will be delivered in a respectful manner which ensures your modesty and dignity is maintained.

To ensure privacy and dignity is maintained during your stay we request that you wear appropriate clothing at all times.

## Spirituality, religion and ethnic identity

We aim to meet your needs in relation to your spiritual, religious and ethnic identity. It is important you let us know how we can support your values, beliefs, customs and practices in a way that is meaningful to you.

Even if you do not belong to a form of organised religion, you may benefit from the support offered by Chaplains or friends.

## Chaplaincy Team

Chaplains provide spiritual and pastoral care for patients, carers and staff of all faiths or none. Chaplains will liaise with local faith communities' leaders and representatives.

## Chapels and services

Chapels are open all day as places of peace and quiet for patients, staff and relatives on various hospital sites. Services take place there as advertised. Leaflets and posters about the Chaplaincy are displayed within the ward.

## Car parking

The hospital site has a pay and display parking system. Please discuss with staff if you are uncertain about parking charges.

Anyone displaying an official Disabled Badge in their windscreen will be able to park free of charge in all car parking bays.

## Assessment

Throughout your stay your named nurse and other staff will assess your physical, social and psychological needs, treating you with respect and dignity at all times. We do this in various different ways including talking to you and your carers to obtain as much information as possible to help us meet your needs.

During your assessment, your Named Nurse will work with you to discuss your treatment. This will be reviewed regularly with you to reflect changes in your condition or wishes.

## Treatment

There are a range of different treatments, therapies and interventions available to you which may form part of your care plan. These may include;

- **Person-centred approaches** - this involves getting to know you as an individual to enable staff to help make the experience of admission to hospital less distressing for you and your carers/relatives. Staff will look beyond your illness and focus on your emotions and wellbeing, helping you to understand the impacts of your illness and how this affects you and your carers on an individual basis.
- **Therapies** - your Named Nurse will work with you to identify your needs and develop a treatment plan that helps you participate in everyday activities. It may be recommended that you take part in therapeutic activities run by other professionals such as occupational therapists and physiotherapists.
- **Medication** - you may be prescribed medication as part of your treatment to help you feel better. Your named nurse will discuss any medication you are given including side effects and further information is available in a leaflet.

We will also use observation. Observation helps us to become aware of any changes in how you feel and assess any risks to you or within the ward environment. Observation allows the care team to offer support so we can respond sensitively and rapidly to your needs. Further information is available in the '**What does observation mean to me?**' leaflet in your Welcome Pack.

## Care Planning

Your named nurse will work with you to develop care plans which will describe how your needs can be best addressed. These care plans will describe what level of support and help you require and may be shared with your carers if you agree.