

Ashmore House

Patient Information Leaflet

Shining a light on the future



Introduction

This leaflet provides you with information that you will find useful about the service. If you are not sure about anything in this leaflet please ask a member of staff.

What is Ashmore House?

Ashmore House is a Day Service unit based in Ashington. It is an adult enduring mental health day unit, which provides:

- Facilities for a wide range of practical activities.
- Therapeutic interventions.

Ashmore House is open 2 days a week - opening hours are 9am to 5pm, Monday and Friday.

Who is it for?

The service is for adults who have enduring mental health difficulties between the ages of 18 and 65.

How can I be referred?

Referral to Ashmore House is organised by a Care Manager for people who are either still in hospital, being discharged from hospital or have needs that have identified Ashmore House as part of their recovery journey.

An informal visit is arranged, followed by a meeting between you, your Care Manager and a member of the Ashmore House team. This is an opportunity for you to discuss your needs and how Ashmore House may be able to help you.

Arriving at Ashmore House

When you arrive on the unit you will meet your key worker, who is your main point of contact. They will explain what will happen during your time at Ashmore House and you will start to develop a recovery plan that meets your needs. Ashmore House operates a code of conduct and a copy will be made available to you at your initial meeting with your key worker. We do ask that if you are unable to attend, that you contact the service.

How long will I attend?

This depends upon your personal needs. Your progress will be reviewed and discussed regularly with you, your key worker, care manager and any other identified health professionals to monitor your engagement, development, and how we will proceed with any adjustments to your recovery plan. Carers' views are also encouraged.

What sort of things can I do at Ashmore House?

Depending on your recovery goals, activity will be tailored to support your needs. This may include social and recreational activities, developing new skills and self management.

Activities and sessions available include recovery based courses on management of your mental health problem.

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact Nexus Traveline Tel: 0871 200 22 33

Website: www.traveline.info/



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
- 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
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
 - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
 - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful contacts

- Northumberland, Tyne and Wear NHS Foundation Trust Tel: 0191 213 0151
- Patient and Carer Engagement Team Tel: 01670 501 816

For further information contact

Ashmore House
12 Green Lane
Ashington
Northumberland
NE63 0EY
Tel: 01670 395 760
Monday and Friday 9am to 5pm



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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