

Collingwood at Hadrian

Patient Information Leaflet



Introduction

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

What is Collingwood at Hadrian?

Collingwood at Hadrian is an urgent care inpatient ward based at Hadrian Clinic, Campus for Ageing and Vitality, Newcastle.

Who is it for?

The service is for men over the age of 18 years who are experiencing a relapse or crisis regarding their mental wellbeing and require inpatient admission. The ward also accepts young men aged 16 -17 in an emergency situation when there are no CYPS (Children and Young People's Services) beds available.

Why do I need to be here?

Often when people are unwell they need to have a safe place where they can receive support, care and treatment so they can recover as quickly as possible.

Arriving on Collingwood

When you arrive you will be welcomed by a member of the care team. They will explain what will happen during your stay and give you information.

How long will I be here?

The length of stay depends upon your personal needs. The care team will involve you fully in discussion about this.

What sort of things can I do at Collingwood?

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.

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

Collingwood at Hadrian
Hadrian Clinic
Campus for Ageing and Vitality
Westgate Road
Newcastle upon Tyne
NE4 6BE
Tel: 0191 246 8667



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, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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