



Northumberland,
Tyne and Wear
NHS Foundation Trust

Kinnersley

Patient Information Leaflet



Caring | Discovering | Growing | **Together**

Introduction

This leaflet is to provide 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 Kinnersley?

Kinnersley is an inpatient rehabilitation service based at St George's Park in Morpeth. It has 26 beds which are a mix of single person flats and 2/3 bedroom houses.

Who is it for?

The service is for men and women over the age of 18 years who require a period of rehabilitation in hospital.

Why do I need to be here?

To help you get better by looking at your recovery and your lifestyle. The staff will help you to agree what you are working towards.

Arriving on Kinnersley

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. You will have time to settle in and have a look around your environment.

How long will I be here?

The length of stay depends upon your personal needs. The care team will discuss this with you.

What sort of things can I do at Kinnersley?

The activities will depend on what support you need for your recovery. Activities may include both social and recreational and will focus on developing new skills to manage your mental health.

Our activities and interventions are matched according to your individual needs. We encourage you and your family and carers to be as involved as possible in the planning and reviewing of care and treatment.

We will support you with:

- daily living skills
- developing social skills and interests
- improving self esteem and self confidence
- maintaining contact with family and significant others
- joining education and vocational programmes
- finding move on accommodation.

Some of the activities we include are:

- cooking
- shopping
- pool
- football
- fishing group
- attending college
- walking groups
- trips to visit local places of interest
- cinema visits
- gym
- arts and crafts

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
- 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.
- ask a member of staff for a feedback form, or complete on the Trust website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672

Useful contacts

- **Northumberland, Tyne and Wear NHS Foundation Trust**
Tel: 0191 213 0151
- **Patient and Carer Engagement Team**
Tel: 01670 501 816
- **PALS - Patient Advice and Liaison Service**
Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

North of Tyne Tel: 0800 032 0202 (Mon-Fri 9am-4.30pm)

For further information contact

Kinnersley

St George's Park

Morpeth

Northumberland

NE61 2NU

Tel: 01670 501 832



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 246 7288

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