

Northumberland, Tyne and Wear



NHS Foundation Trust

# Kinnersley

## Patient Information Leaflet

Shining a light on the future



## **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.

## **Interpreters**

Staff can arrange an interpreter if you need one.

## **Travel information**

Contact Nexus Traveline Tel: 0871 200 22 33

Website: [www.traveline.info/](http://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](http://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: 0844 811 5522
- **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 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, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

Published by the Patient Information Centre

2013 Copyright, Northumberland, Tyne and Wear NHS Foundation Trust

Ref, PIC/481/1113 November 2013 V3

[www.ntw.nhs.uk/pic](http://www.ntw.nhs.uk/pic) Tel: 0191 223 2545