



Shoredrift

Shoredrift

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 Shoredrift?

Shoredrift is an assessment and treatment unit based at Hopewood Park, Sunderland.

Who is it for?

The service is for men over the age of 18 years with a mental illness who require assessment and treatment in hospital. The ward also accepts young men aged 16 -17 in an emergency situation when there are no 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 Shoredrift

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 Shoredrift?

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/

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

• PALS - Patient Advice and Liaison Service

Provides confidential advice and support for service users, relatives and carers. Tel: 0800 328 4397 or 0191 566 7074

• Independent Advocacy

As a mental health service user you are entitled to independent advocacy. Advocates can provide unbiased advice, attend meetings with you and make you're your views are listened to. A member of staff can also help you and provide you with contact telephone numbers.

- **ICA (Independent Complaints Advocacy)** Independent Complaints Advocacy (ICA) support patients and their carers wishing to pursue a complaint about their NHS treatment or care. Tel: 0808 802 3000

- **IMCA Service (Independent Mental Capacity Advocate Service)** Help vulnerable people who lack capacity who are facing important decisions made by the NHS and Local Authorities about serious medical treatment and changes of residence - for example, moving to a hospital or care home.
Tel: 0191 510 5051
- **Northumberland, Tyne and Wear NHS Foundation Trust**
Tel: 0844 811 5522
- **Patient and Carer Engagement Team** Tel: 01670 501 816

For further information contact

Shoredrift
Hopewood Park
Ryhope
Sunderland, SR2 0NB
Tel: 0191 566 7155



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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, BSL, easy read or other languages). Please contact the Patient Information Centre
Tel: 0191 223 2545

Published by the Patient Information Centre

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Foundation Trust

Ref, PIC/155/0714 July 2014 V3

www.ntw.nhs.uk/pic Tel: 0191 223 2545

Review date 2017