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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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Tyne Unit

Patient and Carer Information Leaflet

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
- email complaints@ntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- 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. You can provide feedback in the following ways:
 - the quickest way for you to do this is to complete our short online survey at www.ntw.nhs.uk/poy
 - complete a Points of You survey, available on wards, reception areas or from staff.
 - some areas of the Trust have electronic feedback touch screens, staff can help you to use these.

Useful contacts

- Northumberland, Tyne and Wear NHS Foundation Trust
Tel: 0191 246 6680
- Patient Advice and Liaison Service Tel: 0800 032 0202

For further information contact

Tyne Unit
Northgate Hospital
Morpeth
Northumberland
NE61 3BP
Tel: 01670 394 119

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 Tyne Unit?

Tyne Unit is part of Secure Care Central Business Unit, within Northumberland, Tyne and Wear NHS Foundation Trust. It is an enhanced low secure unit which offers assessment, care and treatment for male patients.

Who is it for?

Tyne Unit is for men with learning disabilities within a secure setting.

We have 26 beds, split into 3 self contained flats, for men who have come into conflict with the law, and/or are thought to be a risk to others or themselves.

- Flat 1 - 7 beds
- Flat 2 - 9 beds
- Flat 3 - 10 beds

Why do I need to be here?

A doctor and/or the courts have decided it is the best place for you. Staff at Tyne will help you get the right treatment and individual care package. Staff are available to support you and help keep you safe during your time on Tyne Unit.

Arriving on Tyne Unit

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 the ward.

How long will I be here?

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

A member of staff will tell you about the section of the Mental Health Act, you are detained under and what it means. You will be given an information leaflet which will tell you all about what this means.

What sort of things can I do at Tyne Unit?

You will get your own bedroom on the unit. Each flat has shared areas, including a dayroom with colour TV, kitchen activities rooms, and an internal courtyard which can be enjoyed under supervision.

There are a number of groups on Tyne Unit that you will be expected to attend. Staff will explain this to you when you arrive.

During your assessment, you will work alongside your care team to collect information about your strengths and needs. Once your assessment period has finished, your team will work with you to create a treatment plan that is right for you.

Your treatment may include group work and/or 1-1 sessions with members of your care team.

Your treatment will be reviewed regularly by the Multi disciplinary team and you will have the opportunity to be involved in discussions about your care and treatment.

Activities you can be involved with

Part of your treatment will involve day activities, which may include:

- Sports and Gym sessions
- Gardening
- Arts/crafts and music
- Computers
- Woodwork
- Adult vocational courses

There are also several kinds of social activities that you can take part in including:

- Social Club
- Gym
- Outdoor and indoor sports like badminton and football

If you have religious or cultural needs the staff will help to support you.

If you have a special interest or hobby, staff may be able to help you with it.

Students

As a teaching unit, students may be involved in all aspects of patient care. They will speak to you and ask for your consent if they are involved in any direct care, but if you do not wish for them to be involved in any other areas please speak to your named nurse or key-worker and let them know.

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact Nexus Traveline Tel: 0871 200 22 33

Website: www.traveline.info/