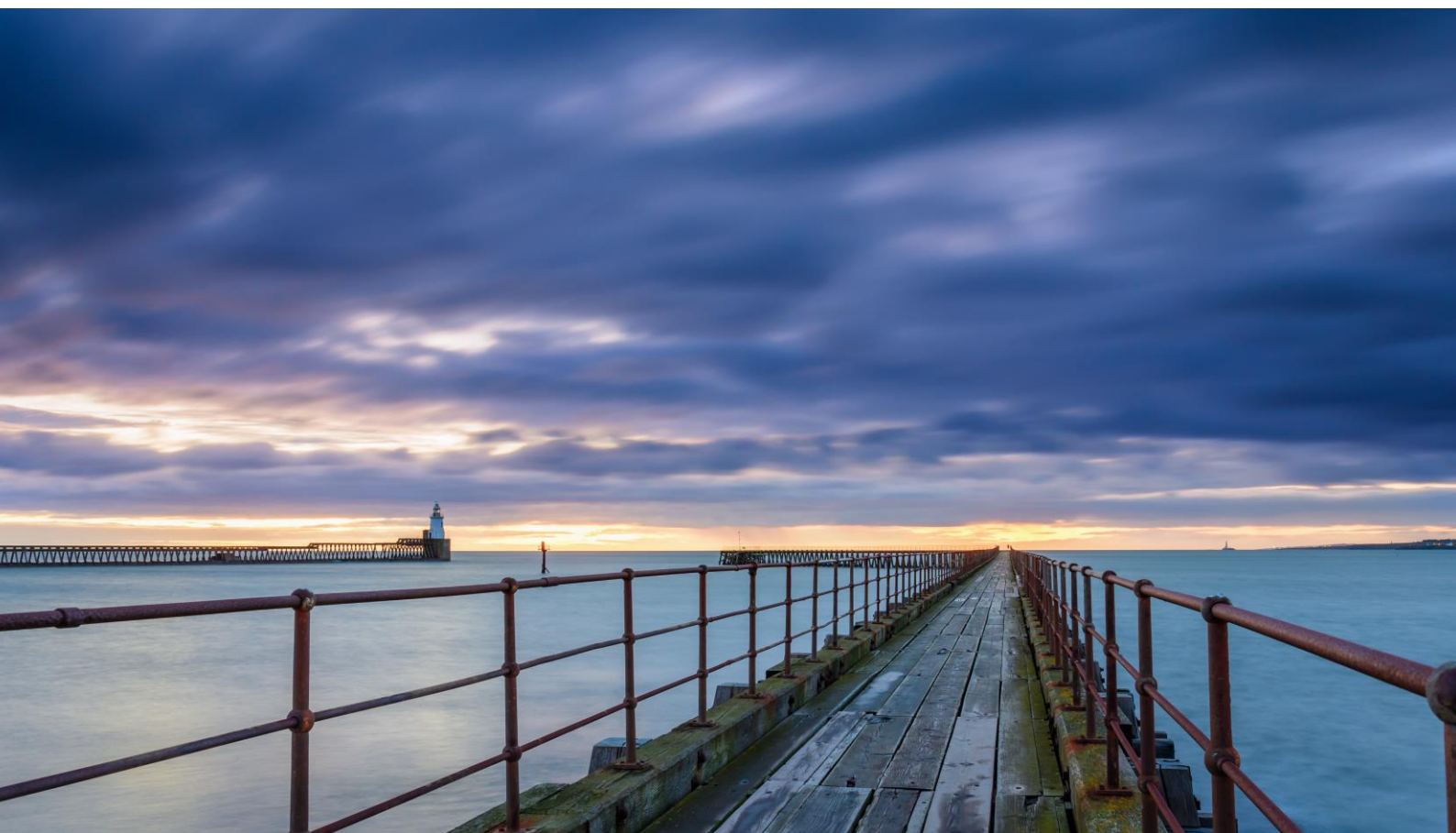


Welcome Pack

Information you will find useful
during your stay



North of Tyne

Stepped Care Rehabilitation Services

This pack belongs to

Your Named Nurse/Key Worker is

Your Consultant Psychiatrist is

Your Ward is

Ward telephone Number

Ward address.....

The Ward Manager is

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Welcome

This Welcome Pack provides information about your stay.

It tells you about the ward, the staff and the treatments and therapies that will be available to you. It also tells you what it will be like to be in hospital and gives information about understanding your rights.

There is a lot of information in this pack so it may be helpful to read it a bit at a time.

In developing this pack patients who have used this service have provided some quotes about their experience of the service that we hope you will find useful.

“ The hospital has a good reputation so I am happy staying there and feel safe ”

Stepped Care services for Newcastle and Northumberland are based at St Nicholas Hospital, Newcastle and St Georges Park, Morpeth, Northumberland.

Newcastle

- Willow View

Northumberland

- Bluebell Court
- Kinnersley Ward
- Newton

A member of the ward team will go through the Welcome Pack with you when you first arrive on the ward. They will answer any questions you may have about your stay.

The Welcome Pack will be used with you throughout your stay to ensure you have the information you need to support your recovery.



Tyne Bridge



Bamburgh Castle



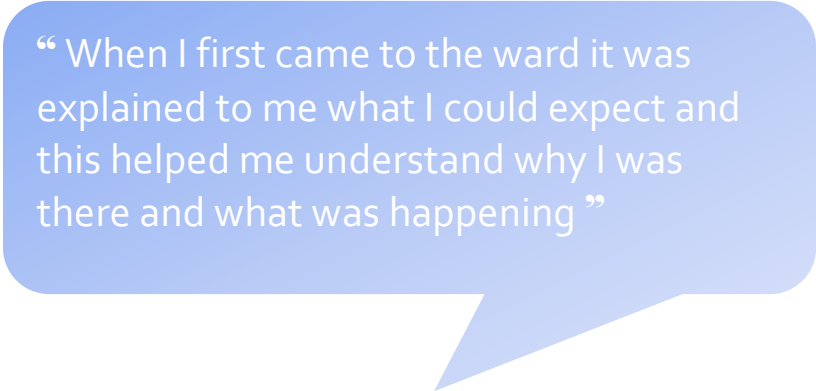
Admission

What does my stay in hospital involve?

Coming into hospital can be a distressing experience for you and your loved ones. Whether this is the first time that you have been admitted, or if you have been here before, we recognise that this is a difficult time. We will support you as much as possible during your stay.

Why have I come to hospital?

In coming into this service we hope to be able to give you opportunities and guidance to build upon your skills and make the changes you require to support you on your journey of recovery.



“ When I first came to the ward it was explained to me what I could expect and this helped me understand why I was there and what was happening ”

What will happen when I arrive?

On arrival you will be welcomed by a member of the team who will show you around the ward.

- Bedroom - you will be shown your room. We will try and keep your bedroom the same one throughout your stay, however there may be circumstances when we have to ask you to move rooms.
- Personal belongings - a member of staff will also show you where you can leave your belongings.
- Toilet, bathroom, TV and telephone - we will show you where these are.
- Lounge/sitting room - you will be shown the sitting room and when you feel ready you will be introduced to other patients on the ward and the staff team.
- If you have any medication with you please inform the staff team.

You will also be given a copy of this Welcome Pack and advised of who your named nurse/key worker will be.

What will I need during my stay?

Bed linen and towels are supplied and will be replaced regularly during your stay.

You will need your own clothes and toiletries, the ward supply some emergency toiletries.

Where can I store my things?

You will have storage in your room where you can keep your clothes and personal belongings. There is also a safe, but if you have any valuables please discuss with staff the best option for their safekeeping.

What should I bring with me?

There is limited storage but you will need things that you require on a day to day basis:

- Nightwear, dressing gown and slippers
- Inside and outside day clothing (laundry facilities are available)
- Toiletries
- Watch/alarm clock
- Telephone numbers, address book, writing materials
- Sweets, snacks
- Books, magazines, reading glasses
- Personal music player
- Hairdryer

All electrical equipment needs to be tested for safety before use on the ward. Please give equipment to your named nurse/key worker who will arrange for it to be checked.

Is there anything that I cannot bring onto the ward?

The following items must not be brought into hospital:

- Large amounts of cash, cheque books, credit cards
- Valuable jewellery
- Sharp objects
- Razor blades should be handed to staff
- Alcohol and any non-prescribed or illicit drugs, legal highs and any noxious substances.
(If illegal drugs, legal highs or noxious substances are found the police will be contacted)
- Weapons of any kind
- Offensive media materials

This is not a full list and staff will inform you of any other items that are not allowed on your ward.

How we work together

Assessment

We will need to know some more about you to make sure you get the best possible help from us. To do this we talk to you, your family (unless you really don't want us to), and other professionals who work with you. We might also want to ask for specialist assessments to help us be very clear as to the best way forward. These may include:

1. Recovery Star - we use this tool to get to know you, your goals, your strengths, how you feel about your problems and agree the things to work on
2. Information about your mental and physical health
3. Assessment of your social situation and needs
4. What has helped or hindered in the past
5. The views of the people who are close to you like family, friends or carers
6. The views of the care team who have been looking after you previously

Planned one to one contact sessions

Planning your care

We will work with you to agree the goals of your stay and how best to work towards them. We will also discuss the treatments which are known to have the best effects in supporting your recovery. From this we will develop your personal care plan which will detail what needs to happen and who will do what.

One to one sessions

These are meetings you have with your named nurse/key worker or maybe another professional. You may discuss a range of things such as your progress, concerns, making plans for the future or developing a Wellness Recovery Action Plan (WRAP). Sometimes you will meet one to one with professionals like occupational therapist or psychologists for specific therapy sessions. All this will be agreed with you and written down in your care plan so everyone including yourself knows what the aims of these sessions are.

“ We have meetings with the staff and make good plans that help me work towards living in the community ”

Making sure we are helping you make progress

We do this by holding regular reviews with you, your family and the care team working with you.

Care plan reviews

Usually yourself and named nurse/key worker meet to look at how things are going with your recovery and the plans to make that happen. You may focus on just one or two plans or all of the plans with the aim of being clear what actions everyone needs to take. These will be at least monthly and may be more often.

Care co-ordination review

These happen every 3-6 months and usually involve you, your doctor, your care co-ordinator, family and your named nurse/key worker. Sometimes if you are working with an occupational therapist or psychologist they will attend too. The point of the meeting is to look at the bigger picture, checking you are making progress and planning the bits of work which need to happen in the next couple of months including planning your discharge. You can also request a care co-ordination review at any time.

Meeting your psychiatrist

You will meet with your consultant psychiatrist regularly through your stay.

Measures and questionnaires

We sometimes use questionnaires to monitor your improvement and also how satisfied you are with the service you are receiving.

Sharing information with carers

Your family and carers play a very important role in your recovery. We will work with them to provide the information and support they need to support you.

At the first opportunity a member of staff will meet with your main family/carers to get to know them. Staff will provide them with information about their caring role, and what needs they may have to carry out this role.

We will inform carers of local services, so that carers can receive their own support and advice. We also provide you with a range of resources to help you in your caring role.

There may be things that you do not want to share. You should discuss these first with your care team so that you can understand the impact this might have on your relationship with your family/carers. Usually we would recommend that your family/carers are fully involved and informed in your care.

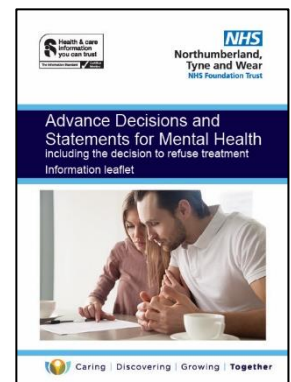
There is a leaflet about confidentiality and carers that the staff can supply you with if you require more information.

Staying in control

Advance decisions are about making choices about your healthcare while you are well. In mental health, this means that your wishes can be taken into account if you ever become incapable of making informed choices during a crisis.

An advance decision can be spoken or written down and should be reviewed regularly. Only an advance decision to refuse treatment is legally binding; you cannot demand certain treatments but can state your preferred options.

The Trust produces an Advance Decisions and Statements booklet. Copies are available from staff or the Patient Information Centre
Tel: 0191 246 7288.



If you are detained under the Mental Health Act, there may be circumstances where you are given treatment that you have previously stated you do not want. This decision will only be taken if your refusal would have a severe impact on your treatment.

Pharmacy

“ Do you know you can meet with a mental health pharmacist to discuss your medication? Ask your named nurse/key worker for an appointment ”

If you would like information leaflets about your medicines ask your named nurse.

Pharmacy Medicines Information Helpline

The Trust has a helpline for confidential advice about medication. You and your carer can call the helpline between 9am and 4pm, Mon-Fri. The helpline number is **0191 245 6604**.

Changing your consultant or getting a second opinion

The Trust produces a booklet about how patients can request a change of consultant or second opinion. This leaflet is available from staff or the Patient Information Centre Tel: 0191 246 7288.

What does the Mental Health Act 1983 mean for me?

Mental Health Act 1983

Some people receiving treatment in psychiatric wards are in hospital on an informal basis and have usually agreed to come into hospital – they are called informal patients or voluntary patients.

If you are in hospital as a formal patient you will not be free to leave and will lose some other important rights that are available to informal patients. This is because you have been ‘sectioned’ (or detained) under the Mental Health Act 1983. Sometimes this could mean we give you medication without your consent but this is to help with your recovery. However, information about your medication will be provided – the doctor, nurse or pharmacist will help you understand about any side effects.

You will be informed about your rights and fact sheets are available on the ward and from the Patient Information Centre website www.ntw.nhs.uk We will always include you in decision making about your care and treatment.

Mental Capacity Act 2005

Sometimes people are so unwell that they are unable to make some decisions for themselves; this is called ‘lacking capacity’. We will always assume you have the mental capacity to make decisions unless an assessment has been carried out to establish that you have not got capacity. Where people ‘lack capacity’ we will always act in their best interests.

Locked doors

Please be aware that it is normal for most of the exit doors in our inpatient areas to be locked. This is for patient’s security and safety. Staff will make you aware how and if you can leave the ward as peoples individual circumstances can differ greatly.



Your Stay

Can you tell me about the Trust?

Northumberland, Tyne and Wear NHS Foundation Trust provides mental health, learning disability and neuro-rehabilitation services to a population of 1.4 million people in the North East of England across the six geographical areas of Northumberland, Newcastle, North Tyneside, South Tyneside, Gateshead and Sunderland.

The Foundation Trust was authorised on the 1st December 2009.

We are one of the largest mental health and disability organisations in the country with an income of £300 million and 6,000 staff. We operate from over 60 sites and provide a range of comprehensive services including regional and national specialist services.

Can you tell me about my ward?

Staff will provide you with a patient information leaflet about your specific ward.

Practical things to think about ...

There are likely to be many practical things to consider during your stay. Your named nurse/key worker and other ward staff can help you.

For example, you may need to:

- Make arrangements for the care of your children or others
- Get somebody to take care of your pets
- Get a change of clothing
- Pay urgent or outstanding bills
- Cancel/rearrange appointments
- Contact employers
- Disconnect gas and electricity
- Notify the benefits office



What happens to my benefits while I am in hospital?

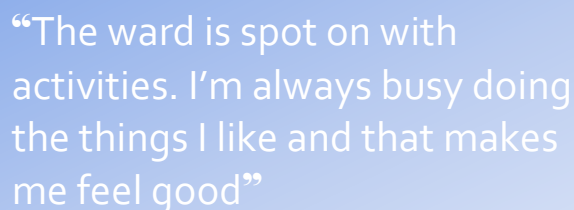
Staff on the ward can help you with any financial concerns while you are in hospital. For example, they can complete an inpatient medical certificate to verify your inability to work. Where you require help with any financial issues, the staff will support you to access expert advice from relevant agencies; for example patient finance and welfare rights.

What is life like on the ward?

The following information will tell you a little about life on the ward.

Weekly timetable

Meaningful activities are essential to your recovery. You may feel like staying in bed and resting, but this is not the best or healthiest choice to make. We encourage people not to stay in bed or isolated in their own rooms. We will encourage you to develop a weekly planner of things that keep you focused and well.



“The ward is spot on with activities. I’m always busy doing the things I like and that makes me feel good”

Community meetings

Take place on a regular basis. They give you an opportunity to meet with staff and other patients to discuss and resolve issues on the ward.

Domestic services

A housekeeping service is provided to keep the ward clean and tidy. We encourage you to take responsibility for keeping your room clean, as well as helping keep the ward tidy (with help if needed) to prepare you for discharge. There are laundry facilities for you to wash your own clothes.

Meals

On some wards you will be encouraged to prepare your own meals. You can buy your own shopping and be supported to cook for yourself. On others your meals will be provided. Where meals are provided you will be offered a menu and you choose your meals in advance taking account to any dietary needs or preferences.

What happens for you will depend on your care plan. Drinks are available 24 hours a day.

Protected meal times

Where there are ward mealtimes, arrangements are in place so you can enjoy your meal without any interruptions.

Visitors

Your family, friends and carers are welcome to visit you. There is a room on each ward where you can spend time with your visitors. Visiting times vary on each ward; please speak to a member of staff for more details.

Telephones

There is a payphone on each ward that can be used for personal calls. You can also use your own mobile phone in designated areas of the ward. Speak to staff for further information.

Recording or taking pictures on a mobile phone within communal areas is not allowed.

Staff you may meet on the ward

The multi-disciplinary team approach we use means that there are many different people available to help you. Staff include:

Nursing

- **Ward Manager** – the ward manager is a nurse and provides both managerial and clinical leadership to all staff on the ward.
- **Clinical Lead** – this is a senior clinical nurse, providing clinical leadership on the ward.
- **Nurse in charge** – this is the nurse who is in charge of a shift and is responsible for ensuring the smooth running of the ward.
- **Staff Nurse** – a qualified nurse who is a Registered Mental Health Nurse. They deliver the nursing care and also psychosocial interventions to help you recover.
- **Named Nurse/Key Worker** – is responsible for co-ordinating your nursing care while you are on the ward. They will be introduced soon after your admission and will be your point of contact during your stay. All named nurses/key workers are staff nurses.
- **Associated Nurse** – will be allocated to you as well as your named nurse/key worker, they will support Named Nurse in delivering your care. Associate nurses are usually support workers.
- **Support Worker, Nursing Assistant, Health Care Assistant** – supports the nursing staff in caring for you.

“The staff are supportive and always there to help”

Medical

- **Consultant Psychiatrists** – are the most senior doctors with overall responsibility for your care. They lead on important decisions about your treatment and discharge. You will be introduced to your consultant when you transfer to the unit and continue to meet regularly.
- **Higher trainees** – are experienced psychiatrists who are working towards becoming consultants.
- **Ward doctors** – are training to become psychiatrists or GPs. They will be available to you on a regular basis with regard to your physical and mental health and your care plan.
- **Pharmacy staff** – the pharmacy team ensures that you receive your medication in a safe and effective manner whilst you are on the ward. The team can offer advice on medicines and any side effects. If you would like to speak to a member of the pharmacy team whilst on the ward, ask one of the nursing staff who will let the team know.

Support and Occupational Staff

- **Clinical Psychologists** – are trained to help people deal with emotional and behavioural difficulties, they are available to provide structured talking therapies.
- **Occupational Therapists (OTs)** – use activity to help to develop skills needed in recovery which include shopping, cooking, looking for work etc. This may be on a group or individual basis.
- **Physiotherapists** – work with you to help restore movement. They provide any necessary physiotherapy assessment and treatment.
- **Activities workers** – support nurses and occupational therapists in supporting you to participate in the therapeutic activity helpful to your recovery. A programme of activities will be displayed on the ward.
- **Peer support Workers** – these are people who like you, are experts by experience and have been employed by the Trust to support you in your recovery spending time with you and helping you to work out how to best manage your recovery. They are particularly good at helping you develop a Wellness Recovery Action Plan (WRAP) or staying well plan.
- **Exercise Therapists** – devise specific therapeutic exercise programmes depending on your aims and objectives. The exercise therapy department provides a weekly programme of exercise groups which are both hospital and community based. They can also help you to make positive lifestyle changes eg healthy eating, stopping smoking.
- **Speech and Language Therapists** – assess and treat speech, language and communication problems in people of all ages to help them better communicate. They also work with people who have eating and swallowing problems.
- **Dieticians** – are experts in food and nutrition. They provide dietary advice on a wide variety of conditions using the most up to date information. They help promote healthy eating habits and well balanced diets based on individual needs.

Other staff

- **Students** – the Trust supports the teaching of students from various professions. From time to time you may be asked whether a student can be present or deliver part of your care. Your verbal consent will be sought and you have the right to refuse. All students are supervised by a qualified member of staff.
- **Domestic staff** – undertake housekeeping duties, serve and order meals, assist with laundry, keep the ward tidy and clean.
- **Service Assistant** – will ensure that there is a high level of cleanliness maintained on the ward.
- **Ward Clerk** – provides administration support and assists in the smooth running of the ward.

Words and phrases

You might hear the following words and phrases when you are in hospital.

Care Co-ordination – this is a way of helping and supporting people with mental health problems. It starts as soon as you come into contact with mental health services. It is the system that ensures that you receive help and support from the health service, social or voluntary sector.

Care Plan – this is a way of recording the help and support you need and explains how this will be done.

Multidisciplinary Team Meeting (MDT) or Ward Reviews – this is when all of the professionals involved in your care meet to discuss your progress with you, and your carers if appropriate. This meeting takes place on the ward.

Observation – this is an important tool nurses use which helps us to get to know you and to help us maintain your safety whilst you are in hospital. You will always be fully informed if you are being observed and given the reasons why.

Patient Advice and Liaison Service (PALS) – this service provides help, advice and guidance to users of the NHS and their families.

North of Tyne – 0800 032 02 02, Monday to Friday 9am-5pm.

Person Centred Care – staff are committed to person centred care which ensures that you are the focus of all activity concerning you and you are fully involved in all aspects of your care.

RiO – this is the system that the Trust uses to securely store electronic patient records. For further information see page 21 'Information the Trust keeps about you'.

Wellness Recovery Action Plan (WRAP) – is a structured system for monitoring and managing your mental health through planned responses that work for you. It also informs services and carers on how to respond should you find it difficult to make decisions for yourself should you become unwell.

What treatment will be available?

Your care in hospital will comprise of a number of different treatments. The main treatments on offer are outlined here.

Medication

Your doctor may prescribe medication to help treat your illness. A ward doctor can usually answer any questions you have about your medication or how it works.

Psychological

When appropriate you will be offered psychological therapies. One of the approaches used is called Cognitive Behavioural Therapy. This is used to improve a person's sense of wellbeing and mental health, it helps people to think about possibilities for change and alternative ways of coping. These approaches are given by appropriately trained staff.

Family Intervention

Families play an important role in your recovery, we will provide them with information and support to carry out this role. In some instances family therapy will be offered to improve your recovery.

Physical Health

Your physical health is very important. We will regularly assess your physical health needs and work with your GP to provide you with appropriate advice and treatments.

Occupational Therapy

The main aim of occupational therapy is to assist your recovery by encouraging you to take part in activities that have meaning and value for you.

During your stay in hospital, occupational therapists (OTs) will look at your strengths and needs. An individual treatment plan will be developed and reviewed with you, which may be a mixture of one-to-one sessions and group activities. These take place in the hospital setting, occupational therapy department or community venues.



“ Staff have helped me find things to do in the community and I’ve made friends doing this, it’s great ”

The following list gives examples of some of the activities that are available:

- Daily living skills to develop or improve your skills in areas like cooking, shopping, budgeting and other day-to-day activities.
- Health promotion with advice on different areas such as healthy eating, exercise and stress management.
- Work, training and/or education to help you develop the skills and confidence to take part in paid or unpaid work, courses or training that you may be interested in.
- Leisure activities such as pursuing a hobby or sport that builds on your self esteem, social networks and gives enjoyment.
- Relating to yourself and others to improve your confidence and self esteem and help you to develop coping strategies.
- Activities that encourage you to be a part of your local community and help you build links with other people in the area.

Availability of these activities does vary slightly from area to area; the current programme for your ward will be displayed on the wall.

“ The best thing about rehab was I was helped to update my CV and was supported to look for work ”

Exercise Therapy

The main aim of exercise therapy is to provide exercise as a therapeutic activity to improve your mental and/or physical health which can contribute to your overall recovery.

You will receive an assessment with the exercise therapist and based on your goals an individual exercise plan will be developed. You will have the opportunity to take part in a variety of exercise groups including gym, cycling, walking, circuit training, healthy eating and weight management. You will receive regular progress reviews to monitor your progress and help achieve your goals. Where possible you will receive support to continue with your exercise plan after discharge from the ward.

What about my religious, spiritual and cultural needs?

We understand the important role that spirituality and religion can play in people's lives and recovery. This will be very individual to you so we will work with you to understand and support your specific needs. Chaplaincy is offered to people of all faiths and none.

You can talk to a chaplain if you would like to. We have a team of chaplains from a range of different faith communities who are available to visit you. You are also welcome to ask your own local faith leader to visit you whilst you are here.

St Nicholas Hospital

There is a Christian service in the Hospital Chapel on Tuesday mornings from 9.45 to 10.15. The Chapel may also be used at any time for personal prayers. A prayer-mat and wudu ablution facilities are provided for Muslims. Please ask staff or call at the chapel for a most up-to-date leaflet concerning Spiritual Care at St Nicholas Hospital.

St Georges Park

There is a Christian service in the Chapel on Saturday mornings at 10am. The Chapel may also be used at any time for personal prayers. A prayer-mat is provided for Muslims. Please ask staff or call at the chapel for a most up-to-date leaflet concerning Spiritual Care at St George's Park.



Interpreters

Staff can arrange an interpreter if you need one.

Can I smoke?

Our Trust sites are now completely smokefree which means that neither you nor your visitors are allowed to smoke while you are anywhere on the grounds of one of our sites. It is our responsibility to support service users towards healthier lifestyles. We know that by going smokefree we are doing something positive for the health of our service users. We have trained advisors on the wards who can help you to stay smokefree and we are able to offer you nicotine replacement products (such as patches, inhalators and lozenges) very quickly following your admission to make sure that you get enough nicotine to keep you comfortable and craving-free. Please talk to your named nurse/key worker to access these. If you decide to reduce or stop smoking you should tell your doctor as the dose of your medication may need changing.

Smoking in an area that should be smokefree – especially in a ward bedroom or bathroom/ toilet – may cause fires and is a danger to the lives of other service users and staff and may affect the care environment. If you are found to be smoking anywhere on our sites you will be asked to give up your cigarettes or tobacco and lighter and matches. You will then have to ask staff for access to these. Smoking in any building is also a breach of the law (the Smoke Free Regulations) and may result in a fine of up to £200.

Information the Trust keeps about you

Why does the Trust keep information about me?

The Trust needs to keep information about you, your health and treatment so that we can provide the best possible care for you.

Is the information kept confidential?

Everyone who works in the Trust and within the wider NHS must keep information about you confidential. We do share information within the team that is caring for you, and sometimes with other professionals in other organisations that are providing care for you, like Social Services.

If we do share information with other organisations, we would normally talk to you about it first and ask for your permission. On very rare occasions we may also share information with other organisations because we feel that there would be a serious risk to you or to other people if we did not do so, or because there is a legal obligation, such as a court order, that means we have to disclose information.

What sort of information do you keep?

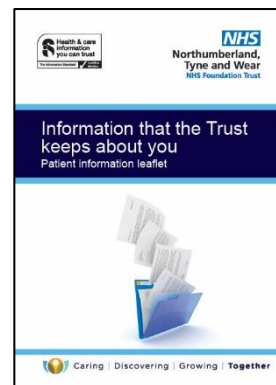
We keep information both on paper and on computer. The kinds of details that we keep include:

- Basic information about you, such as your name, date of birth, address, next of kin
- Records of your contacts with professionals, such as clinic visits
- Notes and reports on your health and any treatment or care that you need
- Records of any tests or assessments that we carry out
- Records of the treatment and care that we provide for you
- Relevant information from other health professionals, members of your family or friends who care for you and know you well

Can I see what information you have about me?

You have the right, under the Data Protection Act 1998, to find out what information we hold about you, whether that is on computer or on paper records. If you want to do this, you should write to:

Disclosure Officer
Information Governance Department
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne, NE3 3XT



The Trust produces a booklet 'Information that the Trust keeps about you'. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288.

How will my safety and security be maintained?

Fire safety

Fire alarms are fitted around the hospital. These are very sensitive and can only be turned off by the fire brigade. If you hear the fire alarm going off, staff will direct you to the safest exit. It is important that you follow their instructions and try to stay calm.

Infection control

Please speak to a member of staff or the infection control nurse if you have any concerns about the cleanliness of the hospital.

Safety and restraint

The most effective care is provided in a safe environment. If a person acts in a way that compromises safety on the ward, staff will take action to reduce the risk to all concerned.

In most situations staff will try to resolve such issues through discussion. They will work with the individual to deal with any problems and may suggest moving to a quieter area.

There may be occasions when a more urgent response is needed, which can involve staff using physical restraint skills. However, these techniques are only used when there is an immediate danger of violence towards yourself or others.

Physical restraint is only ever carried out by staff who have received training in how to use these skills safely. It is intended to allow for safe management of harmful situations and to make the environment safe as quickly as possible. Dignity should be maintained throughout any restraint procedure.

If you see anything that you think could pose a risk to yourself or others, you should report this to a member of staff immediately. Staff can help to reduce the risk and discuss any concerns you might have.

Narcotics Search Dog

The Trust has a narcotics search dog and handler who make both planned and unannounced visits to wards and departments. The search dog is trained to locate illegal substances such as cannabis, cocaine, amphetamine, ecstasy and heroin.



Who can provide me with advice?

Patient Advice and Liaison Service (PALS)

PALS is a user-friendly service dedicated to listening to service users, their carers, family and friends and helping them to resolve their concerns. It offers confidential advice and supports people to navigate through NHS systems. PALS is not a complaints service but will offer advice on the Trust's complaints process.

Telephone: North of Tyne 0800 032 02 02, Monday to Friday, 9am-5pm.

Independent advocacy

As a mental health service user you are entitled to independent advocacy. Advocates can provide unbiased advice, attend ward meetings with you and make sure that your views are listened to. If you have been admitted to hospital under a section of the Mental Health Act then please contact the service that covers the area where you live. A member of staff can also help you and provide you with contact telephone numbers.

Care Quality Commission (CQC)

The CQC is the independent regulator of all health and social care services in England. It checks all hospitals in England to ensure they are meeting government standards of quality and safety. www.cqc.org.uk/public

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.



Moving on

How will my move on from hospital be planned?

Leaving hospital is an important life event; it's a sign that you are making progress with your recovery. It can be an exciting time and also for some people it may feel daunting. During this time it is essential that you receive good quality support and care. Planning around your move on will start soon after your arrival on the ward and will be part of all care planning processes. Carers will be involved in the planning of any move on from the ward.

Your move on will be a planned process involving you and the care team. Extra support will be available for you during this time to make your move on as successful as possible.

"I'm very grateful to everyone on the ward for the help they gave me. I'm pleased to be living back in my house and I am still being supported by staff to get out into the community and to do things I haven't been able to do for a long time."

The following suggestions are things you will need to consider when planning your move on from the ward:

- Having the right accommodation to meet your needs.
- Having your finances in place.
- Having a GP (family doctor).
- Having a good understanding of your medication, where and how you will receive it.
- Having the skills you need to look after yourself.
- Understanding the future support and care you will receive.
- Having a Wellness Recovery Action Plan (WRAP) or Staying Well Plan in place.
- Informing your family and friends so they know when you will be leaving hospital and where you are living.
- Knowing how you will spend your time i.e. interests, hobbies, activity and work
- Knowing how and where to get help when you need it.
- Any conditions attached to your discharge i.e. Community Treatment Order. A Community Treatment Order is a power given to your consultant under the Mental Health Act to place certain conditions on you which you must follow when you have left the hospital. It is meant to ensure that you receive the right treatment once you have left the hospital and it means you have to keep in touch regularly with your mental health team.

Staff on the ward will be able to help you with concerns you might have about these or any other issues and provide you with contact details of the crisis team.

My care team on discharge are:

Care Co-ordinator

Consultant

Community Psychiatric Nurse (CPN)

Support Worker

Occupational Therapist

Social Worker

Other

What is Care Programme Approach?

Care Programme Approach (CPA) is a way of planning and co-ordinating your care after you leave hospital. It helps make sure that you are supported in a way that fits your individual health and care needs. CPA includes:

- Assessing your needs with you
- Developing a plan in response to the needs identified and agreed
- Sharing responsibility with you (and others as needed) to put the plan into action
- Reviewing the plan with you to check that it is meeting your needs and to agree any changes



What is meant by Care Co-ordination?

Care Co-ordination describes the process of how mental health services assess your needs, plan ways to meet them and check that they are being met. You should always feel able to ask mental health workers to explain this process clearly to you.

Who will be my Care Co-ordinator?

Your care co-ordinator will usually be a nurse, social worker or occupational therapist. Ideally they should be the person who knows you best and with whom you feel most comfortable to talk with. You should always be informed of the name and contact details of your care co-ordinator.

What does a Care Plan look like?

A care plan is usually a detailed form which states your needs, the range of services required and who will provide these services. It might include things like your medication, your support at home and finance or other personal needs. The process of CPA is also about recognising what you are able to do and what you want to do (your strengths). A copy of the care plan will be given to you to keep.

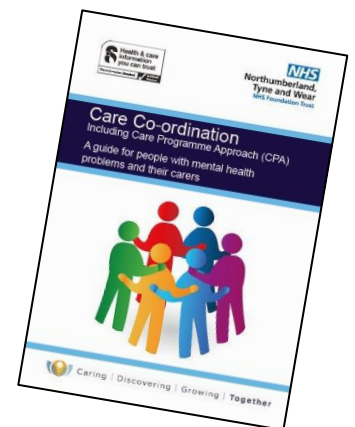
What does a CPA review look like?

A CPA review is not all about complicated forms and meetings; it is about discussing and writing down your needs and checking they are being met. Reviews should recognise any progress that has been made and involve discussion of all elements of your care plan.

How do I call a review?

You (or your carer) and anyone providing services can call a review. If you feel that a review is needed, you should contact your care co-ordinator who will assist you with making the arrangements. A review should be flexible about where and when it happens and who attends – you might like to invite a family member or friend who supports you.

The Trust produces a booklet 'Care Co-ordination including Care Programme Approach (CPA) - A guide for people with mental health problems and their carers'. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288.



What happens if I think I am becoming unwell?

People can have setbacks. On leaving hospital you will have a Wellness Recovery Action Plan (WRAP) in place that was developed with you. This plan will identify any early signs that you are aware of that may mean you are becoming unwell and what you and your care team should do to prevent you becoming more unwell. You will also have a plan in place should you become unwell.

Where can I get help and advice outside of the hospital?

- **Mental Health Matters Helpline**

Mental Health Matters Helpline is a confidential service staffed by highly trained and experienced telephone helpline workers, offering emotional support to people. You do not need to have been diagnosed with a mental health need to call our helpline. Anyone can contact us about a range of issues, for which they may need emotional support, including bereavement, relationship problems, loneliness, isolation and stress.

- **Mind Infoline**

Tel: 0300 123 3393

Text: 86463

www.mind.org.uk

Provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy. Also provides details of help and support for people in their own area. Helpline available Mon-Fri, 9am-6pm (except for bank holidays).

- **Rethink**

Helpline: 0300 500 0927

www.rethink.org

Provides information and a helpline for anyone affected by mental health problems.

Helpline available Mon-Fri, 9:30am-4pm

- **Samaritans**

Tel: 116 123

www.samaritans.org

Provides confidential support for anyone in a crisis, 24 hours a day, 365 days a year

- **SANELine**

Tel: 0845 767 8000

www.sane.org.uk

Offers practical information, crisis care and emotional support.

Every day of the year from 4.30pm to 10.30pm on 0300 304 7000

Health Information

- **Patient Information Centre – Northumberland, Tyne and Wear NHS Foundation Trust**

Provides a range of health information covering conditions, treatments, medication and health promotion www.ntw.nhs.uk or Tel: 0191 246 7288.

- **The NHS Website**

www.nhs.uk

Information about conditions, treatments, local services and healthy lives.

How can I get involved?

Become a member of our Foundation Trust and show your support for your local mental health and disability services. As a member you can attend our Annual Members' Meeting and other events, as well as give your views on Trust plans, elect governors or stand as a governor yourself (you must be aged 16 and over). You can be as active a member as you like from just receiving regular information about the Trust to getting involved in issues you care about; the choice is yours! Membership is free and also entitles you to take advantage of discounts offered by various local establishments.

You can become a public, service user or carer member if you are at least 14 years old and live in England or Wales. To apply for membership, please complete a membership application form (ask a member of staff for a copy) and return it to Freepost NTW Membership (no stamp required) or visit www.ntw.nhs.uk to apply on line. Additional information about membership is available from the Membership Office – Tel 0191 245 6827.

My useful numbers

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Questions I want to ask

This image shows a full page of white paper with horizontal blue dashed lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the page.

Diary

You can use the following table to keep a record of your appointments and activities. Further sheets are available from ward staff.

Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Diary

You can use the following table to keep a record of your appointments and activities. Further sheets are available from ward staff.

Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												

Stepped Care Welcome Pack

Tell us what you think

We would like to know what you think about the Welcome Pack, your views will help us to improve the pack.

We would be very grateful if you would take a couple of minutes to answer the following questions - thank you.

Your Ward: _____

1.	What do you like about the Welcome Pack?	Comments
2.	Is there anything that you do not like about the Welcome Pack?	Comments
3.	Is there any other information that you would like included in the Welcome Pack?	Comments
4.	Is there anything else you would like to tell us about the Welcome Pack?	Comments

Please return to: Patient Information Centre, St Nicholas Hospital, Jubilee Road, Gosforth, Newcastle upon Tyne, NE3 3XT or give to a member of staff.

Acknowledgment

We would like to thank the patients within the Stepped Care Services that have contributed to the development of this Welcome Pack.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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

www.ntw.nhs.uk Tel: 0191 246 7288

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