

Fire procedure

A member of staff will explain the fire procedure to you for your safety.

What if I have a problem, complaint or suggestion about the ward?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved in your care.

There is a leaflet in your Welcome Pack on how to make a complaint or suggestion.



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

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Review date 2017

My stay in hospital

Stepped Care

When I arrive

Shining a light on the future



Introduction

We hope this leaflet will provide you with the information you need when you arrive on the ward. If you are not sure about anything in this leaflet or want more information please ask a member of staff.

Arriving on the ward

When you arrive on the ward you will be welcomed by a member of the ward care team.

The member of the care team will explain what will happen during your stay, tell you about the ward and answer any questions you or your family might have. They will also show you around the ward and introduce you to others.

You will be given a Welcome Pack which contains information that you will find useful during your stay.

When you are ready one of the nursing staff will help you to unpack your things. We will make a list of your valuable items.

We want to ensure the ward is safe for you and others, any drugs (other than those prescribed by your care team), alcohol or items that are considered unsafe will be removed.

One of the nursing staff will stay with you until you have settled in.

Can I bring a member of my family along to give me support?

Yes, you may wish to have a family member, friend or carer to support you on your arrival.

What if I have any special needs?

We will ask you about any specific needs or special requirements you may have for example diet, spiritual or cultural.

What happens next?

Over the next few days you will be introduced to your care team including your Named Nurse and Consultant Psychiatrist.

Your Named Nurse is:

Your Consultant Psychiatrist is:

The Ward Manager is:

The care team will start to talk with you to help you and the team understand your situation, what your needs and goals are so that a recovery plan can be developed with you. If appropriate and with your permission we would like to include your family and carers in this process.

Mental Health Act 1983

If you have been admitted to hospital under the Mental Health Act 1983, your rights will be explained to you. We will talk to you and your family about this and give you an information leaflet.

Visiting times

On the ward we encourage family, carers and friends to visit. However we would appreciate it if visiting times could be kept within the times below.

Please list times:

Smoking

The hospital has a no smoking policy on all wards and public places, however we have a smoking shelter for patients which is situated outside, please ask a member of staff for more information.

Alcohol or illicit drugs

The unit operates a no alcohol and drugs policy. The police will be contacted if alcohol and any non-prescribed or illicit drugs, legal highs and any noxious substances are found.