



Jane Palmer Day Hospital

Day Services South Tyneside

Patient Information Leaflet

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 246 7288

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Contact details

Jane Palmer Day Hospital
Palmer Community Hospital
Wear Street
Jarrow
NE32 3UX

Tel: 0303 123 1145

The telephone number above is for NTW single point of access. Your call will be diverted or a message taken and a member of the day hospital team will contact you.

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
- 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.
 - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
 - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful organisations

- **PALS - Patient Advice and Liaison Service**
South of Tyne – 0800 328 4397 or 0191 566 7074
Monday to Friday, 9am-5pm
Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.
- **Northumberland Tyne and Wear NHS Foundation Trust**
Tel: 0191 213 0151
Website: www.ntw.nhs.uk
- **The Alzheimer's Society**
Tel: 0300 222 1122 (Monday to Wednesday, 9am-8pm
Thursday and Friday, 9am-5pm, Saturday and Sunday, 10am-4pm)
Website: www.alzheimers.org.uk
- **Age UK**
Tel: 0800 169 6565 (Monday to Sunday, 8am-7pm)
Website: www.ageuk.org.uk

Introduction

This leaflet provides you with information that you will find useful whilst attending Jane Palmer Day Hospital in Jarrow. If you are not sure about anything in this leaflet please ask a member of staff.

What are day hospitals?

Day hospitals provide assessment and treatment for older people with a range of mental health problems and complex physical health needs. The people who attend are mainly over the age of 65 years, however, younger people with dementia can also access this service.

Where are the day hospitals based?

Jane Palmer Day Hospital is a day service based at Palmer Community Hospital, Jarrow.

Contact details are at the end of this leaflet.

Who we are

We provide a service Monday – Friday from approximately 9am to 5pm (except Bank Holidays). You will be invited to attend on days and at times appropriate to your needs.

The day hospital teams comprise a Consultant Psychiatrist and Registered Mental Health Nurses. We will involve other professionals dependent upon your needs and these will include Psychologist, Occupational Therapist, Physiotherapist, Dietician and Speech and Language Therapist

You will see the person best able to help you. There may be more than one person from the team helping you.

What we do

We want to work together with you and your relatives/carers to help you manage your difficulties and feelings. This support will help you move forward with your life.

The Lead Health Care Professional or Care Co-ordinator

The Lead Health Care Professional or Care Co-ordinator is the named member of the team who helps you plan your care whilst attending the day hospital and is the person who will be most involved with your assessment and treatment.

Review of your care whilst attending day services

The care you are getting will be checked regularly. This is called a review. It may include other professionals involved in your care including occupational therapists, psychologists, social workers, physiotherapists. This is called a multi-disciplinary review.

Relatives and carers

Information from relatives and carers is really helpful as part of your assessment and treatment. We will involve your relatives and carers as much as possible with your permission. We will try and support your relatives and carers as much as we can.

Discharge information

You will still need some help and support when you leave the day services. This will be discussed with you before you are discharged and a copy of these arrangements (your discharge care plan) will be given to you and your relatives/carers. We will ask your permission to share this information.

Meal times

Day services areas operate protected meal times. This means you have the right to enjoy mealtimes without unnecessary disruption. Please ask a member of staff for further details. Lunch is provided if you are staying all day as well as light refreshments in the morning and afternoon.

Transport

Some people come by the ambulance service, and others make their own way. We will help you to get here if you need our help and someone will help you on and off transport and the ambulance.

For travel information contact Nexus Traveline

Tel: 0871 200 22 33

Website: www.traveline.info/

Medicines

If you need to take medication while you are at the day services please bring it with you. You can either give it to the ambulance crew who collect you or to the nursing staff when you arrive at the unit. The nurses will make sure you get it at the right time.