



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Castleside

Inpatient Ward

Inpatient Assessment Service

Patient Information Leaflet



Caring | Discovering | Growing | **Together**

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 are Inpatient Services?

Most older people with mental health needs will receive assessment, treatment and care in their own home. However, for some people this will be best done in hospital as an inpatient.

Inpatient Services for older people provide specialist mental health assessment and treatment in hospital for two main groups:

- Functional mental health - conditions such as depression, anxiety or psychosis
- Organic mental health - with progressive conditions such as dementia

What is Castleside?

Castleside is an inpatient ward, which treats people with organic mental health conditions. The ward is based at Centre for Health of the Elderly, Campus for Ageing and Vitality, Newcastle upon Tyne.

What we do

You have come into hospital because you have mental health needs. This means that you require support from a range of specialist doctors, nurses and other health care workers. We aim to work together with you to help you manage your needs so that you can move forward in your life with the support you need in the most acceptable way for you.

This is the assessment process and staff will seek your consent on all aspects of your care plan throughout your stay in hospital.

Named Nurse

During your stay in hospital you will have a named nurse who will be responsible for co-ordinating your care. If your named nurse is not on duty you can talk to any of the nursing team.

You will be given the name of your named nurse within 24 hours of your admission. They will introduce themselves to you as soon as they are next on duty. However on a daily basis there is a nurse in charge as a point of contact; this will be displayed on a board on the ward.

There is a lot of evidence that shows you can gain a great deal by participating in the right activities that are designed to meet your needs. There are a range of therapeutic activities available to you while you are in hospital which will be discussed individually with you.

How long will I be in hospital?

How long you stay in hospital depends on your needs. The care team will discuss discharge with you as quickly as possible after your admission. It is important to emphasise you will not remain in hospital any longer than you need to. We aim to keep your time spent in hospital to a minimum.

Relatives and carers

We value information from family and friends to help with assessment and treatment. We will involve your family and friends as much as possible with your permission and aim to support them as much as we can.

Discharge information

This is when you leave hospital, the point at which you are ready to leave the ward will be a significant milestone. You may still need some help and support. 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 carers.

Meal times

Inpatient areas operate protected mealtimes. This means you have the right to enjoy mealtimes without unnecessary disruption. Further detail is available on the ward.

Visiting times

Each inpatient area operates preferred visiting times and therefore we advise that before your relatives or carers visit that they check with nursing staff for these times.

Welcome Pack

Within 24 hours of admission, you will be given more detailed information about your hospital stay and an opportunity to discuss any further information you may need. Do not hesitate to approach any member of staff for information.

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
- 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 Organisations

- **PALS - Patient Advice and Liaison Service**

Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

North of Tyne Tel: 0800 032 0202 (Mon-Fri 9am-4.30pm)

- **Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust**

Tel: 0191 213 051

Website: www.cntw.nhs.uk

- **The Alzheimer's Society**

Tel: 0300 222 11 22 (9am - 8pm Monday to Wednesday, 9am - 5pm on Thursday and Friday, 10am - 4pm on Saturday and Sunday)

Website: www.alzheimers.org.uk

- **Age UK**

Tel: 0800 169 6565 (Mon-Sun, 8am-7pm)

Website: www.ageuk.org.uk

References

- Living well with Dementia: A National Dementia Strategy, Department of Health 2009

Contact details

Castleside Inpatients

Centre for Health of the Elderly

Campus for Ageing and Vitality

Westgate Road

Newcastle upon Tyne

NE4 6BE

Tel: 0191 246 8739

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

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