

Castleside Day Hospital

Information for relatives and carers

Shining a light on the future



Introduction

We hope you find the following information useful. If you have any questions please speak to a member of staff.

What is Castleside Day Hospital?

Castleside Day Hospital is a small, purpose built ground floor building situated in the Campus for Ageing and Vitality, Newcastle upon Tyne.

The service provides assessment and treatment for people aged over 55 years who are experiencing mental health problems. Our aim is to help people continue to maintain their independence in the community and to maintain good mental health and wellbeing.

We are open 8.30am - 5pm, Monday - Friday (excluding Bank Holidays). Out of hours there is an answerphone where messages can be left.

The team

A small committed team of qualified mental health nurses, support workers, medical staff and an occupational therapist will be looking after your relative on a day to day basis. Other staff from physiotherapy, podiatry and the psychology service may be involved in your relative's care following referral by our team.

The named nurse for your relative will make contact with yourself, introduce themselves and discuss any particular arrangements that might be necessary. Some background information about your relative is often very helpful.

If any physical ill-health or injury occurs whilst your relative is not attending the day hospital you should inform your relative's GP.

Assessment and treatment

Your relative has been asked to attend the Castleside Day Hospital as part of their assessment and treatment plan. We will get to know your relative and carry out a full, comprehensive assessment which may include:

- psychological testing
- scans
- physical examination.

Review meeting

After 4-6 weeks a review meeting will be held at the Day Hospital to discuss the assessment and further treatment plans where appropriate. We hope you will be able to come along to the meeting and we will be in touch regarding arrangements. Further review meetings will be arranged as treatment continues.

The reviews are led by the Consultant Psychiatrist at the Day Hospital and all of the clinical team who have been involved in your relative's care will be present. The patient will also be involved in discussions and decision making. It will be an opportunity for you to join in the decision making and discuss any concerns you may have. It is also an opportunity for us to make sure you have all the information you need.

If you wish at any time to see any member of the team separately then please let us know and we will try our best to accommodate this.

Social Activities

A wide range of social and therapeutic activities are on offer throughout the week, eg.

- quizzes
- live music
- relaxation techniques
- discussion groups
- reminiscence
- Cognitive Stimulation Therapy

In good weather there are often trips out and about to places of local interest and a small walking group go out for fresh air and exercise.

We also have a small team of Social Activity Volunteers who supplement the range of activities on offer by arranging board games, table games and social interactions. The volunteers are fully trained, supervised and supported whilst engaging in activities.

What happens next?

Castleside Day Hospital is not a Day Centre and therefore once treatment and intervention plans have been completed, we will discuss discharge plans and continuing support arrangements. This may involve referral to an alternative Day Care as we cannot provide this long-term at the Day Hospital.


Carers support and information

Carers support and information evenings run from March-October - you will be sent an invitation to attend. These will give you an opportunity to meet with staff, other carers and participate in talks and discussions.

Topics include:

- looking after yourself
- treatments and interventions
- understanding mental health problems.

Some recent comments from carers about this meeting include;



Informative
and
Interesting

Very good
information

I have enjoyed
the meetings so
far, everyone is
very helpful.

Chaplaincy

The Chaplaincy Department visit the Day Hospital regularly to offer pastoral care and regular multi-denominational services take place at Easter and Christmas.

We can make any special faith arrangements that people might need, such as particular diets or prayer space.

Can I smoke?

The hospital has a smokefree policy which covers the whole Trust site, including all buildings, wards and outdoor areas. This means you are not allowed to smoke while you are anywhere on the grounds of one of our sites. 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.

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.

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

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

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

National Dementia Helpline: 0300 222 1122
(Mon-Fri, 9am-5pm Sat-Sun, 10am-4pm)
Email: enquires@alzheimers.org.uk
Website: www.alzheimers.org.uk

The Alzheimer's Society is a care and research organisation for people with dementia and their carers. They have local offices throughout the country and offer practical and emotional support and advice.

- **Age UK**

Tel: 0800 169 6565 (Mon-Sun, 8am-7pm)
Age UK provide information or advice on anything from health to housing.
Website: www.ageuk.org.uk

- **Newcastle Carers Centre**

135-139 Shields Road, Newcastle upon Tyne, NE6 1DN
Tel: 0191 275 5060
Email: info@newcastlecarers.org.uk
Website: www.newcastlecarers.org.uk

Opening times: 9am-6pm, Monday-Friday. Until 8pm on the third Wednesday of each month. 9am-4pm on the second Saturday of each month.

Provide information, one-to-one support, opportunities to join carers groups or take part in events and activities, as well as sessions with counsellors and complementary therapists. Also offers training for carers and professionals.

- **North Tyneside Carers Centre**

3rd Floor, YMCA Building, Church Way, North Shields,
NE29 0AB

Tel: 0191 643 2298 Fax: 0191 643 2299

Email: enquiries@ntcarers.co.uk

Website: www.northtynesidecarers.org.uk/

Opening times: 9am-5pm, Monday-Thursday,

9am-4.30pm Friday

5pm-8pm, 2nd and 4th Wednesday of each month

(appointment only) and 9am-1pm, 2nd Saturday of each
month (appointment only)

Provides emotional and practical support for carers living in
North Tyneside, plus social activities, training and support.

- **Carers UK**

Advice line: 0808 808 7777, 10am-4pm, Monday to Friday

Email: advice@carersuk.org

Website: www.carersuk.org

Carers UK provides information on your rights and how to get
help.

- **Dementia Care**

Tel: 0191 217 1323 (Mon-Fri, 9am-5pm)

Website: www.dementiacare.org.uk

Contact details

Castleside Day Hospital

Centre for the Health of the Elderly

Campus for Ageing and Vitality

Westgate Road

Newcastle upon Tyne

NE4 6BE

Tel: 0191 246 8736



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

Published by the Patient Information Centre

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Foundation Trust

Ref, PIC/701/0317 March 2017 V5

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

Review date 2020



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