

Westbridge

Information Leaflet

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What is Westbridge?

Westbridge is a residence in the community for men and women. It is a joint project, owned and ran by Tyne Housing, supported by a Clinical Team from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Who is it for?

Westbridge provides assessment, treatment and rehabilitation for men and women over 18 years who have been assessed as having an identified risk of causing significant harm to self or others, and have a mental disorder or learning difficulty.

We have 14 single beds – 12 full time and 2 in-reach beds for graded integration. We offer support for people being discharged from hospital or prison to help them return to living in the community.

Why do I need to be here?

Moving into the community can be stressful and Westbridge is a useful step down to help you build on your strengths, test out potential concerns around risk, and develop your skills to help you move onto more independent accommodation.

Who works in Westbridge?

The team includes a number of different professionals working together who have experience of helping people with mental health problems.

These include:

- Psychiatrists
- Psychologists
- Service manager
- Support workers
- Community Psychiatric Nurses
- Admin staff
- Social Workers
- Occupational Therapists
- Tyne Hostel workers
- Tyne Hostel manager

Arriving at Westbridge

When you arrive you will be welcomed by a member of the care team or Tyne Housing staff. They will explain what will happen during your stay and give you information. You will have time to settle in and have a look around your environment.

You will be asked to agree and to sign a licence agreement with Tyne Housing. We have a curfew of 11pm Sunday to Thursday and 12 midnight Friday and Saturday. No drugs or alcohol are allowed on the premises.

How long will I be here?

The length of stay depends on your personal needs. The clinical care team will discuss this with you. An average length of stay is 18 months, but it does depend on personal need.

Accommodation and rent

You will have your own bedroom with a wash basin. There is a shared bathroom, kitchen, lounge and dining room. Lounges have a TV and music system. You will have your own key to your bedroom and medication cabinet. You will pay rent to Tyne Housing and receive an evening meal. Food is also supplied for breakfast and a light snack at lunch time. All food, bills, cleaning products and facilities are included in your rent (other than TV licence).

What sort of things can I do at Westbridge?

You will be expected to maintain a structured day during the week, engaging in activities within the community setting. This is to help reduce social isolation and develop your confidence. Once your care team have assessed your needs we will create a treatment plan with you. This will involve group and 1:1 sessions.

Activities you can be involved with

We will encourage you to tell us what you are interested in and then find activities to meet your needs. Some of the activities are:

- monthly house meetings
- voluntary work
- daily job rota
- gym
- self-catering
- badminton
- courses
- walking
- social group
- gardening

Visitor information

We encourage people to have their friends and family visit them when at Westbridge. However we do ask that they are booked in 24 hours in advance and only come between 5pm and 7.30pm. This is because we encourage you to have a structured day and you may be engaging in leisure/work based activities. Visitors are only allowed in communal areas, and must not be left unaccompanied. No visitors under the age of eighteen are permitted.

What is Care Co-ordination?

Care co-ordination is the framework in which care is provided for all service users accepted by mental health services.

You will have a named care co-ordinator who is the member of the team responsible and best placed to oversee your care plan. You will be given their contact details and they are your first port of call in the event of any problems. Your care co-ordinator will keep in regular contact with you.

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 should I do out of hours?

If you are worried about your mental health, talk to Tyne Housing staff. They will offer you advice and support and seek further help if required. Alternatively you can go to A&E.

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.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.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.cntw.nhs.uk/poy
- complete a Points of You survey, available from staff.

- For any concerns regarding the service provided by Tyne Housing please contact:
Director of Housing & Support
Tyne Housing
St. Silas Church Building
Clifford Street, Byker
Newcastle, NE6 1PG
Tel: 0191 265 8621

Westbridge contact details

20 Albion Road
North Shields
NE29 0HT
Tel: 0191 293 0530
Fax: 0191 293 0531



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust



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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