

Berwick

Patient and Carer Information Leaflet





**Border town,
Coastal, strong,
Ancient ramparts,
Royal swans.**



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.

Prior you're your admission you will be sent a Welcome Guide which will provide more detailed information about your care and treatment while you are in hospital. This will include information about your care team, what you can and can't bring into the service, your case manager will also be able to provide additional information as required.

What is Berwick?

Berwick is a medium secure unit based in Sycamore at Northgate Park which is part of Secure Care Services, within Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Who is it for?

Following assessment, Berwick provides care, rehabilitation treatment for mental health problems in a secure setting.

We have 14 beds for men who may have come into contact with the law, and/or are thought to be a risk to others or themselves.

We accept patients who are from the North East of England, usually from prisons, Berwick (our acute admissions facility) or other mental health wards or as a step down from the High Secure Hospitals.

Why do I need to be here?

A doctor and/or the courts have decided it is the best place for you. Staff at Berwick will help you get the right treatment to get better. You will be given support and kept safe.

Staff are available to support you and help keep you safe during your time at Berwick.

Arriving on Berwick

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

How long will I be here?

The length of stay depends upon your personal needs. The care team will discuss this with you.

A member of staff will tell you about the section of the Mental Health Act, you are detained under and what it means. You will be given an information leaflet which will tell you all about what this means.

What sort of things can I do at Berwick?

You will get your own bedroom on the unit. Each ward has shared areas, including a dayroom with colour TV and stereo, kitchen, quiet room and internal courtyards which can be enjoyed under supervision.

There are a number of groups at Berwick that you will be expected to attend. Staff will explain this to you when you arrive.

During your assessment, you will work alongside your care team to collect information about your strengths and needs. Once your assessment period has finished, your team will work with you to create a treatment plan that is right for you.

Your treatment may include group work and/or 1-1 sessions with members of your care team.

Your treatment will be reviewed regularly by the multi-disciplinary team and you will have the opportunity to be involved in discussions about your care and treatment.

Recovery Star Secure

Secure services provide safety and real change for a better life.

Secure services provide treatment for people with complex mental disorders linked to offending or seriously harmful behaviour. Some will be involved with the criminal justice system (CJS), courts and prison. Secure services help people gain a deep understanding of themselves and their history.

We will help patients gain new skills, understanding and ways of responding to things they find difficult. This will help people move on from secure settings and have more freedom, choice, and control in their lives.

We will do this by focusing on:

- mental health;
- dealing with strong feelings;
- addictive behaviours;
- risk to others;
- physical health;
- social skills;
- relationships;
- meaningful activities; and
- trust and hope.



Model of Care

Our model of care in mental health forms the basis of consistent care that can be expected across medium and low secure services. The main goal is to strengthen professional practice and plan how we support, motivate, and develop staff to deliver the best care possible. The model of care has been created to develop a clear vision for how we deliver care to our patients and how we will care and support our staff within secure care services.

The model of care details how teams will continue to deliver a positive experience for patients, carers and families and the actions staff need to take to ensure that everyone's experience of the service is encouraging and positive.

The underpinning process for our model of care identifies how we work collaboratively with the person to promote recovery. Our model of care highlights that recovery is an on-going process and wherever the person is within their pathway their skills will be assessed, developed, and applied within different contexts supported by a multi-disciplinary team which focuses on the needs of the person.

Our model of care focuses on patients, families and their carers whilst utilising the Recovery Star Secure as the focus which will result in 'Our Recovery Journey'. Throughout this process, the model will incorporate the following:

- Respect
- Empowerment
- Dedication
- Collaboration
- Opportunity
- Hope and optimism
- Identity

Activities you can be involved with

Part of your treatment will involve day activities, which may include:

- Adult education – reading, writing, social skills training
- Gardening and horticulture
- Art and craft work
- Gym sessions

There are also several kinds of social activities that you can take part in including:

- Using the gym
- Gardening indoor and outdoor sports like badminton and football
- Use of the multi-faith room for your religious and spiritual needs
- Regular social events

If you have a special interest or hobby, staff may be able to help you with it.

Students

As a teaching unit, students may be involved in all aspects of patient care. They will speak to you and ask for your consent if they are involved in any direct care, but if you do not wish for them to be involved in any other areas please speak to your named nurse or key-worker and let them know.



Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact 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.cntw.nhs.uk/contact/complaints/
- 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 on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message.

A member of the PALS team will aim to return your call as soon as possible.

For further information contact

Berwick

Sycamore at Northgate Park

Morpeth

Northumberland

NE61 3BP

Tel: 01670 394 630



**North East and
North Cumbria
Adult Secure
Care Network**



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, BSL, easy read or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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