



Walkergate Park Centre for Neurorehabilitation and Neuropsychiatry

Welcome Pack

Information you will find useful during
your stay

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Welcome

We would like to welcome you, your family and friends to Walkergate Park Centre for Neurorehabilitation and Neuropsychiatry and we hope that your stay is beneficial.

This Welcome Pack provides information about your stay on the ward.

It tells you about the ward, the staff and the treatments and therapies that will be available to you. It also tells you what it will be like to be in hospital and gives information about understanding your rights.

There is a lot of information in this pack so it may be helpful to read it a bit at a time.

A member of the ward team will go through the Welcome Pack with you when you first arrive on the ward. They will answer any questions you may have about your stay.

The Welcome Pack will be used with you throughout your stay to ensure you have the information you need to support your recovery.

Contact details:

Walkergate Park Centre for Neurorehabilitation and Neuropsychiatry
Benfield Road
Newcastle upon Tyne
NE6 4QD
Telephone: 0191 287 5000 – reception

This pack belongs to

Your Primary Nurse

Your Consultant is

Your Ward is

Ward telephone number

Ward address

.....

The Ward Manager is

Admission



What does my stay in hospital involve?

Coming into hospital can be a distressing experience for you and your loved ones. Whether this is the first time that you have been admitted, or if you have been here before, we recognise that this is a difficult time. We will support you as much as possible during your stay.

Why have I come to hospital?

You have come to Walkergate hospital either for assessment of your care needs or for rehabilitation, to support and advise you on your recovery.

What will happen when I arrive?

A member of staff will show you around the ward area and the bedroom allocated to you. Staff will do their best to ensure that you stay in the same room throughout your stay, however there are occasions when this may not be possible, due to clinical need and you may be requested to change your room if the situation arises. You will be shown where you can leave your personal belongings.

All bedrooms have en-suite facilities, some are shared with the room next door. There are televisions available on the ward, which staff will show you and telephone access will be explained. You will be shown the ward lounge, sitting room and dining room when you are ready to be introduced to other patients on the ward.

If you have any medication with you please inform the staff team.



You will be introduced to, or informed of, your primary nurse. This role is taken by an experienced nurse who will be the person responsible for co-ordinating your care whilst you are with us. They will spend time with you and your family ensuring that you are completely involved in any discussions or decision making throughout your stay.

What will I need during my stay?

Bed linen and towels are supplied and will be replaced regularly during your stay.

The ward can supply some emergency toiletries. Please limit the amount of money and valuables you bring with you, since anything brought in is at your own risk.

Where can I store my things?

You will have storage in your room where you can keep your clothes and personal belongings.

What should I bring with me?

There is limited storage but you will need things that you require on a day to day basis:

- Nightwear, dressing gown and slippers
- Outdoor clothing
- Daytime wear suitable for gym activities, e.g. tracksuit trousers/shorts, vest tops, underwear
- Toiletries, including paper handkerchiefs. Due to the potential for cross infection, no face cloths are to be used. We will provide you with disposable cloths.
- Comfortable clothing and training shoes are essential for therapies. It may be recommended that you wear shorts for physiotherapy sessions. Where this is needed we will ensure your privacy and dignity is maintained at all times

You may also want to bring:

- Your own electrical equipment e.g. iPod, laptop, including personal headphones to minimise noise on the ward.
- Family photographs
- Glasses; reading glasses; hearing aids; dentures
- Any walking aids you currently use
- Any other equipment or aids that you require
- Training shoes or your most comfortable outdoor shoes
- Watch/alarm clock
- Telephone numbers, address book, writing materials
- Books and magazines
- Hairdryer
- Any medicines/tablets you are currently taking and cards regarding your medication, e.g. steroid card. Please hand these to a qualified nurse for safe keeping. They will be returned to you once the doctor has written your prescription or, with your consent, may be administered to you until others are received from pharmacy.

Staff will record a list of all your personal possessions while you are staying with us.

All electrical equipment needs to be tested for safety before use on the ward. Please give equipment to a member of staff who will arrange for it to be checked.

Is there anything that I cannot bring onto the ward?

The following items must not be brought into hospital:

- Large amounts of cash, cheque books, credit cards
- Valuable jewellery
- Sharp objects
- Razor blades should be handed to staff
- Alcohol and any non-prescribed or illicit drugs, legal highs and any noxious substances. (If illegal drugs, legal highs or noxious substances are found the police will be contacted). Patients returning from home leave should not be under the influence of alcohol and may be requested to leave if that happens
- Weapons of any kind
- Offensive media materials
- Smoking materials are prohibited items on Trust sites. The Trust has a no smoking policy. Smoking materials are contraband and cannot be brought onto Trust sites. A copy of the 'we share clean air' leaflet is available with more info and nicotine replacement therapy and support is encouraged. If you come into hospital with tobacco products, cigarettes, lighters or matches, they will need to be given to staff. Cigarettes and tobacco products will be returned to you on discharge from the ward on request. Alternatively they can be given to a family member or carer to take home with them. Tobacco products, cigarettes, lighters or matches will not be given back to you for any periods of leave from the ward.

Visitors are asked not to bring any cigarettes or tobacco products (including lighters) on to the ward.

This is not a full list and staff will inform you of any other items that are not allowed on your ward.

Single sex accommodation

All wards within Walkergate Park are mixed sex. However single sex accommodation is achieved with single bed rooms, en-suite facilities and designated single sex lounges if required.

Dignity and respect

All patients and their families can expect staff to behave towards them with dignity and respect. The same is expected of visitors. If any of your visitors' behaviour is deemed unacceptable we will ask them to leave the building. The police will be called if necessary.

How we work together

Assessment

The first three weeks of your stay will be to find out more about you, your abilities and what you/your family want to achieve from your stay. We will need to know some more about you to make sure you get the best possible help from us. To do this we talk to you, your family (unless you really don't want us to), and other professionals who work with you. We might also want to ask for specialist assessments to help us be very clear as to the best way forward.

Planned contact sessions

Planning your care

We will work with you to agree the goals of your stay and how best to work towards them. We will also discuss the treatments which are known to have the best effects in supporting your rehabilitation. From this we will develop your personal care plan which will detail what needs to happen and who will do what.

Care plan reviews

You and your primary nurse will meet to look at how things are going with your rehabilitation/specialist assessment and the plans to make that happen. You may focus on just one or two plans or all of the plans with the aim of being clear what actions everyone needs to take. These will be at least weekly and may be more often.

Making sure we are helping you make progress

Team meetings

These happen at key points during your stay and usually involve you, your team, including your care co-ordinator, if you have one and family. The point of the meeting is to look at the bigger picture, checking you are making progress and planning the bits of work which need to happen in the next couple of months including planning your discharge.

Meeting your consultant

You will meet with your consultant regularly through your stay.

Measures and questionnaires

Various outcome measurement scores are used to consider an individual's progress, you will be asked about what goals you want to achieve and questions about how you feel you are progressing towards them. We will also record details of the changes you have made. We use a variety of questionnaires and feedback surveys to gather information from patients, carers and families about their experiences and use these continuously to make changes and improve the services offered.

Sharing information with carers

Your family and those closest to you play a very important role in your recovery. Staff will meet with them at the earliest opportunity to get to know and support them, whilst they support you.

There may, however, be things that you do not want to share and you should discuss this with your care team so that they can support and advise you with this decision. We would recommend that your family and any others you feel necessary are fully involved and informed of your care.

There is an information leaflet regarding confidentiality that the staff can supply if you require any more information.

A member of staff will provide you with a copy of 'Working together to support the person you care for'. The leaflet will provide your family member or carer with relevant information and signpost to other useful resources and help.

Staying in control

Advance decisions are about making choices about your healthcare while you are well. This means that your wishes can be taken into account if you ever become incapable of making informed choices during a crisis.

An advance decision can be spoken or written down and should be reviewed regularly. Only an advance decision to refuse treatment is legally binding; you cannot demand certain treatments but can state your preferred options.

The Trust produces an Advance Decisions and Statements booklet. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288.

If you are detained under the Mental Health Act, there may be circumstances where you are given treatment that you have previously stated you do not want. This decision will only be taken if your refusal would have a severe impact on your treatment.

<https://www.cntw.nhs.uk/resource-library/advance-decisions-and-statements-for-mental-health-information-leaflet/>

Pharmacy

“Do you know you can meet with a hospital pharmacist to discuss your medication? Ask your primary nurse for an appointment”

If you would like information leaflets about your medicines ask your primary nurse.

Pharmacy Medicines Information Helpline

The Trust has a helpline for confidential advice about medication. You and your carer can call the helpline between 9am and 5pm, Mon-Fri. The helpline number is **0191 245 6604**.

Changing your consultant or getting a second opinion

The Trust produces a booklet about how patients can request a change of consultant or second opinion. This leaflet is available from staff or the Patient Information Centre Tel: 0191 246 7288.

What does the Mental Health Act 1983 mean for me?

Mental Health Act 1983

Some people receiving treatment in psychiatric wards are in hospital on an informal basis and have usually agreed to come into hospital – they are called informal patients or voluntary patients.

If you are in hospital as a formal patient you will not be free to leave and will lose some other important rights that are available to informal patients. This is because you have been ‘sectioned’ (or detained) under the Mental Health Act 1983. Sometimes this could mean we give you medication without your consent but this is to help with your recovery. However, information about your medication will be provided – the doctor, nurse or pharmacist will help you understand about any side effects.

You will be informed about your rights and fact sheets are available on the ward and from the Trust website www.cntw.nhs.uk. We will always include you in decision making about your care and treatment.

Mental Capacity Act 2005

Sometimes people are so unwell that they are unable to make some decisions for themselves; this is called ‘lacking capacity’. We will always assume you have the mental capacity to make decisions unless an assessment has been carried out to establish that you have not got capacity. Where people ‘lack capacity’ we will always act in their best interests.

Locked doors

Please be aware that it is normal for the exit doors on Wards 1 and 2 to be locked. This is for patient's security and safety. Staff will make you aware how and if you can leave those wards as people's individual circumstances can differ greatly.

Consent

Before a doctor or other health professional examines or treats you, they need your consent. Consent will only be valid if given freely by a properly informed patient who has capacity to give consent.

In neurological disease capacity may be affected by

- Memory problems
- Problems with speech and understanding

Where a patient lacks capacity

The team will provide treatment under the Best Interest Principle.

Treatment based on Best Interest Principle

- Consider the values and preferences the patient had when they were well
- Value the patient's wellbeing and quality of life
- Respect religious and spiritual beliefs
- Consider the views of family and carers

What are the key things to remember?

It's your decision! It's up to you to choose whether or not to consent to what's being proposed. Ask as many questions as you like, and remember to tell the team about anything that concerns you or about any medication, allergies or past history which might affect your general health.

Photographs, videos and digital recordings

As part of your treatment some kind of photographic record may be made – for example X-Rays, clinical photographs or sometimes a video. You will always be told if this is going to happen. The photograph or recording will be kept with your notes and will be held in confidence as part of your medical record. This means that it will normally be seen only by those involved in providing you with care or those who need to check the quality of care you have received. The use of photographs and recordings is also extremely important for other NHS work, such as teaching or medical research. However, we will not use yours in a way that might allow you to be identified or recognised without your express permission.

Should I ask questions?

Always ask anything you want. The person you ask should do his or her best to answer, but if they don't know they should find someone else who is able to discuss your concerns. To support you and prompt questions, you might like to bring a friend or relative. You can also have someone independent to speak up for you if you prefer. Please ask a member of staff.

Further information

The NHS Trust treating you has a Policy on Patient Consent to Examination or Treatment, which is available on request.

Further information from the Department of Health

- Consent what you have a right to expect - A guide for adults
- Consent what you have a right to expect - A guide for relatives and carers

Your stay



Can you tell me about the Trust?

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England employing more than 7,000 staff and a budget of over £380 million.

We work from over 70 sites across Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington. We also run a number of regional and national specialist services. Along with partners, we deliver support to people in their own homes, and from community and hospital-based premises.

The services we provide are divided into four sections, which are organised geographically into “locality care groups”. These are known as North, Central, South and Cumbria.

Staff will provide you with a patient information leaflet about your specific ward.

What happens to my benefits while I am in hospital?

Staff on the ward can help you with any financial concerns while you are in hospital. For example, they can complete an inpatient medical certificate to verify your inability to work. Where you require help with any financial issues, the staff will support you to access expert advice from relevant agencies; for example patient finance and welfare rights.

Medical certificates

If you are receiving any benefits or sick pay, you will need a medical certificate. If you require a medical certificate please ask the ward staff.

What is life like on the ward?

The following information will tell you a little about life on the ward.

The general ward routine

From 7am you may be woken and helped with washing and dressing. Patients with early therapies will be the first to be woken. If you wish to get up earlier, this is not a problem.

At 8am the nurses will begin medication rounds and breakfast preparation.

Therapy timetables start at 8.30am. You will follow your timetable of therapies throughout the day.

Lunch is served just after midday and is combined with a medication round. Each ward has its own dining room which we encourage and support you to use.

Some patients may need to have their meals in their rooms either for therapeutic or clinical reasons. During the afternoon, timetables are followed once again and finish at 4.30pm.

Further medication rounds are carried out at 6pm and 10pm. A hot drink and snack will be offered between 8pm and 10pm.

Weekly timetable

Every week you will get a timetable consisting of your therapies, time for leisure and rest. You may feel like staying in bed, but this is not the best or healthiest choice to make. We encourage people not to stay in bed or isolated in their own rooms.



Ward 1 activity room

Patient meetings

These take place on a regular basis. They give you an opportunity to meet with staff and other patients to discuss and resolve issues on the ward.

Home leave

Most people wish to spend time within their own home environment as quickly as they can. For this to be successful, we need to ensure safety not only for you but for your family and friends as well. We hope that you will be happy to work with your treating team in achieving this.

It is important to ensure that you still have rest periods at home to get the most out of their Specialist inpatient stay.

During the assessment period, which can last up to three weeks, we recommend that you remain within Walkergate Park even if you have already been visiting home before you were admitted. We will arrange for an occupational therapist to visit your house to ensure that it is accessible and safe. Guidelines will then be given to make sure your home leave is comfortable and safe for you and your family, for example, to allow moving and handling techniques to be continued at home.

Domestic services

Our team of domestic assistants are on the ward daily. We encourage you to take responsibility for keeping your room clean, as well as helping to keep the ward tidy (with help if needed) to prepare you for discharge. As part of your programme there are laundry facilities for you to wash your own clothes. Alternatively staff will ensure laundry is bagged securely for your family/carer to take home.

Meal times

There is a dining room on each ward which has a choice of menu available each day. We are able to cater for people with special dietary needs.

Meals are normally served between the following times:

- Breakfast: Ward's discretion
- Lunch: 12 o'clock to 12.45pm
- Evening Meal: 5pm to 5.30pm

There are individual menus for patients who need Halal, Kosher and vegetarian food, for example. If you have any dietary requirements please speak to staff.

What happens for you will depend on your care plan. Drinks are available 24 hours a day.

Protected meal times

Where there are ward meal times, arrangements are in place so you can enjoy your meal without any interruptions.

They are occasions whereby it is helpful for families to engage with meal times, where this is the case, necessary arrangements will be made.

Pet visiting

We realise as you may be staying here for some time, you may be missing your pets if you have them. If you wish to have your pet brought in to see you please discuss this with your primary nurse or the ward manager so that appropriate arrangements can be made.

Knowledge Centre

The Knowledge Centre has been designed to allow you, your relatives and carers, access to high quality up to date relevant information on a range of related topics. The centre is staffed between 9.30am and 4pm from Monday to Friday to assist people to access the information. There are two computers which can be used to access the internet. There is also a Patient access computer on each ward.

Walkergate Park Service User Forum

The Service User Forum formed in 2008 works closely with the staff and management to make services and experience at Walkergate Park the best possible. We talk with the management to make sure service user voices are heard and acted upon and give feedback to staff and management from service users about their experiences.

The forum is open to:

- Anyone who is using Walkergate Park services or has used them in the past.
- Carers, relatives and supporters of those who use Walkergate Park services.
- Members of the public who have a specific interest in the services at Walkergate Park.

If you would like to join the forum or need more information about it, please contact:
WGPserviceuserforum@cntw.nhs.uk

Keeping in touch

Visiting times

Ward 1

- Weekdays: 6pm-8pm
- Weekends: 2pm-5pm and 6pm-8pm

Ward 2, 3 and 4

- Weekdays: 4pm-5pm and 6pm-8pm
- Weekends: 2pm-5pm and 6pm-8pm

Visitors are most welcome at these times. Visiting times are restricted because we have to:

- ensure the safety and comfort of patients
- ensure therapy sessions are not interrupted
- maintain privacy and dignity for patients when they are getting ready in the mornings
- ensure protected meal times

Please discuss visiting times with your ward but the visiting will end at 8pm. If this causes difficulty for your family visiting, please discuss this with your primary nurse. We ask that any visitors who are unwell should contact the ward prior to visiting so advice can be sought, this is to ensure the safety of both patient and visitors.

In exceptional circumstances, e.g. when families have to travel very long distances, visiting may be negotiated outside of these times. Whilst we acknowledge that families and friends may want to visit as much as possible, it is important that therapy and rest periods are respected so that each person can achieve maximum benefit from their inpatient stay. We do expect 100% attendance at therapy sessions as a condition of admission to the Centre. Getting the balance right between therapies and visiting times is crucial to the success of in patient stay.

Visitors' facilities

Vending suite: hot and cold food and drinks are available 24 hours. There is also a microwave oven.

Cafeteria: hot and cold food and drinks are available - see cafeteria notice board for opening times.

Telephones

Mobile telephones are allowed as long as they are used respectfully. However there are some networks that have problems with reception.

Letters

All in-coming mail should have your name, your ward name and our full address which is:

Benfield Road
Newcastle upon Tyne
NE6 4QD

If you have letters to post, speak to your primary nurse. We ask that any visitors who are unwell should contact the ward prior to visiting so advice can be sought, this is to ensure the safety of both patient and visitors.

Car park tariff

Charges apply Monday to Friday between the hours of 8am and 5pm.

Public transport

By Metro

Walkergate Metro Station is nearest to Walkergate Park. Turn left coming out of the station and walk up Benfield Road for approximately 350 metres. Walkergate Park is situated on the left hand side of the road opposite Benfield School.

Please note that the access ramps at Walkergate Metro Station are very steep, a lift is available.

Buses

Number 1 - this service stops on Debdon Gardens/Rothbury Terrace by its junction with Benfield Road (approximately 300 metres from Walkergate Park). This bus connects with Four Lane Ends and the City Centre.

There are several more services that run from Newcastle City Centre to Benfield Road. Many of these buses have powered or manual ramps to make it easier for people to board and alight.

More information on bus and metro timetables together with accessibility are available from Traveline

- Telephone: 0191 20 20 747
- Website: www.traveline.org.uk

By Train

The nearest railway station to Walkergate Park is Newcastle Central Station. There is a taxi rank outside the station.

- National Rail Enquiries Tel: 03457 48 49 50

Staff you may meet on the ward

The multi-disciplinary team approach we use means that there are many different people available to help you. Staff include:

Medical staff

Medical staff are responsible for managing any medical/mental health issues and co-ordinating patients' medical care. They liaise with other hospitals or doctors if required. Walkergate Park has consultants specialising in Neuro Psychiatry, Neuro Behavioural and Rehabilitation Medicine, as well as junior doctors.

Nurses

Nurses provide therapeutic care, continue therapy programmes and support individuals to achieve maximum independence.

We encourage you to work with the staff to discover the best therapies and support for you. You will be allocated a primary nurse who will work in partnership with you during your stay at Walkergate Park.

Neuro Physiotherapists

Physiotherapists complete a full assessment of posture and movement ability. This may include looking at muscle activity, pain and range of movement throughout all parts of the body.

An individual treatment programme will be devised tailored to your needs. This may include stretching, mobilisation, a variation of handling techniques, standing, walking, exercise programme, balance and mat work. Positional programmes may also be used to help maintain a good posture and position.

The overall aim is to promote your physical and functional potential and wellbeing.

Occupational Therapists

Occupational Therapists assess how your disability affects your ability to carry out daily tasks, such as personal care, domestic, leisure and work tasks. This may be due to physical, cognitive, emotional and environmental factors.

The Occupational Therapist may also work with you in different environments such as your own home and other community settings. The overall aim is to help you to return to community living.

The Occupational Therapists are also involved in assessing people who have a very severe brain injury which affects their level of wakefulness. They plan and implement sensory stimulation programmes and include other team members and the patient's family in the delivery of these.

Neuropsychologist

The Neuropsychologists are concerned with the impact of brain injury or disease on cognitive, emotional and behavioural functioning. We use a range of tests, observations and relevant information from other disciplines to inform neuropsychological oriented rehabilitation interventions.

Speech and Language Therapist

Speech and Language Therapists specialise in helping patients overcome problems with communication and swallowing.

The Speech and Language Therapist assesses difficulties with listening and understanding, reading comprehension, written and spoken communication and speech intelligibility.

They work closely with relatives to look at subtle changes to a person's communication effectiveness, when cognitive difficulties impact on that person's ability to communicate appropriately and effectively.

The Speech and Language Therapist will assess swallowing and make recommendations around safe swallowing, changes to diet and fluids, posture and positioning.

Discharge Co-ordinator

This member of the team will help with your discharge.

STARRT (Social Therapeutic and Recreational Rehabilitation Team)

STARRT offers a range of social, therapeutic and recreational activities to complement your inpatient stay programme. The activities are carried out in both Walkergate Park and the local community.

Students

Walkergate Park plays an active role in teaching students in all areas. Direct contact with patients is an important part of teaching and you may be asked if you are willing to be seen by a student under the supervision of the experienced professional. Your co-operation is always very much appreciated in this situation, but if you do not want to be seen by students you may refuse without your rehabilitation being affected in any way. Please make your feelings known to the staff involved in your care.

There are many other staff who may be involved in your care. Information regarding who these people are is available from the ward manager or nursing staff.

Other staff

Domestic assistants– undertake housekeeping duties, serve and order meals, assist with laundry, keep the ward tidy and clean. They will ensure that there is a high level of cleanliness maintained on the ward.

Volunteer/peer support workers – have lived experience and may offer guidance and support you during your stay.

Ward Clerk – provides administration support and assists in the smooth running of -

Portering staff – help you to move around between different wards and take you to and from appointments and therapies.



Words and phrases

You might hear the following words and phrases when you are in hospital.

Care Co-ordination – this is a way of helping and supporting people with mental health problems. It starts as soon as you come into contact with mental health services. It is the system that ensures that you receive help and support from the health service, social or voluntary sector.

Care Plan – this is a way of recording the help and support you need and explains how this will be done.

Multidisciplinary Team Meeting (MDT) or Team Reviews – this is when all of the professionals involved in your care meet to discuss your progress with you, and your carers if appropriate. This meeting takes place on the ward.

Observation – this is an important tool nurses use which helps us to get to know you and to help us maintain your safety whilst you are in hospital. You will always be fully informed if you are being observed and given the reasons why.

Patient Advice and Liaison Service (PALS) – this service provides help, advice and guidance to users of the NHS and their families.

North of Tyne – 0800 032 02 02, Monday to Friday 9am-4.30pm.

Person Centred Care – staff are committed to person centred care which ensures that you are the focus of all activity concerning you and you are fully involved in all aspects of your care.

RiO – this is the system that the Trust uses to securely store electronic patient records. For further information see page 26 'Information the Trust keeps about you'.

What about my religious, spiritual and cultural needs?

We understand the important role that spirituality and religion can play in people's lives and recovery. This will be very individual to you so we will work with you to understand and support your specific needs. Chaplaincy is offered to people of all faiths and none.

You can talk to a chaplain if you would like to. We have a team of chaplains from a range of different faith communities who are available to visit you. You are also welcome to ask your own local faith leader to visit you whilst you are here.

Multi-Faith Centre

We are visited regularly by chaplains, who will see you on request. Services are held in our Multi-Faith Centre which is on the ground floor. Details can be found outside the Centre.



Interpreters

Staff can arrange an interpreter if you need one.

Can I smoke?

Our Trust is Smokefree

All of our Trust sites are now completely smokefree which means that you and your visitors are not allowed to smoke anywhere on our sites. This is part of our approach to support service users and staff to achieve a healthy lifestyle and reduce the harmful effects of smoking.

Smoking materials are prohibited items

Smoking materials are prohibited items on Trust sites. If you come into hospital with tobacco products, cigarettes, lighters or matches, they will need to be given to staff. Cigarettes and tobacco products will be returned to you on discharge from the ward on request. Alternatively they can be given to a family member or carer to take

home with them. Tobacco products, cigarettes, lighters or matches will not be given back to you for any periods of leave from the ward.

Visitors are asked not to bring any cigarettes or tobacco products (including lighters) on to the ward.

Smoking on Trust Sites

Smoking anywhere on Trust sites is not permitted and is a breach of the law (the Smoke Free Regulations) to smoke inside any building which may result in a fine of up to £200.

Helping us to maintain this policy protects other service users, staff and the care environment.

Support to stay smokefree during your admission

We are able to offer you nicotine replacement products such as patches, inhalators and lozenges on admission to keep you comfortable and craving-free. Please talk to your named nurse/key worker to access these. We also have trained advisors on the wards who can help you to stay smokefree and manage cravings.

This will also be discussed with your doctor as the dose of your medication may need to change.

Vaping/E-cigarettes

Provided you are 18 years old or over:

'Vaping' (use of an electronic cigarette/e-cig) is permitted by service users on Trust sites in outdoor areas, including ward gardens/courtyards (if available).

An e-cigarette can be supplied on admission if you wish to use one as an alternative to cigarettes. Some of the cafes and shops on Trust sites sell replacement cartridges.

You may use your own e-cigarette, staff will need to do a brief check of your device and charger to make sure they are safe.

Some services may have restrictions on e-cigarettes for safety reasons.

Information the Trust keeps about you

Why does the Trust keep information about me?

The Trust needs to keep information about you, your health and treatment so that we can provide the best possible care for you.

Is the information kept confidential?

Everyone who works in the Trust and within the wider NHS must keep information about you confidential.

We do share information within the team that is caring for you, and sometimes with other professionals in other organisations that are providing care for you, like Social Services.

If we do share information with other organisations, we would normally talk to you about it first and ask for your permission. On very rare occasions we may also share information with other organisations because we feel that there would be a serious risk to you or to other people if we did not do so, or because there is a legal obligation, such as a court order, that means we have to disclose information.

What sort of information do you keep?

We keep information both on paper and on computer. The kinds of details that we keep include:

- Basic information about you, such as your name, date of birth, address, next of kin
- Records of your contacts with professionals, such as clinic visits
- Notes and reports on your health and any treatment or care that you need
- Records of any tests or assessments that we carry out
- Records of the treatment and care that we provide for you
- Relevant information from other health professionals, members of your family or friends who care for you and know you well

Can I see what information you have about me?

You have the right, under the Data Protection Act 1998, to find out what information we hold about you, whether that is on computer or on paper records. If you want to do this, you should write to:

Disclosure Team
Information Governance Department
St Nicholas Hospital
Jubilee Road, Gosforth, Newcastle upon Tyne, NE3 3XT

The Trust produces a booklet 'Information that the Trust keeps about you'. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288.

How will my safety and security be maintained?

Fire safety

Fire alarms are fitted around the hospital. These are very sensitive and can only be turned off by the fire brigade. If you hear the fire alarm going off, staff will direct you to the safest exit. It is important that you follow their instructions and try to stay calm.

The fire alarm is tested regularly on a Tuesday at 3pm and we apologise for any inconvenience this may cause.



Infection control

Please speak to a member of staff or the infection control nurse if you have any concerns about the cleanliness of the hospital.

Security Guards

A security guard is present in the evenings from 4.30pm until 8.30am. For your security and the security of the external site we have CCTV cameras in operation. After 9pm the main doors will be locked. We encourage everyone to be security conscious and any breach of security should be reported immediately to staff.

Safety and restraint

The most effective care is provided in a safe environment. If a person acts in a way that compromises safety on the ward, staff will take action to reduce the risk to all concerned.

In most situations staff will try to resolve such issues through discussion. They will work with the individual to deal with any problems and may suggest moving to a quieter area.

There may be occasions when a more urgent response is needed, which can involve staff using physical restraint skills. However, these techniques are only used when there is an immediate danger of violence towards yourself or others. Our staff have body cameras which may be used, the patient will be advised if the staff are going to start recording an incident.

Physical restraint is only ever carried out by staff who have received training in how to use these skills safely. It is intended to allow for safe management of harmful situations and to make the environment safe as quickly as possible. Dignity should be maintained throughout any restraint procedure.

If you see anything that you think could pose a risk to yourself or others, you should report this to a member of staff immediately. Staff can help to reduce the risk and discuss any concerns you might have.

Narcotics Search Dog

The Trust has a narcotics search dog and handler who make both planned and unannounced visits to wards and departments. The search dog is trained to locate illegal substances such as cannabis, cocaine, amphetamine, ecstasy and heroin.

Who can provide me with advice?

Patient Advice and Liaison Service (PALS)

PALS is a user-friendly service dedicated to listening to service users, their carers, family and friends and helping them to resolve their concerns. It offers confidential advice and supports people to navigate through NHS systems. PALS is not a complaints service but will offer advice on the Trust's complaints process. Telephone: North of Tyne 0800 032 02 02, Monday to Friday, 9am-4.30pm.

Advocacy

Neurological Advocacy and Mental Health Advocacy are provided by Advocacy Centre North.

Advocates can provide support if you feel that you are not being listened to. They can help to support you to speak up for yourself and find out about your rights.

Tel: 0191 235 7013 Email: advocacy@csvnewcastle.org.uk

Website: www.csvnewcastle.org.uk

Care Quality Commission (CQC)

The CQC is the independent regulator of all health and social care services in England. It checks all hospitals in England to ensure they are meeting government standards of quality and safety. www.cqc.org.uk/public

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 on wards, reception areas or from staff.
 - **Feedback interviews** - in an ongoing effort to improve our services and obtain your views everyone has an opportunity to discuss their inpatient experience throughout your stay with an independent person. This is entirely optional and your identity is never revealed to the clinical team so you can feel free to express your opinions.

Moving on



How will my move on from hospital be planned?

What arrangements will be made for my discharge?

Planning for your discharge from Walkergate Park begins from your admission and is a very important part of your specialist inpatient stay. We understand that you and your family may be anxious about your future and we will support you to make the best decisions. Your Discharge Co-ordinator will meet with you and your family to take you through this process. There are facilities within the Centre that we may use to help facilitate your discharge e.g. interim flats/ bungalow.

Many people return to live in their family home, some may need to move house or consider residential care.

We may need to help you with applying for benefits, arranging for help at home or adaptations to your house. We will make referrals to community services and will work closely with them in planning your discharge.

It is important for the therapists to visit your house to see if you can gain access to the facilities you need. We may also arrange short visits and an overnight stay at home as part of the discharge process. Sometimes we may need to arrange for you to move temporarily to another hospital or residential home before you can return to your own home. This type of interim placement may be needed, for example, if you are waiting to move house or for adaptations to be completed.

Before you leave Walkergate Park, we may arrange for care staff or other hospital staff to observe you with your team. This will help them to understand your abilities and the areas where you need some help. The aim of this is to make your discharge as smooth as possible.

Where can I get help and advice outside of the hospital?

- **Alzheimer's Society**

Tel: 0191 298 3989

www.alzheimers.org.uk

The Beacon, Room 1, Westgate Road, Newcastle upon Tyne, NE4 9PQ

Alzheimer's Society provides a range of services in the Newcastle area. We have a free and confidential Dementia Support Service for people who are, or have been, involved in caring for someone with dementia. The service is also available to people with dementia. We offer support on a one to one basis, as well as the opportunity for carers to meet together on a regular basis in an informal and relaxed atmosphere. Our Carers Support Group offers carers the chance to share experiences, learn more about caring and perhaps make some new friends.

- **Dystonia Society**

Helpline: 0207 793 3650

www.dystonia.org.uk

2nd Floor, 89 Albert Embankment, Vauxhall, London, SE1 7TP

Provides support, advocacy and information for anyone affected by the neurological movement condition known as dystonia.

- **Headway**

Helpline: 0808 800 2244

Email helpline@headway.org.uk

www.headway.org.uk

Bradbury House, 190 Bagnall Road, Old Basford, Nottingham, Nottinghamshire, NG6 8SF

Headway works to improve life after brain injury.

- **Huntington's Disease Association**

Tel: 0191 373 1709

www.hda.org.uk

Offer support to people with Huntington's Disease and their carers. The group hold meetings at Walkergate Park; please ask a member of staff for more details. The group also organises fund-raising events.

- **Mind Infoline**

Tel: 0300 123 3393

www.mind.org.uk

15-19 Broadway, Stratford, London, E15 4BQ

Provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy. Also provides details of help and support for people in their own area. Helpline available Monday-Friday, 9am-6pm.

- **MS Society**

Helpline: 0808 800 8000

www.mssociety.org.uk/

MS National Centre, 372 Edgware Road, London, NW2 6ND

The MS Society aims to improve treatment and care to help people with MS take control of their lives.

- **Rethink**

Helpline: 0300 500 0927

www.rethink.org

89 Albert Embankment, London, SE1 7TP

Provides information and a helpline for anyone affected by mental health problems.

Helpline available Monday-Friday, 9.30am-4pm

- **Samaritans**

Tel: 116 123

www.samaritans.org

PO Box 9090, Stirling, FK8 2SA

Provides confidential support for anyone in a crisis.

- **SANELine**

Tel: 0300 304 7000

www.sane.org.uk

1st Floor, Cityside House, 40 Adler Street, London, E1 1EE

Offers practical information, crisis care and emotional support.

Helpline available 4.30pm-10.30pm.

- **Stroke Association**

Tel: 01670 840 408

National Helpline Tel: 0303 303 3100, Monday, Thursday and Friday, 9am-5pm;

Tuesday and Wednesday, 8am-6pm; Saturday, 10am-1pm

Email helpline@stroke.org.uk

www.stroke.org.uk

The Round House, Lintonville Parkway, Ashington, Northumberland, NE63 9JZ

Information and advice to all in Northumberland, Tyne and Wear. Other services throughout the region, including local support groups, available - please contact for further information.

Health information

- **Patient Information Centre – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust**

Provides a range of health information covering conditions, treatments, medication and health promotion www.cntw.nhs.uk or Tel: 0191 246 7288.

- **Knowledge Centre – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust**

The Knowledge Centre has been designed to allow you, your relatives and carers, access to high quality up to date relevant information on a range of related topics. The centre is staffed between 9.30am and 4pm from Monday to Friday to assist people to access the information. There are two computers which can be used to access the internet.

- **The NHS website**

www.nhs.uk

Information about conditions, treatments, local services and healthy lives.

How can I get involved?

Become a member of our Foundation Trust and show your support for your local mental health and disability services. As a member you can attend our Annual Members' Meeting and other events, as well as give your views on Trust plans, elect governors or stand as a governor yourself (you must be aged 16 and over). You can be as active a member as you like from just receiving regular information about the Trust to getting involved in issues you care about; the choice is yours! Membership is free and also entitles you to take advantage of discounts offered by various local establishments.

You can become a public, service user or carer member if you are at least 14 years old and live in England or Wales. To apply for membership, please complete a membership application form (ask a member of staff for a copy) and return it to Freepost CNTW Membership (no stamp required) or visit www.cntw.nhs.uk to apply on line. Additional information about membership is available from the Membership Office – Tel 0191 245 6827

Walkergate Park Service User Forum

The Service User Forum formed in 2008 works closely with the staff and management to make services and experience at Walkergate Park the best possible. We talk with the management to make sure service user voices are heard and acted upon, and give feedback to staff and management from service users about their experiences.

The forum is open to:

- Anyone who is using Walkergate Park services, or has used them in the past.
- Carers, relatives and supporters of those who use Walkergate Park services.
- Members of the public who have a specific interest in the services at Walkergate Park.

My useful numbers

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Diary

You can use the following table to keep a record of your appointments and activities. Further sheets are available from ward staff.

Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Diary

You can use the following table to keep a record of your appointments and activities. Further sheets are available from ward staff.

Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Walkergate Park Centre for Neurorehabilitation and Neuropsychiatry

Tell us what you think

We would like to know what you think about the Welcome Pack, your views will help us to improve the pack.

We would be very grateful if you would take a couple of minutes to answer the following questions - thank you.

Your Ward: _____

1.	What do you like about the Welcome Pack?	Comments
2.	Is there anything that you do not like about the Welcome Pack?	Comments
3.	Is there any other information that you would like included in the Welcome Pack?	Comments
4.	Is there anything else you would like to tell us about the Welcome Pack?	Comments

Please return to: Patient Information Centre, St Nicholas Hospital, Jubilee Road, Gosforth, Newcastle upon Tyne, NE3 3XT or give to a member of staff.

Space for additional information

Acknowledgment

We would like to thank patients, staff and the Service User Forum at Walkergate Park who have contributed to the development of this Welcome Pack.



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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