

Sycamore

Information for families, friends
and carers





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Introduction to our service

Northgate Park is the main base for Secure Inpatient services for adults with mental health and learning disabilities and or autism situated in Morpeth, Northumberland it is part of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Patients at Northgate Park are detained under a section of the Mental Health Act 1983, which is a legal framework for treating people in our care.

The Secure Inpatients service has:

- Alwinton – 12 bed learning disability ward, including two enhanced care areas.
- Berwick – 14 bed mental health rehabilitation ward.
- Elsdon – 12 bed mental health recovery and rehabilitation ward, including two enhanced care areas.
- Harthope – 10 bed mental health admission, assessment and treatment ward.
- Linhope – 12 bed complex personality disorder.
- Rothbury – 12 bed offender personality disorder ward.

The other services onsite are:

- Tweed – 12 bed low secure service for people with learning disabilities.
- Tweed hospital based rehabilitation – 8 bed rehabilitation ward supporting people ready for discharge.
- Bothal – four bed unit, providing enhanced care for individuals.
- Tyne mental health – 12 bed low secure mental health service.
- Tyne hospital based rehabilitation – two independent flats providing a bespoke service for men with a learning disability.

The service also has Westbridge Hostel which is located in the community and is our discharge pathway for the mental health wards.

The Secure Outreach and Support Transition Team and Community Treatment Team is based at Northgate Park supporting patients with a learning disability and the ward teams to support discharge as well as providing care to people in the community who need extra help.

The Mental Health Pathway is supported by the Forensic Community Service, this team is based at St Nicholas Hospital in Newcastle.

Secure Care Services are committed to support our carers, friends and families, we recognise the important role they play in the lives of the patients in our care.

This booklet is designed to provide the information you need about our hospital as well as providing vital information to you so you know where to find the support you may need.



Provider Collaborative

NHS-Led Provider Collaboratives will include providers from a range of backgrounds, including the voluntary sector, other NHS trusts and independent sector providers. Provider Collaboratives will work closely with established partnerships called Integrated Care Systems, which include NHS organisations, local councils and others, to support improved commissioning of services for people within the same population footprint. They will also work alongside patients, carers and families.

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



We work in collaboration with Tees, Esk and Wear Valley NHS Foundation Trust and form the North East and North Cumbria Mental Health, Learning Disability and Autism Partnership.

There are key principles which underpin the Provider Collaborative model:

- Collaboration between providers and across local systems
- Experts by experience and clinicians leading improvements in care pathways
- Managing resources across the collaborative to invest in community alternatives and reduce inappropriate admissions/ care away from home
- Working with local stakeholders
- Improvements in quality, patient experience and outcomes driving change
- Advancing equality for the local population

Our Trust vision and values

“To be a leader in the delivery of high quality care and a champion for those we serve.”

Our Trust Values are:

- Caring and compassionate
- Respectful
- Honest and transparent

Who is a carer?

A carer is someone who looks after another person, usually a family member or friend, who could not manage without their support due to illness, disability, mental health problems or an addiction.

Caring for someone could include helping with:

- Cooking
- Phone calls
- Personal care
- Attending appointments
- Emotional support
- Medication

Commitment to our families and carers (also known as our 'Carer Promise'):

- Recognise, value and involve me;
- Work with me to ensure you're aware of my needs as a carer;
- Listen to me, share information with me, and be honest with me when there is information you can't share;
- Talk with me about where I can get further help and information, and about what I can expect from you.

We will work in partnership to involve you, not just because we have a statutory duty to do so, but because we want to and appreciate that your knowledge and experience, as a carer, can benefit and improve the care we give.

We understand that carers play a critical role and without your support, we would not be able to deliver the hope, treatment and care that we always aim to do.

We recognise that, on occasion, carers will also need support for themselves.

You will be:

- offered a Carer Card which will enable staff to recognise you in your role as a carer. A member of staff can provide further information.
- asked how you want to be involved in the care of the person you care for and what practical measures can be put in place to support this.
- given the opportunity to discuss any difficulties you are experiencing in your caring role, with staff.

Following your loved one's admission, the ward will contact you and offer support as well as additional information about the ward. Our wards and services have a number of 'Carers Champions'. Their role is to ensure our carers, friends and families receive the right information and are encouraged and supported to be involved in their loved one pathway.

Carer support services

A range of carer resources are available from staff and also at www.cntw.nhs.uk/carers

- Carer promise leaflet
- Useful contacts for carers leaflet
- Carer card leaflet
- Mummy is poorly
- Mummy is a hero

Support services available for carers in the local area. These series offer a variety of support, including individual counselling, support groups, drop-in services, confidential helpline and support for young carers. A 'Useful contacts for carers' booklet is available from staff and also online at www.cntw.nhs.uk/carers

Carer Card

We value carers and the essential role they play. The Carer Card identifies carers, and recognises the value of their involvement in the care of people who have accessed services within the Trust. The Carer Card will enable everyone to recognise someone as a carer.

The Carer Card offers a carer 50% discount in Trust cafés, when shown at the till. The maximum discount is £10 on a £20 daily spend, at the following cafés:

- The Lounge, Carleton Clinic
- Café Willow, Northgate Park
- Café George, St George's Park
- Café Amelia, Ferndene
- Café Nicholas, St Nicholas Hospital
- Café Tanni, Walkergate Park
- Café Bede, Monkwearmouth Hospital
- Café Hope, Hopewood Park

* Discount does not apply to Trust shops or vending machines.

Parking at Trust sites

The Carer Card can be used to register a car for free parking at all Trust owned sites. Vehicle details must be registered through a main reception desk. This registration will allow free parking for one year.

It is the carer's responsibility to ensure they are parked on a Trust site and to re-register their vehicle after one year.

Please ask a member of staff for a Carer Card and Carer Card leaflet.

Carer's flat

Within our Cambo Unit, we have a carer's flat available for overnight stay. This facility is available for all carers, friends and family who have a significant journey to visit their loved ones. The service asks that bookings are made in advance, giving at least two weeks notice. If this facility is not available for the time of your visit the multi-disciplinary team can agree to fund accommodation in a local hotel. To enquire about booking the flat please speak to a member of staff.

The Triangle of Care (Carers Trust)

The Triangle of Care was launched in 2010 to highlight the need for patients, carers and staff to work together in partnership.

The six key principles outlined in the Triangle of Care underpin the Carers Promise these are:

- Carers and the essential role they play are identified at first contact, or as soon as possible thereafter
- Staff are 'carer aware' and trained in carer engagement strategies
- Policy and practice protocols regarding confidentiality and sharing information are in place
- Defined post(s) responsible for carers are in place
- A carer introduction to the service and staff is available, with a relevant range of information across the care pathway
- A range of carer support services is available along with a self-assessment tool
- For further information, you can read the Trust's Triangle of Care annual report available at www.cntw.nhs.uk/services/involvement/carers/



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has received a two star award for Triangle of Care. The award recognises the Trust's commitment to ensuring all staff adopt good practice when working with carers and families.

Saltmarsh
grass



Salmon



Hazel



Sycamore



Thistle



The Carers Toolkit

This toolkit aims to provide clear information for carers, patients, service providers and commissioners about how carers of people who use secure mental health services should be engaged with, supported, involved and empowered.

For further information please speak to a member of staff.

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.

Ash



Sheep



Grass of Parnassus



Buzzard



Quaking grass



Model of Care

Our model of care 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 it outlines the actions staff need to take to ensure that everyone's experience of the service is encouraging and positive.

Our model of care identifies how we work collaboratively with the person to promote recovery. Our model of care highlights that recovery is an ongoing 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



The support given to staff will enhance confidence and competence of working within the complex environment of secure services, inspiring best practice and providing a place to work which they feel proud of.

Structured Clinical Management

Structured Clinical Management (SCM), is a generalist treatment for people who have personality and relational difficulties. This may include problems with

- managing emotions
- moods
- triggers of distress
- urge to deal with feelings and thoughts quickly
- and interpersonal situations that make you feel vulnerable or sensitive, such as feeling rejected being alone.



Our initiatives

The Trust has a range of initiatives that are used to support patient care.

Talk 1st

Talk1st is CNTW's Trust-wide patient safety initiative, working to reduce violence, aggression and restrictive interventions.

Hope(s)

Hope(s) is an approach to support reducing the use of Long Term Segregation as a practice. It is underpinned by Human Rights and Trauma informed practice. Based on research and significant work around factors that prevent the need to use Long Term Segregation and help address barriers to change once the individual is in Long Term Segregation.

Delivering safer care designed to empower each individual patient to be stronger and more confident; especially in controlling their life and asserting their rights".

Star Wards

Star Wards provided practical ideas and inspiring examples from and for mental health ward staff. All of our wards have achieved the full monty, star wards, we work tirelessly to ensure we continue to improve everyones experiences and outcomes, this includes our patients, carers, friend and families and all staff. <https://www.starwards.org.uk/>

Sleep Well

Sleep is so important to us all, having a restful night's sleep and good sleeping habits contribute to maintaining mental and physical health. Within Secure Care, we have embraced the Sleep Well Project at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust. This is a multi-disciplinary approach to supporting patients to be assessed and if appropriate to have individual sleep care plans. These plans ensure appropriate monitoring and support measure are in place through the night or any time they are sleeping, ensuring they can have a really good night's sleep, but also safe and secure within our wards.

Involvement

Involving patients, carers and their families in making decisions about their care can lead to better outcomes and a better overall experience. We are looking at ways to involve patients in shaping future healthcare services.

We recognise and value the contribution of patients and carers. It is the role of the Patient and Carer Involvement Team to co-ordinate and facilitate involvement, as well as ensure that appropriate training and support of those involved is provided in order to maintain their own wellbeing.

The Involvement Team support an Involvement Bank, this is a way for patients and carers who are not paid by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) to have their say and help shape our services.

For more information about how to get involved email involvement@cntw.nhs.uk



Involvement in Secure Care

Patient and Carer Involvement in the design of ongoing from the initial planning to ensure the environment addresses the issues of our current services to enhance the patient and carer experience.

We wanted the service to be the best it could be to meet the needs of patients and carers therefore it was essential to listen.

Engagement included bedroom design and function based on how patients use this space, colour schemes, improved safety, and minimising restrictions through creative solutions such as window opening design for fresh air and the storage solutions in the en-suite shower.



Access to fresh air and quiet areas was a priority request as well as enabling engagement in activities the design incorporated quiet rooms, “chill out and de-escalation” rooms as well as a range of activity areas and accessible courtyards.

The input of patients and carers has been essential in creating Sycamore and its ability to reflect how environmental solutions supports safety, recovery, and well-being enhancing the patient experience.

Lived Experience Advisory Group

With the support of the Provider Collaborative the services have a well-established lived experience advisory group, the purpose of this group is to ensure all current and newly developed services are influenced by the voices of our services users, carers friend and families.

All carers interested in being involved are more than welcome to attend, we offer training to support you in this role as well as a recognition payment.

If interested, please:

Email Involvement@cntw.nhs.uk

More information is available at

www.cntw.nhs.uk/services/involvement/involvement-bank/

Recovery and My Shared Pathway

At Northgate Park, we try to make sure everything we do is with patient recovery in mind. Recovery is sometimes a difficult thing to think about when it comes to mental illness, learning disability or autism.

Recovery doesn't mean 'curing' someone. It describes the process of a person regaining control over their life and living the life they want. So, recovery will be different for each person.

My Shared Pathway/MSP is a framework which we use at Northgate Park to help patients plan with staff how to achieve their goals. My shared pathway gives patients the chance to say in their own words how they would like things to be, now and in the future, and to have equal input into their care and treatment plans. It also allows services users to track their progress, by looking at eight outcome areas which relate to recovery in different areas of the patients life.

Access Assessment

Before going into a Low or Medium Secure Mental Health Service, each patient is assessed to make the best decisions about what care, treatment and level of security they need and if they need to be admitted at all.

The access assessment is a very important part of the care pathway.

It will determine if a patient need to go into secure mental health services, and if so what level of security the patient needs, it also details treatment, including specialist treatment.

Patient are involved all the way through the access assessment and will be told about the results.

Types of wards

Northgate Park offers medium and low secure series for individuals in our care. The Secure Inpatient Service provide care for people who experience mental difficulties and may have had involvement with the criminal justice system.

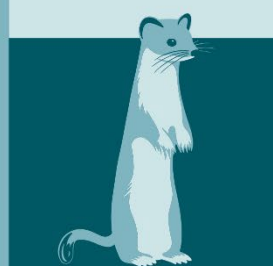
The secure care service also supports individual with learning disabilities and/or autism who may have had involvement with the criminal justice system.

Information about the ward that is relevant to you is provided in this information and is available on our website www.cntw.nhs.uk/services

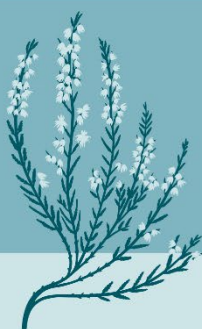
Willow



Stoat



Heather



Curlew



Alder



Visiting information

Please contact the ward directly to confirm visiting times. If you have a long way to travel or have difficulty attending during visiting times, alternative arrangements may be available. There is CCTV in operation in all visiting areas.

All patients are individually assessed for visits by their multidisciplinary team. There may be a limit to how many people may visit at one time, depending on the needs to the patient and visitors. Staff may be present during visits.

- You will be asked to provide a pictorial proof of identity on your first visit and may be required to bring this on each occasion.
- Visitors must be booked at least 24 hours in advance.
- You will be asked for the names of each adult and child visiting. All child visits will be held in the family visiting area with access to a small garden area. Adult visits are held within visiting room inside the Sycamore.
- Please come to the Sycamore reception area before your arranged visiting time. Visitors can access a locker in the waiting area. You are required to leave your personal property and any restricted items in the lockers. You will retain the locker key for the duration of your visit.
- Any items or gifts will be checked by staff. We do not allow plastic bags beyond the reception area. You will be provided with a small storage box to transfer your items into.
- Any prohibited items will be removed. Food and drinks will only be admitted if they are fully sealed. There is a list of prohibited and controlled items included in this leaflet. Please ask staff in advance if you are unsure about items or gifts that can be brought into the Sycamore.
- A member of staff will be allocated to greet you, take you through the airlock – an electronic door controlled by staff inside the control room. When you are in the airlock, the door you enter must be closed before the exit door can open.
- All visitors must be scanned prior to entering the unit, we use a metal detector within the first airlock as you enter the unit. There is a small search room for privacy, if the metal detector is activated, an additional search is required. It will always be someone of the same sex who carries out the security scan. Staff will explain the process to you.

Roe deer



Dog rose



Hawthorn



Barn owl



Alder



Child visits to Northgate Park

We recognise the importance of maintaining contact with family, including children. These visits must occur without risk or stress to children and therefore there are procedures that deal with requests for child visits.

The child visiting policy applies to all children up to 18 years. No child will be allowed to visit without prior notice and confirmation of adherence to child visiting policy, this will be through multi-disciplinary discussion and must be in the best interests of the child, full risk assessment will be required. All children must go through the secure entrance which will mean being scanned. The policy ensures that all visits are in the best interests of the child. Usually, all request for child visits will involve liaison with local social services. All children must be accompanied by a responsible adult.

Visits with children take place within the family visiting area which is away from the ward areas and has a safe outdoor space the child can access. There is child changing facilities and refreshments are also available.



What can't be brought into Northgate Park?

In order to keep the environment and everyone in it as safe as possible, there are some rules about what can't be brought into hospital. Here are some of the items that **cannot** be brought on site:

Items you are not allowed on the unit


Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

 Alcohol	 Drugs	 Legal Highs	 Weapons
 Matches	 Lighters	 Tobacco	 Cigarettes
 Blu tack	 Chewing gum	 Illegal sexual material	 Illegal copies
 Open packets	 Coat hangers	 Disposable razors	 Sellotape
 Open toiletries	 Plastic bags	<p>All toiletries brought onto the wards must be brand new and not used.</p> <p>Plastic bags are not allowed in patients bedrooms.</p>	


Alcohol and illicit drugs - Alcohol and illicit substances must **not** be brought into Northgate Park. The Trust operates a 'zero tolerance' approach to the possession, use of, or dealing of illicit substances on Trust premises.

Any person thought to be attempting to supply illicit substances will be reported to the police.

















Items that need to be risk assessed at Northgate Park

For safety and security certain items will need to be risk assessed before being allowed at Northgate Park. This includes matches, lighters, cigarettes, vapes, chewing gum, tablets/kindles, smartwatches and mobile/smart phones.

Items that are risk assessed on the unit



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

- | | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Toiletries with alcohol | Aerosol spray | Aftershave or perfume | Dental floss | Safety razors |
|  |  |  |  |  |
| Knitting needles | Garden tools | Scissors | Craft knives | Tin cans |
|  |  |  |  |  |
| Cutlery and utensils | Tin foil | Wheel chairs or therapy equipment | Glue | Solvents |
|  |  |  |  |  |
| Velcro tape | Rope, string, cord | Spiral notebooks | Pornography | Open bottles |
|  |  |  |  |  |
| Glass bottles | Binoculars | CD's or DVDs | Memory stick | Mobile phones |
|  |  |  |  |  |
| Dictaphones | Ecigarettes | Laptops or tablets | Cameras | TVs |

TVs are provided in bedrooms but restricted elsewhere.

Only bottles purchased on escorted leave can be brought onto the ward opened.

Controlled items may be permitted within the secure perimeter of Northgate Park but will be subject to clinical and individual risk assessment.

Additional information

Close-circuit television (CCTV)

To ensure the safety of our patients, carers, visitors and staff, the Northgate Park site is monitored by CCTV. Please see out Trust CCTV policy and signs displayed outside all areas monitored by CCTV. To discuss access to any CCTV recordings, please contact Northgate Park reception.

Smoke-free site

Northgate Park, along with all CNTW Trust premises, is a smoke-free site. Visitors are therefore not permitted to smoke on any ward or within the grounds of the hospital. Therefore, if you do smoke, we would ask that you do so off site and either prior to or following your visit. Vaping is permitted outdoors on Trust premise.

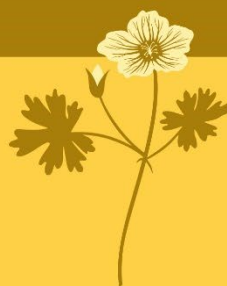
Useful telephone numbers

Main reception, Sycamore	01670 384 612
Alwinton	01670 394 280
Berwick	01670 394 630
Elsdon	01670 394 610
Harthope	01670 394 650
Linhope	01670 394 640
Rothbury	01670 394 280
Tweed Low Secure	01670 394 105
Tweed Rehabilitation	01670 394 290
Tyne Low Secure	01670 394 119

Sitka spruce



Geranium



Bracken



Wren



Red squirrel





Sycamore support services

The Recovery and Engagement Team

The Recovery and Engagement Team at Northgate Park support patient and carer engagement in secure services. Recovery is an ongoing process for patients and we support them to live their best life. The team also develop and deliver recovery courses at the Recovery College. The Recovery College supports learning by facilitating co-produced training devised and delivered by experts by profession and experts by experience.

The Recovery College Team

The Recovery College provides recovery-focused interventions for all patients who are accessing secure inpatient services at Northgate Park, and the community rehabilitation services. They also offer social and recreational activities everyday, including karaoke nights, bingo and out and about groups. The Recovery College has two cafés which are patient led.

The education department is led by a qualified teacher, who delivers English, Maths and digital information technology (IT) functional skills.

They have a fully equipped gym and sports barn with an astroturf pitch available for patients to use, with support from our sports and fitness team.

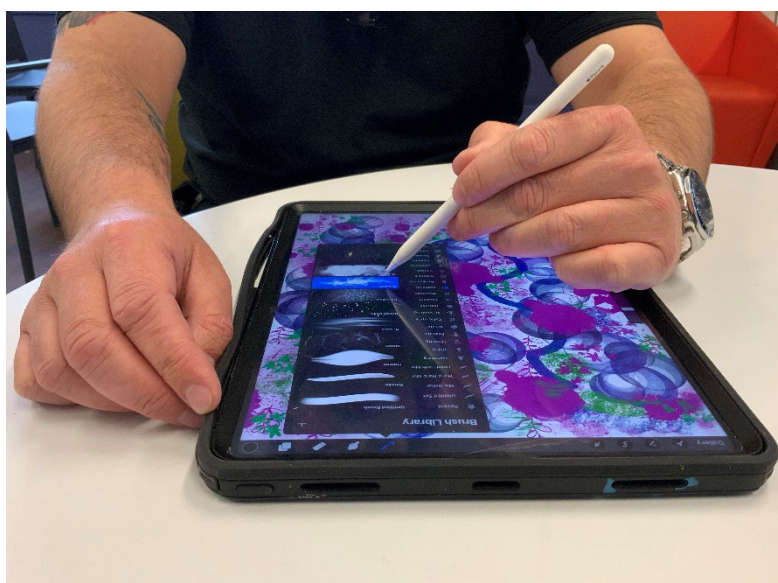
We also have a well-established woodwork and gardening service.

Art and Music Hub

The art and music hub provides sessions Monday – Friday. To access these sessions patients need to speak to their MDT. A wide range of mediums are used - digital art, oil painting, photography. You will also have the opportunity to submit your artwork to local and national competitions including The Koestler Awards.

Occupational Therapy Team

The Occupational Therapy Department has a team of occupational therapy staff support patients to develop the skills needed to participate in everyday life.



Chaplaincy

There are two sacred spaces onsite. One is in the within Sycamore. A Wudu room is also available. The second scared space is within the medical directorate.

The Trust has a Chaplaincy Service, carers, relatives and friends can request to see a chaplain or faith leader at any time. Information is available at www.cntw.nhs.uk/services/chaplaincy-team/

Medical Directorate

There is a fully equipped health centre on site, which provides patients with access to GP services, nurses, a dentist, physiotherapist, dietetics, speech and language therapists and podiatrists.

Patient bank

This is a safe place in the hospital for our relative or friend to store their money, phone or credit cards. This does not replace any existing external bank accounts. If patients wish to use the patient bank, it allows quick and easy access to their money. The use of this service will be arranged after admission. The bank is open Monday to Friday, 9 am – 3pm, (except bank holidays) in Cambo Unit.

Local area

Northgate Park is located off the A1 in Morpeth. Most patients will access leave during their stay at Northgate Park, this will be agreed, carer and MDT team with a very clear plan in place. They may use this to visit local shops, gyms and cinemas, and may also be able to visit local countryside and beaches.

The hospital can easily be accessed via the A1. There is a bus stop located within the hospital.

For more information about bus timetables, please speak to a member of staff.



Multi-disciplinary Team

Each patient in the hospital has a team of professionals working with them to provide the best care for their needs. This is called a multi-disciplinary team (MDT). The MDT will meet together with the patients every week or two weeks to review their ongoing care and treatment, to ensure it continues to meet their needs.



Each member of the MDT will work with the patients to help them achieve their short and long-term recovery goals. Patients can use their MDT meetings to discuss their progress and request changes in their care. Decisions about this will be made collaboratively by the team and patient.

The MDT will include:

Approved Clinician (AC)

An Approved Clinician (AC) is “a person approved by the appropriate national authority to act as an approved clinician for the purposes of the Mental Health Act 1983”. The Responsible Clinician is the “AC who has been given overall responsibility for a patient’s case”.

The Mental Health Act 2007 identifies the following as eligible to act as approved clinicians in England:

- practitioner psychologists listed on the register maintained by the Health and Care Professions Council (HCPC)
- first level nurses with a field of practice in mental health or learning disability
- occupational therapists registered by the HCPC
- social workers registered by Social Work England.

Responsible Clinician (RC)

This is a consultant psychiatrist who will oversee the patient's care, and play a key part in any decisions made. They are known as the Responsible Clinician, as they have overall responsibility for the care and treatment of the patient while they are detained under the Mental Health Act. While important decisions will always be made in collaboration with service users and the rest of the MDT, the RC will have the overall responsibility for decisions made.

Art and Music Psychotherapist

Art and music psychotherapists help people think about and express their feelings by using different kinds of art and music.

Case Manager

All patients within secure care services will have a Case Manager allocated to oversee and support service users to ensure care and treatment is appropriate. This person will work with the patient for the duration of their stay.

Dentist

Dental treatment is available on site, patients are given an annual dental check as well as the service providing emergency treatment.

Dietician

A Dietician will work with patients individually to support them with a healthy diet and lifestyle within the hospital.

General Practitioner

Our GP works in partnership with the Physical Health Team, and wider MDT, to support patients. Having a GP on site reduces health inequalities and provides patients with direct access to support and care. The GP and Physical Health Team can support and work with patients that have long term health conditions and increase life expectancy.

Nurse Consultants

Nurse Consultants provide clinical leadership to ensure that our care and treatment is safe, effective, holistic and patient-led, where appropriate, they act as responsible clinicians for patients within our service.

Nursing Team

Each ward has a team of qualified Nurses, Associate Practitioners and Health Care Assistants. A qualified Nurse will be allocated to each patient, as well as Associate Nurses and Nursing Assistants, meaning each patient has a dedicated team who will work with them. The wider Nursing Team are on site 24 hours a day 7 days a week to support all patients on the ward.

Occupational Therapist (OT)

Each ward MDT has an Occupational Therapist, who will work with the patient on an individual basis and also run group sessions to develop and maintain life skills.

Peer supporters

Peer supporters are experts by experience and have been employed by the Trust to support patients in recovery spending time with patients and helping patients to work out how to best manage patient recovery. They are particularly good at helping patients develop a Wellness Recovery Action Plan (WRAP) or staying well plan.

Pharmacist

A pharmacist will work with the MDT to make sure that each patient is on the right medication and to help patients manage any side effects of medication.

Physical Health Nurses

Physical Health Nurses are general (adult) trained nurses who provide physical health care to patients on site, as well as support ward and medical staff. The team run several clinics that include Weight Management Clinic, Clozapine Clinic, Diabetic Clinic, Annual Health Check Clinic, Chest Clinic and more. The team work with patients and ward staff to make recovery goals and health actions plans to promote a healthier lifestyle, that they can continue once discharged.



Physiotherapists

Physiotherapists work with patients to help restore movement. They provide physiotherapy assessment and treatment.

Psychologist

A Psychologist will work with the patients on an individual or group basis to help them towards their recovery. This could be through therapy, addressing underlying issues and developing coping strategies, or working to build confidence and self-esteem.

Recovery and engagement facilitators

There are a range of activity specialists on site who provide activities on wards and in the Recovery College in Northgate Park to support your loved one to build skills, increase confidence and make connections with others.

Social Worker

A Social Worker will help patients with things such as benefits, plans for discharge and maintaining good relationships.

Specialist Nurse

A Specialist Nurse provides professional leadership, advice and role modelling to the clinical nurse team. They provide education training to staff and review standards of practice and care delivered to patients.

Speech and Language Therapist (SALT)

Patients may have support from a Speech and Language Therapist if they have difficulty with communication, eating, drinking or swallowing.



Discharge from hospital

When a patient leaves hospital, they will be supported by a team of professionals who are based in the community. As the patient nears discharge, this team will become more involved in their care. This will help them with the transition out of hospital.

The Secure Outreach and Transition Team (SOTT) will support patients in the Forensic Learning Disability Service; for more information, please contact the team on
Tel: 01670 394 611

The Forensic Outreach and Liaison Service (FOLS) will support patients in the Forensic Mental Health Service; for more information, please contact the team on
Tel: 0191 246 7273

The Social Work Team ensures that their discharge plan is in their best interest, if they are unable to make that decision.

They also make sure that they are supported to be discharged to the right place, at the right time and with the right support that maximises their independence and leads to the best possible sustainable outcome.

For more information, please contact your loved ones social worker directly about discharge into the community.

Clinical/recovery meetings

There is a framework used to assess, plan, implement, review and coordinate care, treatment and support. This approach aims to provide safe, effective, person centred and recovery focussed care to patients. All patients within Northgate Park follow this framework and will meet regularly with the MDT to discuss their care and treatment. Regular meetings are held to monitor the progress of each care for each patient. For more information regarding the process, please speak with a member of the ward staff.

Understanding what influences your mental health and wellbeing (5Ps)

We use 5 P's + plan formulations as a way of helping patients understand current difficulties, so that they can set goals and have plans to work on. You can view/download a copy of this booklet at www.cntw.nhs.uk/resource-library/understanding-influences-mental-health-wellbeing/

Personalised Care Planning

Together we will make sure your loved ones care plan is focused on them, we will support your involvement throughout your loved ones stay.

Care (Education) and Treatment Review (C(E)TR)

Care and Treatment Reviews (C(E)TR) are part of NHS England's commitment to transforming services for people with learning disabilities, autism or both. C(E)TR's are for people whose behaviour is seen as challenging and/or for people with a mental health condition. They are used by commissioners or people living in the community and in learning disabilities and mental health hospitals.

C(E)TRs help to improve the quality of care people receive in hospital by asking key questions and making recommendations that lead to improvement in safety, care and treatment. They help to improve current and future care planning, including plans for leaving hospital. C(E)TRs are carried out by an independent panel. This includes an expert by experience, who is a person or family carer with lived experience of services. The panel also includes a clinical expert who is qualified to work in health care and the commissioner who pays for the person's care. A C(E)TR will take place within 4 weeks of the patient's admission to hospital, and then at least every 12 months. They may be held at the same time as a CPA meeting. For more information about C(E)TR's please visit www.england.nhs.uk/learning-disabilities/ctr.

The Quality Commission (CQC)

The Care Quality Commission is the independent health and adult social care regulator. Their job is to ensure health and social care service are providing effective, safe, compassionate, high quality care and encourage them to make improvement wherever necessary. This is done by inspecting, monitoring and regulating services to make sure they meet fundamental standards of quality and safety. Their findings are published and made publicly available to help people choose care.

Quality Network

The Quality Network for Forensic Mental Health Services (QNFMHS) is a quality improvement network for low and medium secure inpatient forensic mental health services in the UK. We have annual reviews where carers, patients and staff can provide essential information to support the ongoing improvement of our services.

Advocacy

Advocacy services help people, especially those who are vulnerable or in a vulnerable situation, to speak out, express their views and defend their rights. Northgate Park maintains close links with a number of advocacy services. Patients are encouraged to access these services and make their voice to be heard. Patients may keep their current advocate should they prefer.

Independent Mental Health Advocate (IMHA)

The Independent Mental Health Advocacy Service provides an additional safeguard for patients who are subject to The Mental Health Act (1983). IMHA are specialist advocates specifically trained to work within the framework of the Mental Health Act (1983) to meet the needs of the patient. You can find more information on the Trust website at www.cntw.nhs.uk/resource-library/do-you-need-an-independent-mental-health-advocate/

Independent Mental Capacity Advocate (IMCA)

The Independent Mental Capacity Advocacy service was introduced as part of the Mental Capacity Act 2005. IMCA's safeguard the rights of people who are facing a decision about a long-term move or serious medical treatment, lack the capacity to make a decision at the time it needs to be made and have nobody who is willing and able to represent them, other than paid staff.



Mental Health Act 1983

The Mental Health Act 1983 governs the treatment of people with mental illness in England and Wales. Patients in Northgate Park may be detained under different sections of the Mental Health Act. If you would like more information about the sections, please ask the Carer Link Nurse on the ward.

People detained under the Mental Health Act need urgent treatment for a mental health disorder and are at risk of harm to themselves or others.

If your loved one has been detained, they will have to stay in hospital until the doctors or a mental health tribunal decide otherwise.

You still have the right to visit. In some cases the patient may refuse visitors, and hospital staff will respect the patient's wishes. If you're unable to see your loved one, staff should explain why.

With permission from your loved one, doctors may discuss the treatment plan with you. You can also raise concerns or worries with the doctors and nurses on the ward.

Confidentiality

The exchange of relevant information between patients, carers and professionals generally benefits all parties involved. Members of staff have no obligation to both the patient and carer not to disclose confidential information.

Confidentiality does not prevent contact between professionals and carers. Therefore, staff should not use this as a reason for not engaging with carers. Providing carers with general information about an illness or offering practical and emotional support does not breach confidentiality.

Lives may be lost if information is not shared as it should be, therefore it is important that carers and professionals recognise the duty to share information is as important as their duty to protect confidentiality.

For further information regarding confidentiality please see the NHS code of practice, which could be viewed on line at: www.gov.uk/government/publications/confidentiality-nhs-code-of-practice

Staff can also print out a copy for you.

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.

Regular PALS drop-ins are available for patients and carers to ask questions and advice.



Get involved

There are a number of different ways for carers to get involved.

Service User and Carer Reference Group

A service user and carer led forum working in partnership with staff to support continuous improvement of Trust services. Tel: 01670 501 816 involvement@cntw.nhs.uk

The Involvement Bank

Provides opportunities for service users and carers with recent lived experience to be involved in a range of service development opportunities including recruitment and training of staff. Tel: 01670 501 816 involvement@cntw.nhs.uk

Voluntary Services

Volunteers participate in a wide range of non-clinical activities across the Trust, complementing the work of healthcare professionals to enhance the experience of our patients and carers. Tel: 0191 246 7287 volunteer@cntw.nhs.uk Trust Membership Members can receive regular information about the Trust with opportunities to give views and elect people to the Council of Governors. Tel: 0191 245 6827 members@cntw.nhs.uk

Lived Experience Advisory Group

With the support of the Provider Collaborative the services have a well-established lived experience advisory group, the purpose of this group is ensure all current and newly developed services are influenced by the voices of our services users, carers friend and families.

All carers interested in being involved are more than welcome to attend, we offer training to support you in this role as well as a recognition payment.

Recovery Council

We continue to involve patients and carers in service delivery and improvement through our recovery council. We will always act on suggestions, issues raised and patient wishes.





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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