



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# Westgate Unit

# Mental Health Service

## Information Leaflet

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## **Introduction**

This leaflet provides you with information about the mental health service at Westgate Personality Disorder Assessment and Treatment Unit, HMP Frankland. If you are not sure about anything in this leaflet please ask a member of staff.

## **Westgate Unit Mental Health Service**

On admission to the unit you will be allocated a Mental Health Named Nurse, who will support, monitor and offer evidenced based interventions in relation to personality disorder, mental health and well-being. The team can also signpost to other services if needed.

Westgate Mental Health team assess, plan, implement and evaluate your mental health care, working with you to develop a plan of care. Mental health review sessions are offered at a frequency agreed between you and your Named Nurse. The purpose of these sessions is to monitor your mental health, well-being, medication, coping strategies and progress. The focus is on recovery and building a meaningful, satisfying, pro-social life. We work collaboratively with your clinical team and operational colleagues throughout your time on the unit.

As with all sessions on Westgate Unit, there will be two members of staff in all of your sessions. This may be two members of the mental health team, or an operational or clinical member of staff involved in your care. This will be discussed with you during the induction process, and any questions you have about this can be answered during this time.

## **Why does the Westgate Unit have a designated Mental Health Team?**

The mental health service on the unit is essential in supporting you to remain in treatment on the Westgate Unit. The mental health team are part of the Westgate Unit multi-disciplinary team which includes Officers, Therapists and Psychologists. We work closely with one another other during your assessment, to identify any additional needs early in your stay and longer term can support during treatment to ensure you are provided with care that meets your needs.

## **Westgate Unit Mental Health Team**

The team is made up of a Consultant Forensic Psychiatrist, a Team Manager, three Nurses, a Clinical Psychologist, an Occupational Therapist and a Speech and Language Therapist.

## **Accessing an appointment with your named nurse**

If you need an appointment with your Named Nurse outside of the agreed review period you can submit an application to the mental health team with a short explanation of what your concerns are. This form should be put into the healthcare collection box on the wing and will only be seen by healthcare staff. You will be notified when your appointment will be; you must tell staff if you can't attend your appointment.

## **Psychiatry appointments**

A Consultant Psychiatrist attends the unit on a weekly basis. You will be booked in for a routine introduction (and initial assessment) on arrival to the unit and will be reviewed afterwards based upon your needs. A member of the team will escort you in your psychiatry review and an Officer will be outside the interview room. You do not have direct access to the psychiatrist; if you need an appointment, you should discuss this with your Named Nurse. Your needs will be assessed and an appointment arranged if required.

## **Mental Health and Primary Care**

Westgate Unit Mental Health Team work with the Primary Care Team and TEWV Mental Health In-Reach Team to share information to ensure continuity of care. Maintaining links between different healthcare teams ensures good practice. For example, working together can mean a smooth transition for prisoners between the Westgate Unit and receiving establishments.

## **Consent and confidentiality**

Westgate Unit Mental Health Team record information which can be accessed by all healthcare professionals. Members of the team work within professional codes of conduct and follow NHS policies to ensure the confidentiality of the information we hold about you. The exceptions would be if the team felt that there was:

- A risk you may cause harm to yourself
- A risk to others
- A risk to security

We share information about your care and treatment with other staff involved in your care and treatment while on the unit.

## **What happens if you are transferred to another prison or hospital?**

The mental health team support service users moving onto other parts of the Offender Personality Disorder pathway, i.e. hospital or other progression sites. If you are transferred during your time on Westgate Unit, we will ensure a full handover is given to the mental health team taking over your care.

## Helpful information

- Self-help booklets and factsheets which cover a wide range of topics are available from the mental health team on request. These include: coping after a traumatic event, schizophrenia, depression, personality disorders, bereavement, anxiety, panic and phobias.
- Samaritans are available for emotional support via the Samaritans phone. You can also ask to speak to a listener; information about each of these services is provided on the notice boards on the wing.

## What if I have a comment, suggestion, compliment or complaint about the service?

- Talk to the people directly involved in your care
- Complete a 'Points of You' form (available on the unit)
- 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:
  - via suggestion boxes located on the units
  - by speaking with people directly involved in your care

## Contact details

Please complete a Healthcare Application FAO Westgate Unit Mental Health Team.





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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