

Secure Care Welcome Guide

Secure care learning disability services

Easy read information



Information you
will find useful
during your stay

Your Named Nurse/Key worker is

Your Consultant is

The Ward Manager is

Contents

Welcome	5
When I arrive.....	5
What I need to know	8
Keeping in touch	22
Problems, complaints or suggestions.....	24
How will my discharge be planned?	24
Health Information	25
Where can I get help and advice outside the hospital?.....	26
How can I get involved?	27
Tell us what you think	28

Welcome

This Welcome Guide provides information about your ward, the staff, and the treatments and therapies that will be available on:

- Tweed – low secure
- Tweed – hospital based rehabilitation
- Tyne – hospital based rehabilitation
- Alwinton – medium secure learning disability

A member of staff or a carer can support you to read this Welcome Guide. They will be able to answer any questions that you have.

Your named nurse will discuss the Welcome Guide with you when you are first admitted and answer any questions that you have. Staff will also give you a service leaflet about your ward.

When I arrive

Arriving on the unit



You will be met by the nurse in charge. They will make sure you know why you have come to the unit.

They will explain what will happen during your stay.

You will be asked lots of questions.

This information will help the nurses to care for you.

Your family or your support worker can be with you when you arrive.





One of the nursing staff will help you to unpack your things. They will make a list of everything you brought with you.



Staff will show you around the unit. They will introduce you to other patients if you wish.



Your named nurse/key worker will help you with your day to day care, this may include shopping, helping you keeping in touch with loved ones.

Nursing staff will stay with you until you have settled in. They will tell you about the unit and answer any questions you or your family might have.

Health checks



A doctor will check that you are well. They will ask you questions about yourself.

The doctor may ask for some other tests for example blood tests. If you agree this will be done by the doctor or nurse.



This information will be used to begin to plan your treatment so we can do everything we can to help you get better.

We want to help you get home as soon as possible.

Medicines Information Helpline



You or your carer can ring the Pharmacy Medicines Information Helpline if you have questions about your medication.

Telephone 0191 245 6604
open between 9am – 5pm.

Mental Health Act 1983



If you have been admitted to hospital under the Mental Health Act 1983, your rights will be explained to you. We will talk to you and your family about this and give you a leaflet.

What I need to know

Who will look after me?



The ward manager is in charge of the unit.

The staff team will make sure your treatment is of a high standard. All of the team will support you and be involved in caring for you.

You can talk to any of the staff if you have any concerns, worries or questions about your treatment.



You will have a consultant in charge of your treatment. The consultants at this hospital may be psychiatrists, psychologists or nurses.

Other staff involved in your care could be:



- Advocate
- Podiatrist
- Dentist
- Dietician
- Education
- GP
- Occupational therapist
- Pharmacists
- Physiotherapist
- Arts therapist
- Psychologist
- Speech and language therapist
- Social worker
- Sports and fitness
- Woodwork and gardening
- Recovery and engagement facilitators
- Community nurse
- Patient advice and liaison officer



You will be offered a buddy to help you settle in

The buddy will



Be a friendly person.

Be a good role model: which means they show people how to behave on the ward.

They will support you to settle in by:



Helping you meet the staff, especially your named nurse/ key worker.

Helping you meet the other patients.



Sitting with you at meal times.



Finding out about your interests and helping you join in.



Spending time doing activities with you.



Helping you learn about the daily routines on the ward.

If you have religious or cultural needs the staff will help to support you.

You can talk to a chaplain if you would like.



Items you are not allowed on the unit



Alcohol



Drugs



Legal Highs



Weapons



Matches



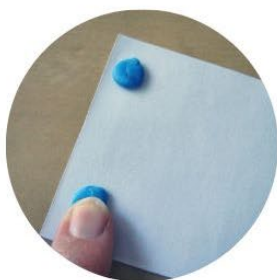
Lighters



Tobacco



Cigarettes



Blu tack



Chewing gum



Illegal sexual material



Illegal copies



Open packets



Coat hangers



Disposable razors



Plastic bags



Open toiletries

All toiletries brought onto the wards must be brand new and not used.

Plastic bags are not allowed in patients bedrooms.

Items that are risk assessed on the unit



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.

Will I need money?



You should bring a small amount of money. You can look after the money yourself or the staff can keep it safe.



Your main benefits will be paid while you are in hospital.

You might have to make other arrangements to get your money. The nurses will talk to you about this.

What will I eat?



There is a dining room for you to eat your meals.

There is a menu for you to choose your meals from.



Snacks and drinks are available.



If you need a special diet let the nurse know as soon as possible.



The staff encourage you to eat a healthy, balanced diet.

Mealtimes are usually around



Breakfast (weekends are later)



Lunch
12 noon to 1 o'clock



Dinner
4 o'clock to 6 o'clock



Supper
9 o'clock

What can I do during the day?



There is a range of activities that you can attend; some are part of your treatment and others are for leisure.



The nurses and therapists will be there to support you. Your named nurse will let you know what sessions and activities are available.

Our Model of Care

This means what we do in hospital and how we work with you.

Whatever team or ward you are in we will be working together with you. We will see what help you need, help you learn new things and practise these things.

We have different meetings to talk about how you are doing. You can join those meetings.

Our model will help you understand how to move on from hospital and get back to the community.

Skills Assessment



- What can I do now?
- What do I need help with?

We will work with you to plan your care. This means that we will find out what you can do and what you need help with.



Staff will work with you to fill in some booklets which will help you to share information about yourself.

- Your life story
- The things you are good at
- The things you want or need help with.
- Where you see yourself in the future.



Skills Application



- Practising things that I've learnt

We will help you to keep doing the things that you can do and practice the new things you have learned.

You can practice doing things

- On the ward
- At sessions you have in the hospital

Skills Development



- Learning new things
- Getting better at things

We will then look at how we can help you get better at doing things.

You will be have your own booklets with a plan in so that you know what you need to do.

You can tell us how you think you are getting on. We will let you know how we think you are doing.

If we need to make any changes to make it easier for you, we will make the changes together.



Recovery Star Secure

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



We focus on many things. One is mental health. This is about how your mind feels. Another is dealing with strong feelings. This means learning to handle big emotions. We also look at addictive behaviours. These are things you can't stop doing.



We also think about risk to others. This means making sure you don't hurt anyone. Physical health is important too. This is about how your body feels. We also help with social skills. These are skills you need to get on with others.

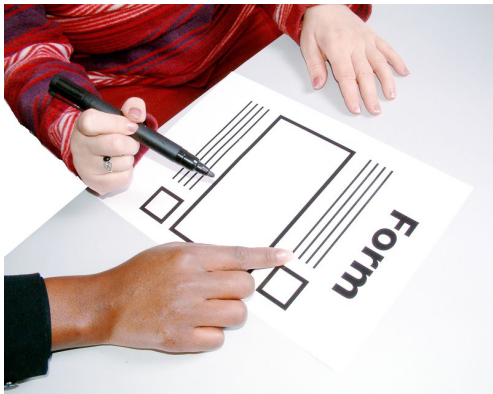


We help with relationships. This means getting on well with other people. We also help find meaningful activities. These are things you enjoy doing. They make you feel good and give your life purpose.



Lastly, we focus on trust and hope. Trust is about believing in others. Hope is about looking forward to good things. All these things together can help make life better.

Consent



You will always be involved in making decisions about your life, care and treatment. Staff will give you a leaflet about this.



Staff will talk to you about your care, they will, if you agree talk to your family and carers to ensure they are involved in your care and treatment.

Smoking



The hospital has a no smoking policy on all wards and public places.

To support patients stopping smoking, vaping is permitted within the hospital, your nurse will speak to you about this.

Staff can help you to give up smoking.

Keeping in touch

Can I have visitors?



You can have visitors. It is best for them to phone before they come to check you are in.

If children would like to visit please check with the nursing staff first.



You may be able to leave the unit with your visitors. You will need to talk to your named nurse about this.

It is good for your family and friends to keep in touch with you.

Letters



Any letters will be given to you unopened.

Staff can help you read a letter if you wish.

Staff will help you write a letter if you need help.

Using the phone



There is a phone you can use on the ward.

Useful phone numbers

The numbers will be filled in by your named nurse.

Main Switchboard	
Advocacy	
Patient Advice and Liaison Service (PALS)	
Social Worker	
Social Services/Benefits Advice	
Community Nurse	
Carers Centre (National)	
Local Carer Centre	
Other important numbers	

Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let a nurse know your idea.

You can also fill in a short survey, please ask staff for a copy.

How will my discharge be planned?



We will work with you to plan your discharge soon after you come into hospital.

Carers will be involved in the planning of any discharge.

You might need to think about these things before you leave the ward:

- Do you have some where to live?
- Is your housing secure and safe to live in?
- Do you have your keys?
- Is your gas and electricity connected?
- Are your finances sorted out?



Staff on the ward will be able to help you with any questions that you have and give you the number of the crisis team.

Health Information

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

Information about health.

www.cntw.nhs.uk or Tel: 0191 246 7288

- **The NHS website**

www.nhs.uk

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

Where can I get help and advice outside the hospital?

- **Mind Infoline**
Tel: 0300 123 3393
www.mind.org.uk
- **Rethink**
Helpline: 0808 801 0525
www.rethink.org
- **Samaritans**
Tel: 116 123
www.samaritans.org
- **SANELine**
Tel: 0300 304 7000
www.sane.org.uk

How can I get involved?

Sign up to become a Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust member

 www.cntw.nhs.uk

 0191 245 6827



 FREEPOST CNTW MEMBERSHIP

Membership is completely free and as a member you can:

- ⇒ Give your views on the Trust's plans and any issues that interest you
- ⇒ Vote in the Governor Elections or stand as a Governor yourself
- ⇒ Receive regular information about the Trust

Tell us what you think

We would like to know what you think about the Welcome Guide to help to make it better. Staff can help you to answer the questions.

1.	<p>What do you like about the Welcome Guide?</p> 	<p>Comments</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
2.	<p>What do you dislike about the Welcome Guide?</p> 	<p>Comments</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
3.	<p>Is there any other information that you would like included in the Welcome Guide?</p>	<p>Comments</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
4.	<p>Is there anything else you would like to tell us about the Welcome Guide?</p>	<p>Comments</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

**Please return to: Patient Information Centre, St Nicholas Hospital
or give to a member of staff**

Our Trust's charity makes a huge difference to the experience of patients who are cared for in our hospital sites and community services across the North East and Cumbria.

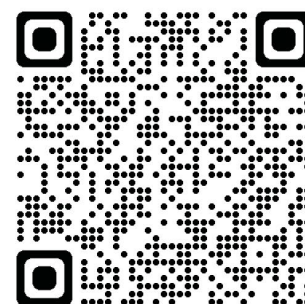
SHINE is a key part of our charitable activity. It provides therapeutic activities and items of comfort to support patient and carer wellbeing.

SHINE has supported patients with everything from improving garden spaces, providing sensory equipment for patients with dementia and summer activities for young people.

All support and any donation big or small is greatly appreciated and means we can continue to improve patient experience in our services.



Scan me to find out more.




Supporting NHS care

UK registered charity: 1165788



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

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