

Bluebell Court

Patient information leaflet



Introduction

This leaflet provides information that you will find useful during your stay. If you have any questions, please speak to a member of staff.

What is Bluebell Court?

Bluebell Court supports adults over 18 who have mental health problems. The unit has 15 single-person flats. They are in the grounds of St George's Park Hospital, Morpeth.

We support you when:

- you no longer need to stay in a hospital ward
- but still need help to plan your discharge

Bluebell Court is not a long-term placement. How long you stay depends on your needs and discharge goals.

When you leave Bluebell Court, you might move:

- back to your own home
- or another care setting

This may include supported housing, residential care, or nursing care.

Is Bluebell Court right for me?

Your care team will decide if Bluebell Court is right for you. They will talk with you about this. Family and carers can also be involved.

Your care team will also tell you if there is a waiting list.

The Bed Management Team decides if your transfer can go ahead.

What are the opening hours?

Bluebell Court is a hospital inpatient service.

We are open 24 hours a day, 7 days a week.

What support is provided at Bluebell Court?

The team supports your mental health and wellbeing.

We help you to:

- manage challenges
- plan for discharge

The team regularly checks your mental and physical health.



Activities and shared spaces

We have a Communal Hub where you can get together and socialise with others. There is also a family room that you can use when you have visitors.

The team offers many kinds of activities. You can join in a group or on your own. Activities may include:

- crafts
- exercise
- hobbies
- other interests you enjoy

Staff can help support you with activities. We will chat about your interests and goals.



The Bluebell Court care team

Some of the mental health professionals you may see:

- Nurse Consultant
- Staff Nurses
- Clinical Lead Nurses
- Consultant Psychiatrist
- Medical Staff
- Peer Supporters
- Psychologists
- Physiotherapists
- Occupational Therapists
- Exercise Therapists
- Support Workers
- Activity Workers
- Discharge Facilitator
- Speech and Language Therapists

The team also works closely with:

- Transitional Discharge Team
- Advocates
- Housing agencies
- Social Workers
- Community mental health teams

Planning for discharge

The team helps you think about the support you need after leaving Bluebell Court.

We also work with other services to help you move on safely.

Your own flat



Bluebell Court has:

- 14 standard one-person flats
- 1 accessible flat on the ground floor

The building is away from the main hospital. Each flat has:

- one bedroom
- a kitchen
- a lounge
- a bathroom

You will have your own key for your flat.

You may use the cooker in your flat after a kitchen safety review.

You can eat:

- in the communal area
- or in your own flat

We provide:

- bread and milk
- fresh fruit
- snacks

There is also a staff building with:

- offices
- meeting rooms
- a clinic where staff give medicines



No smoking

Bluebell Court is a no smoking service. We can offer nicotine replacement treatment if you need it.

Visitors welcome

Visitors are welcome in the unit and in your flat. They must report to the main staff office when they arrive.

Overnight visiting is not allowed.

Interpreters

Staff can arrange an interpreter if you need one.

Patient feedback

These are some of the things patients have said about us:

- Caring staff who are dedicated to getting the best out of people
- Made me feel good about myself, helped me believe in myself
- Friendly staff, very accepting of me as an individual
- Bluebell has helped me in every way possible
- Freedom to live independently whilst still being supported
- I am more confident, and they have helped me to move on
- I felt I had people to support me, listen to how I felt
- Staff always available
- The peaceful calm environment helped me
- Wonderful supporting staff, taking time to check in
- Staff made a big effort to make me smile and be optimistic
- Trust and believe in this place. All involved will do anything and everything to reach your goals and aspirations.

Comments, suggestions, compliments or complaints

You can talk to a staff member or contact the organisations listed below. Other ways to give feedback are available at

www.cntw.nhs.uk/yourfeedback

Your Voice

Email: yourvoice@cntw.nhs.uk

Use this email to share your thoughts on the care you have received. Your feedback could be any type of experience, good or bad. You can also ask us to let you know what happens with your feedback.

Comments and complaints

When you believe something went wrong, let us know. This will give us the chance to make sure it does not happen again.

Email: complaints@cntw.nhs.uk

Telephone: 0191 245 6672

Write to: Complaints Department, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, St Nicholas Hospital, Gosforth, Newcastle upon Tyne, NE3 3XT.

Patient Advice and Liaison Service (PALS)

PALS offer a free, confidential service for any care concerns you have. They give advice and support to patients, families and carers.

North of Tyne

Email: pals@nhct.nhs.uk

Telephone: 0800 032 0202

This information is also available as a video

Please ask a member of staff if you would like to watch it.

Contact details

Bluebell Court

St. George's Park
Morpeth
Northumberland
NE61 2NY

Telephone: 01670 501 871



More about this leaflet

Contact the Patient Information Centre for:

- Information sources
- Production details
- Audio
- Large print
- Easy read
- Braille
- British Sign Language
- Other languages

We also welcome your feedback about this leaflet.

Call the Patient Information Centre on 0191 246 7288

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Ref: PIC/480/0426 April 2026 V6

Review date: 2029

Website: www.cntw.nhs.uk

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