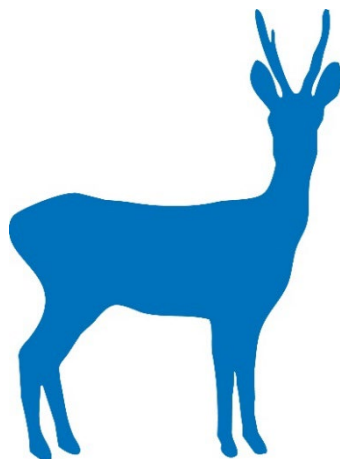


# Stephenson at Ferndene



## A young person's guide

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## Welcome

Staff and the young people at Stephenson have put together this information. We hope this will give you an idea of what to expect when you arrive.

## What is Stephenson?

Stephenson is a specialist secure mental health unit for adolescents based in Prudhoe, Northumberland. Stephenson provides comprehensive assessment and treatment for young people between the ages of 13 and 18

Stephenson is part of a small hospital called Ferndene, which is made up of three wards and the Activities Resource Centre (the ARC). The hospital is open 24 hours a day and is staffed with trained nurses, support workers and a wide range of other health professionals.



## Why do I need to be here?

A doctor has decided that it is the best place for you to offer support, assess your needs and provide any possible treatment. Staff at Stephenson will support you to get the right treatment to help you.

## How long will I be here?

Our aim is to ensure that you do not stay in hospital for longer than necessary and the whole team will work with you to ensure that your admission period is as short as possible.

## What can I bring with me?

You can bring your own clothes and personal/activity items to the ward. You can bring certain items to make your hospital bedroom more homely. You will be able to wash and dry your own clothes. If you have not done this before we will help you learn these skills. Your clothes can also be taken home to wash if preferred. You will also need to bring your own toiletries.

If you do not have access to these things, we will be able to provide some for you. We also provide towels, just ask any of the staff on the ward and they will get some for you.

## What should I not bring?

- Anything very expensive
- Pets (though they can visit)
- Anything that is not age appropriate

The ward has a list of items that you cannot bring onto the unit. This is called a **prohibited items list**. This will be given to you when you arrive. If you bring anything with you that isn't allowed on the ward, it will be kept safely in patient stores for you or can be returned to your parents/carers.

## What will my room be like?

Everyone has their own bedroom with an attached shower room and toilet. There are also baths on the ward which you can use if you prefer. You can tidy your room during free time. Your shower room will be cleaned for you, domestic staff will do this every day.

Each bedroom has Oxevision. The Oxevision system checks your breathing and pulse. This lets staff know you are safe without having to disturb you. If you would like to know more about Oxevision, please ask staff for a copy of the Oxevision patient information leaflet.

## Can my loved ones visit?

We will support you to keep in contact with your family, carers and friends. We have plenty of space for visits along with the use of phones and Keeping In Touch (KIT) computers where you can video call.

## Who are the staff on Stephenson?

The ward team is made up of nurses, nursing assistants, activity facilitators, and peer supporters. Each staff member will wear a different colour uniform depending on their role. Staff will be able to provide you with a key that explains these colours if that's something you'd find helpful.

## Who else will be involved in my care?

You will also be supported by the multidisciplinary team (usually called **the MDT**). This is a group of professionals who all have different roles to help you while you are on Stephenson. The MDT will work with the ward team to plan and deliver your care and provide support in their areas of expertise.

If you are already receiving support from a community team,

they will stay involved throughout your admission.

### **What will my day look like?**

You will be given a weekly timetable, this will tell you which activities and therapeutic or educational sessions you are expected to attend. We can support you to continue your existing education or to help you develop new skills.

### **When will I eat?**

There is a dining room on the ward. Meals are served at:

- Breakfast: 8.30 am (weekends are later)
- Lunch: 12 pm
- Tea-time: 5 pm
- Supper: 9 pm

There is more information about meals and how to order your meals in the Welcome Guide.

There is a QR code at the end of this booklet which will show you the Welcome Guide.



Therapy kitchen



Dining room



Classroom



Café Amelia



Multi-faith room



Youth club in ARC





Music room



Bedroom



Gym



Sports hall



Lounge



Courtyard





## Getting your voice heard

### Advocacy

Coram Voice

Tel: 0808 800 5792

Online: [www.coramvoice.org.uk](http://www.coramvoice.org.uk)

While you are in hospital under the Mental Health Act, you can speak with an Independent Mental Health Advocate. The advocate does not work for the hospital but is there to make sure you know and understand your rights and to help you to tell people what you want to happen when they are making decisions for you. They will help you attend meetings if you want to and support you to make sure your voice is heard.

### Peer support

On Stephenson we have two Peer Supporters. A Peer Supporter is someone who uses their own lived experience of mental health to support others. We have been through some of things you might be going through right now and can understand some of what you might be feeling and thinking. We are based on the ward and are here if you need us. It may be that you just want to chat, play games, and do activities, or you may want to explore ideas that could help you. We are here to make sure your voice is heard and your views are listened to and we can support you to attend meetings about your care.

### Your Voice

You can provide anonymous feedback about your care, treatment, and the ward environment by completing a 'Your Voice' card or online at [www.yourvoice.cntw.nhs.uk](http://www.yourvoice.cntw.nhs.uk)



**We asked our current young people what questions they had about Stephenson when they first arrived:**

**Will I be able to go out or visit home?**

That depends on your individual needs and what is agreed with your doctor. Most young people will be able to have leave at some point, including overnight stays at home. If we are concerned about your safety, you may need to be accompanied out of the unit with staff.

**How much are my parents or carers involved?**

Everyone is different. Staff may want to involve your parents or carers to help them understand you better. What you say to staff is confidential and will usually only be told to your parents with your permission.

**Can I leave?**

If you are here under the Mental Health Act, you may not be able to leave until doctors decide you are well enough. The Mental Health Act 1983 is designed to keep a young person who is experiencing serious mental distress safe. Your right to appeal this decision will be explained. If this is something you want to do, staff will help to guide you through the process or speak to your independent advocate.



## Stephenson's mutual expectations

Staff and young people have worked together to create this list of mutual expectations. We hope that everyone on Stephenson, whether you are a young person or a member of staff, will try their best to follow. These are an example of our mutual expectations as they are updated regularly.

- Share the ward with other patients. Mutual kindness and respect towards others and the environment, even if they have different views, and beliefs.
- Listen to staff and young people.
- Use kind words and help each other.
- Follow your timetable and attend the structured day.
- Any TV and electronics will be requested to hand in at times during the weekdays and weekends. The clinical team will work with you to develop a bespoke care plan on access to electronics.
- Change your bedding weekly.
- Use the laundry room to wash your bedding and clothes.
- Drink your hot drinks in the lounge areas.
- Help to keep the ward and your bedroom tidy.
- Try to shower/bath, wear deodorant, brush teeth, brush hair and get changed every day.
- Regular hand washing during the day, such as meal times.
- Fill out your menus to make sure you have food you want at mealtimes.

Speak to staff if you have any questions or concerns about the hospital, you will get the chance to attend meetings where you can share your ideas to make the ward better.

## **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/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

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/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience  
[www.cntw.nhs.uk/yourfeedback](http://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.

### **PALS**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto: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.

If you still feel you have questions about Stephenson, we also have a welcome guide available. Please ask staff for a copy or access it with this QR code:

### **Contact details**

Stephenson Young People's Unit  
Ferndene Hospital  
Moor Road  
Prudhoe  
Northumberland  
NE42 5PB

Telephone: 01661 838 482









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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