

# Beadnell Ward Mother and Baby Unit

## Welcome Guide

Information you  
will find useful  
during your stay





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## Welcome

This Welcome Guide provides information about your stay on the ward. There is a lot of information in this guide so it may be helpful to read it a bit at a time.

Your named nurse will discuss the Welcome Guide with you when you are first admitted and answer any questions about its contents throughout your stay. There is a service leaflet in the back of this guide which provides information about your ward.

At the back of this guide there is space provided for you to store your personal documents, including your Care Plan. Please keep this guide and all your personal information in a safe place and do not share your information with other patients.

The Trust greatly values the very important work of family and friends caring for people who use our services. We believe that carers should be involved in decisions made about the person they care for, and we will give carers the opportunity to be involved in decisions about your care and treatment.

Beadnell Ward is based at St Georges Park, Morpeth, Northumberland, NE61 2NU.  
Telephone: 01670 501 869

## What is Beadnell Ward?

Beadnell, also known as the 'Mother and Baby Unit' is a six bedded self-contained ward, situated within St Georges Park Hospital, Morpeth which is part of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

Beadnell is a specialist regional facility which can accommodate six mothers and their babies (babies who are up to 12 months prior to admission). We also admit pregnant women who are 32-34 weeks pregnant or above.

The unit provides inpatient mental health services to women experiencing psychological and emotional difficulties related to the latter stages of pregnancy, childbirth and early motherhood.

It is usual for 50-80% of women to experience the "baby blues" within the first 3-5 days of giving birth, this often resolves quickly without professional intervention.

Approximately 10-15% of women suffer from postnatal depression, which is usually diagnosed within the first three months after the baby's birth. Some of the common symptoms are low mood, sadness, not getting pleasure from anything, loss of interest in life in general, tiredness, poor sleep, appetite and concentration, as well as feelings of guilt and self-blame. These symptoms can worsen or fail to improve without treatment. Unfortunately, approximately 1-2 women in every 1,000 deliveries experience a more serious condition called postnatal psychosis.

Most women can be treated in their own home. However, some require hospital admission.

We aim to make Beadnell a welcoming, calm and homely environment to support recovery from postnatal illness.

## References

- Antenatal and postnatal mental health; clinical management and service guidance. NICE clinical guideline 45 (2007) National Institute for Excellence; London.
- Musters C, McDonald E, Jones 1 (2008) Management of postnatal depression. British Medical Journal, 337, 399-403.
- Dennis CL, Hodnett ED (2007) Psychosocial and Psychological interventions for treating postpartum depression. Cochrane Dater base of Systematic Reviews. Oct. Issue 4.

# Admission



## How long will I be in hospital for?

Your length of admission cannot be determined at point of admission as all mums have differing diagnosis and needs, also recovery does not take the same time for all women.

Some women stay for a few weeks, others a month or longer. Part of your care plan will include periods of home leave to see how well you are recovering and how you cope at home. Home leave is to aid the transition from hospital to home.

## What will happen when I arrive on Beadnell?

Coming into hospital can be a distressing experience for you and your loved ones. Whether this is the first time that you have been admitted, or if you have been here before, we recognise that this is a difficult time. We will support you as much as possible during your stay.

A member of staff will welcome you and show around the unit and to your bedroom.

The admitting nurse will ensure your personal details are recorded. Any medication is obtained from pharmacy.

They will also discuss your observation level and write a care plan for this. On admission to the unit, you will be prescribed a level of observation by the doctor, this is to ensure you are safe and well. It enables staff providing observations to determine if you need additional help or support. This can be from having a member of staff with you all the time to only needing to be seen around mealtimes, observation levels tend to reduce in line with recovery. It is our policy to observe babies every 30 minutes throughout their stay on the unit to ensure their health and wellbeing.

Following admission, you will meet with members of the Multi-Disciplinary Team (MDT) who will get to know you and the circumstances leading to admission. From these discussions we will formulate the appropriate care and treatment plan, working in collaboration with you and your family members.

## Caring for your baby

Most mums on admission are asked to do as much child care as they feel able during the day and night. Staff are available to help out to enable mums to sleep, unless they are breastfeeding.

We will help and support any mum who wants to breast feed or bottle feed. We do not supply formula milk, bottles, nappies, wipes, nappy bags and clothing. We hold a small emergency stock of some formula milk, but not prescribed formulas, however we can obtain these via pharmacy. If you use any milk from ward stock, you will need to replace it as soon as possible.

We have a small stock of jar baby food, savoury and sweet, please speak to staff if you need any. When beginning weaning, if you need help when preparing fresh foods or menus our Nursery Nurses can provide advice and education. Fresh food/vegetables will be provided by the ward.

The unit has a limited stock of baby food for weaning babies, however if you want your baby to have a specific brand or flavour, we cannot obtain you will need to supply these yourself.

We have cots, pushchairs, baby bouncers and changing mats that you can use.



## What will I need during my stay?

Bed linen and towels are supplied and will be replaced regularly during your stay. You will need your own clothes and toiletries. The ward supplies some emergency toiletries.

### Where can I store my things?

You will have storage in your room where you can keep your clothes and personal belongings. There is also a safe, but if you have any valuables, please consider leaving them at home.

There is a hospital banking system, but it does not have a cash point. You can deposit money and make withdrawals Monday to Friday, 9am to 3pm.

### What should I bring with me?

There is limited storage, but you will need things that you require on a day to day basis:

- Nightwear, dressing gown and slippers and clothes for your baby
- Inside and outside day clothing (laundry facilities are available)
- Toiletries
- Nappies, nappy sacks and wipes
- Formula, bottles and baby food
- Any medicines that you or your baby use regularly. Pharmacy will provide medicines you may need during your stay and to take home.
- Watch/alarm clock
- Sweets, snacks
- Books, magazines, reading glasses

All electrical equipment needs to be tested for safety before use on the ward. Please give equipment to a member of staff who will arrange for it to be checked.

### Is there anything that I cannot bring onto the ward?

The following items must not be brought into hospital:

- Large amounts of cash, cheque books, credit cards
- Valuable jewellery
- Sharp objects
- Razor blades should be handed to staff
- Alcohol and any non-prescribed or illicit drugs, legal highs and any noxious substances.
- (If illegal drugs, legal highs or noxious substances are found the police will be contacted)
- Weapons of any kind
- Offensive literature
- Lighters, matches and smoking materials. On admission if you smoke you will be seen by a member of the Tobacco Dependency Treatment service who will talk to you and offer you support to be smokefree while you are in hospital.

This is not a full list and staff will inform you of any other items that are not allowed on your ward.

## Who are the mental health team on Beadnell?

You will meet different healthcare staff on the ward. They will help care for you and support your treatment. You can find a complete list in the 'staff you may meet on the ward' section of this guide.

The unit also has access to a local GP practice where our mums and their babies can be registered as temporary residents to address any physical problems, get postnatal checks, and baby's immunisations. They can also access health visiting services if out of area (more than 20 miles).

## Planned one to one contact sessions

### Planning your care

We will work with you to agree the goals of your stay and how best to work towards them. We will also discuss the treatments which are known to have the best effects in supporting your recovery. From this we will develop your personal care plan which will detail what needs to happen and who will do what.

Your Nursery Nurse will develop a care plan for your baby to ensure his/her needs are met, enabling him/her to meet developmental milestones.

### One to one sessions

You will meet with your named nurse at least twice a week. You may discuss a range of things such as your progress, concerns, making plans for the future or developing a Wellness Recovery Action Plan (WRAP). Sometimes you will meet one-to-one with professionals like an occupational therapist, specialist nurse, social worker and psychologist for specific therapy sessions. All this will be agreed with you and written down in your care plan so everyone including yourself knows what the aims of these sessions are.

### Making sure we are helping you make progress

We do this by holding regular reviews with you, your family and the care team working with you.

### Ward reviews

Ward reviews are held regularly, this varies depending on ward and is an opportunity for the team to review aspects of your care. This may include observation levels, leave arrangements, medication, risk assessment and any of you and your carers requests. This is to ensure that your care and treatment is reviewed regularly, and you and your family, friends or carers are kept up to date with your care and treatment plans

### Multi-disciplinary team meeting (MDT)

This is a weekly multi-disciplinary team meeting. It is attended by the Consultant Psychiatrist, Junior Doctor, Social Worker, Psychologist, Occupational Therapist, Pharmacist and Specialist Nurse. Community professionals attend these meetings to keep in touch with their patients and ensure continuity of care following discharge. This may be through Teams. The team discuss your progress, changes to your treatment/care plans.

You will be offered the opportunity to attend the meeting to gain feedback; if you do not wish to attend a nurse will give you feedback later. Your family member can also attend if you would like this.

## Meeting your psychiatrist

You will meet with your consultant psychiatrist regularly through your stay.

## Measures and questionnaires

We use questionnaires to monitor your improvement and how satisfied you are with the service you are receiving.

## What choices do I have?

Throughout your stay there will be opportunities for you to be involved in discussions about your care. Your wishes will be carefully listened to, and treatment decisions should have your agreement.

All leave is arranged individually for all patients on the ward, and you should understand how this affects you.

**Informal and voluntary patients** - have the right to leave the ward at any time. However, we may ask (depending on your personal care plan) that you stay on the ward for the first few days so you and staff can get to know each other.

If you would like to go on day leave or overnight leave, you can discuss this with your doctor or carer. Please be aware that staff have a duty of care towards you and are expected to know where you are at all times. Staff are required to assess you before you leave the ward. The outcome of this assessment will be discussed with you (and your carer where appropriate) and may result in you not being allowed to leave the ward.

The Trust produces a booklet about your rights as an informal/voluntary patient, copies are available from staff or the Patient Information Centre Tel: 0191 246 7288.

**Detained patients** - are required to stay in hospital unless you have permission to leave from your responsible clinician (called 'Section 17 leave').

However, there may be times when this is not possible. If you are 'sectioned' under the Mental Health Act staff may have the power to prevent you from leaving the ward or to insist that you take medication. Such decisions will only be made in your best interest, when staff believe you are at serious risk.

Staff are committed to putting you at the centre of your care, ensuring that you have options and control over the things that matter to you and make you who you are. This can range from things such as food choices to your treatment plan where possible. We will always try to involve you and your family/carers where possible and want to help you develop your strengths to live a fulfilling life.



## Information for carers

Family, partners and friends play an essential role in supporting people accessing our services; they are known as carers. 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

We will work in partnership to involve carers, not just because we have a statutory duty to do so, but because we want to and appreciate knowledge and experience that a carer has. This can benefit and improve the care we give. We understand that carers play a critical role and without their support, we would not be able to deliver the hope, treatment and care that we always aim to do.

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

Carers 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.



A useful range of carer resources are available at [www.cntw.nhs.uk/carers](http://www.cntw.nhs.uk/carers)

### Visitors

You can have visits from anyone who matters to you, and you would like to see. There is no time limit on visits, and they can happen Monday to Sunday, depending on your leave. Family and friends can bring things in for you, but these belongings will need to be checked before you take them to your room so we can keep you safe. We ask that visitors ring the ward in advance so we can make sure your visit isn't disturbed by any other meetings or appointments and to book out the visitors' room for you.

### Protected mealtimes

Visitors and staff should not be in the dining room at lunch time 12 noon to 1pm, or evening meal time 5pm to 6pm. Visitors are welcome to use the lounge areas during these times.

## Sharing information with carers

Your family/carers play a very important role in your recovery. We will work with them to provide the information and support they need to support you.

At the first opportunity a member of staff will meet with your main family/carers to get to know them. Staff will provide them with a copy of the Carer Promise and information about their caring role, and what needs they may have to carry out this role.

We will inform family/carers of local services, so that family/carers can receive their own support and advice. We can also provide them with a range of useful carers leaflets.

There may be things that you do not want to share. You should discuss these first with your care team so that you can understand the impact this might have on your relationship with your family/carers. Usually, we would recommend that your family/carers are fully involved and informed in your care.

## Staying in control – Advance Decisions

Advance decisions are about making choices about your healthcare while you are well. In mental health, this means that your wishes can be taken into account if you ever become mentally incapable of making informed choices during a crisis.

An advance decision can be spoken or written down and should be reviewed regularly.

The Trust produces an Advance Decisions and Statements booklet. Copies are available from staff or the Patient Information Centre on 0191 246 7288.

If you are detained under the Mental Health Act, there may be circumstances where you are given treatment that you have previously stated you do not want. This decision will only be taken if your refusal would have a severe impact on your treatment.

## Pharmacy

“Do you know you can meet with a pharmacist to discuss your medication? Ask your named nurse/ key worker for an appointment.”

If you would like information leaflets about your medicines, ask your named nurse.

### Pharmacy Medicines Information Helpline

The Trust has a helpline for confidential advice about medication. You and your carer can call the helpline between 9am and 5pm, Mon-Fri. The helpline number is **0191 245 6604**.

## Changing your consultant or getting a second opinion

The Trust produces a booklet about how patients can request a change of consultant or second opinion. This leaflet is available from staff or the Patient Information Centre on 0191 246 7288.

## What does the Mental Health Act 1983 mean for me?

### **Mental Health Act 1983**

You may be kept in hospital even if you want to go home, this is sometimes called 'sectioned' or 'detained'. You will always be given an explanation and written information should this happen, so you understand what your rights are.

Sometimes this could mean we give you medication for mental disorder without your consent. However, we will always include you in decision making about your care and treatment.

Factsheets on each section of the Mental Health Act are available on the wards – please ask a member of staff for a copy relevant to your circumstances. Copies are also available on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

### **Mental Capacity Act 2005**

Sometimes people are so unwell that they are unable to make some decisions for themselves; this is called 'lacking capacity'. We will always assume you have the mental capacity to make decisions unless an assessment has been carried out to establish that you have not got capacity. Where people 'lack capacity' we will always act in their best interests.

### **Informal/voluntary patients**

An informal/voluntary patient is someone who has agreed to come into hospital. This means they have the right to leave the ward at any time although we do ask that patients stay on the ward for the first few days so that patients and staff can get to know each other.

Please be aware that staff have a duty of care towards patients, and the staff are expected to know where they are at all times. Staff are also required to assess patients before they leave the ward.

If staff have concerns about the patient leaving the ward, they must arrange a further assessment. The outcome of this assessment will be discussed with the patient (and carer where appropriate) and may result in patients not being allowed to leave the ward.

The Trust produces a booklet about your rights as an informal/voluntary patient, copies are available from staff or the Patient Information Centre on 0191 246 7288.

### **Locked doors**

Please be aware that it is normal for most of the exit doors in our inpatient areas to be locked. This is for patient's security and safety. Patients should always know how and if they can leave the ward and peoples individual circumstances can differ greatly. If patients are unsure about how and if they can leave the ward, they should always ask staff to give them information about this.

# Your stay



## Can you tell me about the Trust?



The Trust works from more than 70 sites across North Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland. We also run a number of regional and national specialist services. Along with partners, we deliver support to people in their own homes, and from community and hospital-based premises.

We have around 9,000 people working for us and a budget of over £647 million. The services we provide are divided into three care groups, these are known as Inpatient Care Group, Community Care Group and Specialist Care Group.

## Practical things to think about ...

There are likely to be many practical things to consider during your stay. Your named nurse/key worker and other ward staff can help you.

For example, you may need to:

- Make arrangements for the care of your children or others
- Get somebody to take care of your pets
- Get a change of clothing
- Pay urgent or outstanding bills
- Cancel/rearrange appointments
- Contact employers
- Disconnect gas and electricity
- Notify the benefits office



## What happens to my benefits while I am in hospital?

Staff on the ward can help you with any financial concerns while you are in hospital. For example, they can complete an inpatient medical certificate to verify your inability to work or write letters on your behalf to resolve financial issues. Staff will also help you to understand your benefit entitlements.

A few frequently asked questions are answered below:

### Will being in hospital affect my benefits?

This depends upon what type of benefits you were receiving before your admission. If you were claiming benefits prior to your admission your benefits may change slightly. Some benefits can be affected by a hospital admission so it is important that the Department for Work and Pensions (DWP) is informed, staff on the ward can help you to contact them. If you were transferred from prison, staff will assist you to claim for any new benefits that you might be entitled to.

### **Where can I get help to sort out my benefits?**

Staff will refer you to Patients Finance if you need any advice or support on benefits. You can also get advice from the Citizens Advice Bureau. Please go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and enter your postcode to find your local bureau.

### **What happens when I leave hospital?**

This depends on your individual circumstances. In most cases if your money was reduced while you were in hospital it should revert to the full amount when you are discharged. The DWP need to be informed of your discharge to make these calculations.

If you are granted overnight or hostel leave you are eligible to full entitlement for those dates.

The Trust produces a booklet about Patients Finance. This leaflet is available from staff or the Patient Information Centre on 0191 246 7288.

## **What activities can I do on the ward?**

While you are recovering, we want to enable you to carry on your life as normally as possible, caring for your baby and keeping up personal interests. Please tell us if there is anything we can do to help you do this. Perhaps your family or friends could bring a few things from home, or you might like to try out a new activity.

Some activities available are:

- Occupational therapy, either open or structured sessions.
- Physical activity such as the gym.
- Social events which are organised by the ward staff.
- Unit-based activities such as cooking, board games, social out and about events.
- Baby massage/baby yoga.
- A chaplaincy service is available. You can request an individual visit.
- Walks into Morpeth and local area with staff. There is a café in the main entrance you can use with your family and friends.

## **What is life like on the ward?**

The following information will tell you a little about life on the ward.

### **Weekly timetable**

Meaningful activities are essential to your recovery. You may feel like staying in bed and resting, but this is not the best or healthiest choice to make. We encourage people not to stay in bed or isolated in their own rooms. We will encourage you to develop a weekly planner of things that keep you focused and well.

### **Community meetings**

Take place on a regular basis. They give you an opportunity to meet with staff and other patients to discuss and resolve issues on the ward.

### **Domestic services**

A domestic service is provided to keep the ward clean and tidy. We encourage you to take responsibility for keeping your room clean, as well as helping keep the ward tidy (with help if needed) to prepare you for discharge. There are laundry facilities for you to wash your own clothes.

## Meals

Breakfast, lunch, evening meal and a light supper are provided on the unit for mums. You will be given a choice of lunch and evening meal. You will have to make choices two days in advance to ensure supplies are ordered. The unit can cater for special dietary requirements given advance notice.

Bread and cereals are readily available for mums to help themselves to for breakfast. There are also yoghurts, fruit, cake and biscuits for snacks or supper, which mums can help themselves to. Drinks are available 24 hours a day.

When dads are staying, they can have supper on the evening they are staying, breakfast and lunch the next day, these also need to be ordered 2 days in advance.

Visitors and children are not catered for; there is a vending machine and café, open Monday to Friday, in the hospital main entrance.

## Meal times

- Breakfast – depending on you or your baby
- Lunch – 12 noon to 1pm
- Evening meal – 5pm to 6pm

## Protected meal times

Where there are ward mealtimes, arrangements are in place so you can enjoy your meal without any interruptions. Visitors and staff should not be in the dining room at lunch time, 12 noon to 1pm or evening meal time, 5pm to 6pm but are welcome to use the lounge areas during these times.

## Partners

Partners may be able to stay overnight on the unit, depending on the ward and on how well or unwell their partner is. This must be planned and agreed by the ward team, ideally 2 days in advance. There is some flexibility, but it is not guaranteed permission to stay will be granted at short notice. We do not advocate staying more than two nights per week. Partners are expected to look after the baby when they stay on the ward.

## Visitors

Your friends and family, including children, are very welcome to visit. Children visiting are the responsibility of the adult who accompanies them to the unit and **must** always be supervised.

There is an enclosed garden where visiting children can play but they must be supervised.

The hospital has a no smoking policy on all wards and public places. Please do not smoke in any other areas as this can be dangerous and is against Trust policy.

## Car Parking

Partners and immediate family are entitled to a free parking permit which always allows free parking. Please give staff the car registration number and we can update our online system.

The unit side door can only be used for dropping off and picking up, this entrance **must be kept clear** for emergency vehicles only.

All other visitors to use the main car parks when visiting; there is a charge Monday to Friday, 9am to 5pm.

## Telephones

You can use your own mobile phone, but it would be appreciated if all patients and visitors are considerate of others and the use of mobile phones is always as discreet as possible.

The use of the camera and recording devices within mobile phones is not allowed without first seeking permission from staff, this is to protect patient confidentiality.

Staff on the unit do not carry their own mobile phones whilst on duty.

## Staff you may meet on the ward

The multi-disciplinary team approach we use means that there are many different people available to help you. Staff include:

### Nursing

- **Ward Manager** – the ward manager is a nurse and provides both managerial and clinical leadership to all staff on the ward.
- **Specialist Nurse** – provides senior clinical leadership to all staff on the ward and provides operational cover in ward manager's absence.
- **Clinical Nurse Lead** – a registered mental health nurse, providing clinical leadership on the ward.
- **Nurse in charge** – this is the nurse who is in charge of a shift (shift co-ordinator) and is responsible for ensuring the smooth running of the ward.
- **Staff Nurse** – a qualified nurse who is a Registered Mental Health Nurse. They deliver nursing care and psychosocial interventions to help your recovery.
- **Named Nurse** – is responsible for ensuring your treatment plans are up to date, spending time with you discussing any issues you may have regarding illness and recovery, or anything else that may be worrying you. They will be introduced soon after your admission and will be your point of contact during your stay. All named nurses are staff nurses.
- **Nursery Nurse** – is responsible for your baby's care plans. They are available for help and support regarding childcare provision and information about infant issues
- **Support Worker, Nursing Assistant, Health Care Assistant** – supports the nursing staff in caring for you.

### Medical

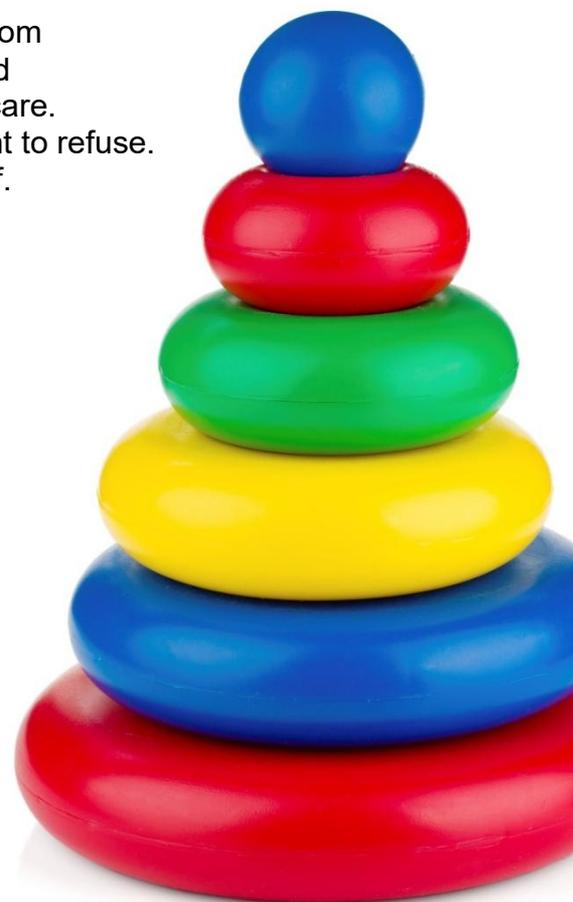
- **Consultant Psychiatrists** – are the most senior doctors with overall responsibility for your care. They lead on important decisions about your treatment and discharge. You will be introduced to your consultant when you transfer to the unit and continue to meet regularly.
- **Higher trainees** – are experienced psychiatrists who are working towards becoming consultants.
- **Ward doctors** – are training to become psychiatrists or GPs. They will be available to you on a regular basis regarding your physical and mental health and your care plan.
- **Pharmacy staff** – the pharmacy team ensures that you receive your medication in a safe and effective manner whilst you are on the ward. The team can offer advice on medicines and any side effects. If you would like to speak to a member of the pharmacy team whilst on the ward, ask one of the nursing staff who will let the team know.

## Support and Occupational Staff

- **Consultant Psychologists** – are trained to help people deal with emotional and behavioural difficulties, they are available to provide structured talking therapies.
- **Occupational Therapists (OTs)** – use activity to help to develop skills needed in recovery which include shopping, cooking, looking for work etc. This may be on a group or individual basis.
- **Social Worker** – trained to help assess and meet any social care needs or signpost to other agencies/services.
- **Physiotherapists** – work with you to help restore movement. They provide any necessary physiotherapy assessment and treatment.
- **Peer Supporters** – these are people who like you, are experts by experience and have been employed by the Trust to support you in your recovery spending time with you and helping you to work out how to best manage your recovery. They are particularly good at helping you develop a Wellness Recovery Action Plan (WRAP) or Staying Well Plan.
- **Exercise Therapists** – devise specific therapeutic exercise programmes depending on your aims and objectives. The exercise therapy department provides a weekly programme of exercise groups which are both hospital and community based. They can also help you to make positive lifestyle changes e.g. healthy eating, stopping smoking.
- **Speech and Language Therapists** – assess and treat speech, language and communication problems in people of all ages to help them better communicate. They also work with people who have eating and swallowing problems.
- **Dieticians** – are experts in food and nutrition. They provide dietary advice on a wide variety of conditions using the most up to date information. They help promote healthy eating habits and well balanced diets based on individual needs.

## Other staff

- **Students** – the Trust supports the teaching of students from various professions. From time to time, you may be asked whether a student can be present or deliver part of your care. Your verbal consent will be sought, and you have the right to refuse. All students are supervised by a qualified member of staff.
- **Domestic staff** – undertake housekeeping duties, serve and order meals, assist with laundry, keep the ward tidy and clean.
- **Ward Clerk** – provides administration support and assists in the smooth running of the ward.



## Words and phrases

You might hear the following words and phrases when you are in hospital.

**Care Plan** – this is a way of recording the help and support you need and explains how this will be done.

**Multidisciplinary Team Meeting (MDT) or Ward Reviews** – this is when all of the professionals involved in your care meet to discuss your progress with you, and your carers if appropriate. This meeting takes place on the ward.

**Engagement and Observation** – this is an important tool nurses use which helps us to get to know you and to help us maintain your safety whilst you are in hospital. You will always be fully informed if you are being observed and given the reasons why.

**Patient Advice and Liaison Service (PALS)** – this service provides help, advice and guidance to users of the NHS and their families.  
North of Tyne – 0800 032 02 02, Monday to Friday 9am-4.30pm.

**Person Centred Care** – staff are committed to person centred care which ensures that you are the focus of all activity concerning you and you are fully involved in all aspects of your care.

**RiO** – this is the system that the Trust uses to securely store electronic patient records. For further information see page 26 'Information the Trust keeps about you'.

**Wellness Recovery Action Plan (WRAP)** – is a structured system for monitoring and managing your mental health through planned responses that work for you. It also informs services and carers on how to respond should you find it difficult to make decisions for yourself should you become unwell.

## What treatment will be available?

Your care in hospital will comprise of a few different treatments. The main treatments on offer are outlined here.

### Medication

Your doctor may prescribe medication to help treat your illness. A ward doctor can usually answer any questions you have about your medication or how it works.

### Psychological

When appropriate you will be offered psychological therapies. One of the approaches used is called Cognitive Behavioural Therapy. This is used to improve a person's sense of wellbeing and mental health. It helps people to think about possibilities for change and alternative ways of coping. These approaches are given by appropriately trained staff.

### Physical Health

Your physical health is very important. We will regularly assess your physical health needs and work with your GP to provide you with appropriate advice and treatments.

### Occupational Therapy

The main aim of occupational therapy is to assist your recovery by encouraging you to take part in activities that have meaning and value for you.

During your stay in hospital, occupational therapists (OTs) will look at your strengths and needs. An individual treatment plan will be developed and reviewed with you, which may be a mixture of one to one sessions and group activities. These take place in the hospital setting, occupational therapy department or community venues.

The following list gives examples of some of the activities that are available:

- Daily living skills to develop or improve your skills in areas like cooking, shopping, budgeting and other day-to-day activities.
- Health promotion with advice on different areas such as healthy eating, exercise and stress management.
- Work, training and/or education to help you develop the skills and confidence to take part in paid or unpaid work, courses or training that you may be interested in.
- Leisure activities such as pursuing a hobby or sport that builds on your self-esteem, social networks and gives enjoyment.
- Relating to yourself and others to improve your confidence and self-esteem and help you to develop coping strategies.
- Activities that encourage you to be a part of your local community and help you build links with other people in the area.



“ Staff have helped me find things to do in the community and I’ve made friends doing this, it’s great ”

Availability of these activities does vary slightly from area to area; the current programme for your ward will be displayed on the wall.

### **Exercise Therapy**

The main aim of exercise therapy is to provide exercise as a therapeutic activity to improve your mental and/or physical health which can contribute to your overall recovery.

You will receive an assessment with the exercise therapist and based on your goals an individual exercise plan will be developed. You will have the opportunity to take part in a variety of exercise groups including gym, cycling, walking, circuit training, healthy eating and weight management. You will receive regular progress reviews to monitor your progress and help achieve your goals. Where possible you will receive support to continue with your exercise plan after discharge from the ward.

### **Arts Therapies**

The arts therapies are made up of art therapy, music therapy, drama therapy and dance movement therapy. They offer a creative way of communicating to those who, for whatever reason, find that words alone are not enough.

The aim of the arts therapies is to enable service users to experience him/herself differently and develop new ways of relating to others. They can give meaning to a person's experience, creating an opportunity for change and recovery.

### **Individual sessions**

#### **Assessment**

Psychology staff may meet with you to conduct further assessments around your difficulties and to help determine what support may be helpful both in hospital and in the community.

## Formulation

Formulation can be used to improve your understanding of your strengths and difficulties and to help break your problems down into different parts.

Understanding what influences your mental health and wellbeing (5Ps) booklet is available from staff or online:

[www.cntw.nhs.uk/resource-library/understanding-influences-mental-health-wellbeing](http://www.cntw.nhs.uk/resource-library/understanding-influences-mental-health-wellbeing)

## Therapy or skills-based sessions

Depending on your needs, psychological services may offer therapy or skills-based session during your inpatient stay or may make suggestions about what could be helpful for you in the community.

## Psycho-education groups

On some wards psychological services help to run groups. Groups can help you to learn new skills or coping strategies to help manage your feelings.

You can ask nursing staff or activity workers about the groups running on the ward.

## Family Meetings

Working with you and your family can be an important part of your recovery. Psychological services can meet with your family and help you communicate with them.

## Supporting staff

Psychological services work closely with the ward staff to help support you, this may include attending meetings about your care or supporting with developing care plans informed by psychological approaches.

## What about my religious, spiritual and cultural needs?

If you have religious or cultural needs the staff will help to support you. This could include needing a different diet or dressing differently. You can talk to a chaplain if you would like to. Staff can support you to access a team of chaplains from different faith communities who are available to visit you throughout the week, including weekends.

The Trust produces a leaflet about 'Chaplaincy – Spiritual, Pastoral and Religious Care'. Copies are available from staff or the Patient Information Centre on 0191 246 7288.

## St Georges Park

There is a Christian service in the Chapel on Saturday mornings at 10am. The Chapel may also be used at any time for personal prayers. A prayer-mat is provided for Muslims. Please ask staff or call at the chapel for a most up-to-date leaflet concerning Spiritual Care at St George's Park.



## Interpreters

Staff can arrange an interpreter if you need one.

## Can I smoke?

### **Our Trust is smokefree**

All our Trust sites are now completely smokefree which means that you and your visitors are not allowed to smoke anywhere on our sites. This means both indoors and on our Trust grounds. This is part of our approach to support service users and staff to achieve a healthy lifestyle and reduce the harmful effects of smoking.

### **Smoking materials are prohibited items**

Smoking materials are prohibited items on Trust sites. If you come into hospital with tobacco products, cigarettes, lighters or matches, they will need to be given to staff. Cigarettes and tobacco products will be returned to you on discharge from the ward on request, lighters and matches will be destroyed.

Alternatively, they can be given to a family member or carer to take home with them. Tobacco products, cigarettes, lighters or matches will not be given back to you for any periods of leave from the ward.

Visitors are asked not to bring any cigarettes or tobacco products (including lighters) on to the ward.

### **Smoking on Trust sites**

Smoking anywhere on Trust sites is not permitted and is a breach of the law (the Smoke Free Regulations) to smoke inside any building which may result in a fine of up to £200. Helping us to maintain this policy protects other service users, staff and the care environment.

### **Support to stay smokefree during your admission**

On admission if you smoke you will be seen by a member of the Tobacco Dependency Treatment service who will talk to you and offer you support to be smokefree while you are in hospital. You will be offered nicotine replacement products such as patches, inhalators and lozenges on admission to keep you comfortable and help with nicotine withdrawal and cravings to smoke. You may also be offered an E-cigarette (vape).

Your advisor will discuss with you a variety of options that they are able to support you with to be smokefree, they will listen to you and offer advice on the best option for you. They may be able to offer you alternative nicotine replacement therapy or medication and recommend the best treatment option for you. This will also be discussed with your doctor as the dose of some of your medications may need to change (this may result in taking less medication).

### **Vaping/E-cigarettes**

#### **Provided you are 18 years old or over:**

'Vaping' (use of an electronic cigarette/e-cig) is permitted by service users on Trust sites in outdoor areas, including ward gardens/courtyards (if available).

An e-cigarette can be supplied on admission if you wish to use one as an alternative to cigarettes. Some of the cafes and shops on Trust sites sell replacement cartridges. You may also use your own e-cigarette, however staff will need to do a brief check of your device and charger to make sure they are safe.

Some services may have restrictions on e-cigarettes for safety reasons.

## Information the Trust keeps about you

### Why does the Trust keep information about me?

The Trust needs to keep information about you, your health and treatment so that we can provide the best possible care for you.

We may also use your information for a number of different purposes including:

- Administration and management of healthcare services (such as maintaining records, receiving professional advice)
- Service improvement, evaluation and audit (to improve the healthcare services that the Trust and others provide, and to protect and improve the health of the public)
- Communicating with you and resolving any queries or complaints that you might have. Communicating with any other individual that you ask us to update about your care.
- Complying with our legal and regulatory requirements
- Clinical research and development
- Safeguarding purposes (for example, to ensure the health and safety of an individual)

### Is the information kept confidential?

Everyone who works in the Trust and within the wider NHS must keep information about you confidential. All Trust staff have agreed to a confidentiality statement within their contract of employment which enforces the need to protect and only access the information which is required for the purpose of their role.

We do share information within the team that is caring for you, and sometimes with other professionals in other organisations that are providing care for you, like Social Services.

From time to time, we may share your personal information with others. We will keep your personal information confidential and only share it for the purposes above.

If we do share information with other organisations, we would normally talk to you about it first and ask for your permission. On very rare occasions we may also share information with other organisations because we feel that there would be a serious risk to you or to other people if we did not do so, or because there is a legal obligation, such as a court order, that means we must disclose information.

### What sort of information do you keep?

We keep information both on paper and electronically. The kinds of details that we keep include:

- Basic information about you, such as your name, date of birth, address, next of kin
- Records of your contacts with professionals, such as clinic visits
- Notes and reports on your health and any treatment or care that you need
- Records of any tests or assessments that we carry out
- Records of the treatment and care that we provide for you
- Relevant information from other health professionals, members of your family or friends who care for you and know you well

### Can I see what information you have about me?

You have the right, under the Data Protection Act 1998, to obtain a copy of the information we hold about you. If you want to do this, you should write to:

## **Disclosure Team**

Information Governance Department  
St Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle upon Tyne  
NE3 3XT  
[disclosures@cntw.nhs.uk](mailto:disclosures@cntw.nhs.uk)

### **How can I find more about the information the Trust keeps about me?**

You can find further details about the information the Trust keeps about you and the processing purposes in the Trust's Privacy Notice available via the Trust website [www.cntw.nhs.uk/foi/data-protection](http://www.cntw.nhs.uk/foi/data-protection)

If you have any concerns about the way the Trust is using or sharing your information, you can speak to your clinical team or the Data Protection Officer in the first instance.

## **How will my safety and security be maintained?**

The following safety systems are in place for your safety and security. If you have any questions, please speak to a member of the healthcare team who will be able to provide you with more information.

### **Body worn video**

A body worn camera is a small video-camera device that can be attached to a member of staffs clothing. When the camera is turned on by staff, it will provide audio and video recordings.

If you have any concerns about your safety, you can ask staff to turn on the camera. You can ask the nurse in charge for access to any recordings made, to be shared with you about your care.

### **Closed Circuit television (CCTV)**

CCTV operates in all public spaces of hospital sites and in-patient wards. There are signs that inform everyone which areas are covered by CCTV. Recordings are stored for 30 days.

You can ask the nurse in charge for access to any recordings made, in relation to your care.

### **Metal Detectors**

Metal detectors are used as part of search processes. This is to improve the quality and safety of care across in-patient services and prevent restricted items from entering the ward.

The clinical team will let you and your carers know what is and isn't allowed to be brought onto the ward.

If you have any questions about safety systems, please email [Safetyteam@cntw.nhs.uk](mailto:Safetyteam@cntw.nhs.uk)

## Fire safety

All Trust hospital premises are provided with automatic fire and smoke detectors which are installed for your safety.

If you hear the fire alarm, ward staff will direct you to a safe location away from the fire and away from danger. Please follow staff instructions and please try to stay calm.

The staff will silence the fire alarm when it is safe to do so.



## Infection control

Please speak to a member of staff or the infection control nurse if you have any concerns about the cleanliness of the hospital.

## Narcotics search dogs

The Trust has narcotics search dogs and handlers who make both planned and unannounced visits to wards and departments. The search dogs are trained to locate illegal substances such as cannabis, cocaine, amphetamine, ecstasy and heroin.

## Safety and restraint

The most effective care is provided in a safe environment. If a person acts in a way that compromises safety on the ward, staff will take action to reduce the risk to all concerned.

In most situations staff will try to resolve such issues through discussion. They will work with the individual to deal with any problems and may suggest moving to a quieter area.

There may be occasions when a more urgent response is needed, which can involve staff using physical restraint skills. However, these techniques are only used when there is an immediate danger of violence towards yourself or others.

Physical restraint is only ever carried out by staff who have received training in how to use these skills safely. It is intended to allow for safe management of harmful situations and to make the environment safe as quickly as possible. Dignity should be maintained throughout any restraint procedure.

If you see anything that you think could pose a risk to yourself or others, you should report this to a member of staff immediately. Staff can help to reduce the risk and discuss any concerns you might have.

## Who can provide me with advice?

### Patient Advice and Liaison Service (PALS)

PALS is a user-friendly service dedicated to listening to service users, carers, family and friends and helping them to resolve their concerns. It offers confidential advice and supports people to navigate through NHS systems. PALS is not a complaints service but will offer advice on the Trust's complaints process.

Telephone: North of Tyne 0800 032 02 02, Monday to Friday, 9am-4.30pm.

### Independent advocacy

You are entitled to the support of an independent advocacy service to help you understand and speak up for your rights while you are in hospital. Advocates provide an unbiased service and will work with you to understand your rights, your medication and treatment options and discharge plans. They can also support you to take part in meetings, tribunals and appeals.

If you have been admitted to hospital under a section of the Mental Health Act, you can ask for an Independent Mental Health Advocate (IMHA) by contacting the service that covers the area where you live. This right extends to you if you are subject to a Community Treatment Order (CTO) or guardianship.

Even if you are in hospital as an informal or voluntary patient, you might still be entitled to advocate support. Feel free to approach hospital staff members to learn more about the advocacy services available in your area, including advocacy under the Care Act.

Hospital staff can also give you the contact information to connect to the right advocacy service or help you with a referral. You can also find information online at [www.cntw.nhs.uk/resource-library/do-you-need-an-independent-mental-health-advocate/](http://www.cntw.nhs.uk/resource-library/do-you-need-an-independent-mental-health-advocate/)

The Trust produces a booklet 'Independent Mental Health Advocacy'. Copies are available from staff or the Patient Information Centre on 0191 246 7288.

### **Care Quality Commission (CQC)**

The CQC is the independent regulator of all health and social care services in England. It checks all hospitals in England to ensure they are meeting government standards of quality and safety. [www.cqc.org.uk/public](http://www.cqc.org.uk/public)

## Comments, suggestions or complaints 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 on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto: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/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/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 one's 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/North Cumbria**

Tel: 0800 032 0202

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

Post: FREEPOST PALS

9am to 4.30 pm, Monday to Friday

An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

# Moving on



## How will my move on from hospital be planned?

Leaving hospital is an important life event; it's a sign that you are making progress with your recovery. It can be an exciting time and for some people it may feel daunting. During this time, it is essential that you receive good quality support and care. Planning around your move on will start soon after your arrival on the ward and will be part of all care planning processes. Carers will be involved in the planning of any move on from the ward.

Your move on will be a planned process involving you and the care team. Extra support will be available for you during this time to make your move on as successful as possible.

During home leave and upon discharge you will have the support of the community based staff involved in your care. You will be given a 14-day supply of prescribed medication. A summary of your admission, including current prescription, will be sent to your GP to enable you to get a further supply from them.

You will be seen within 7 days by a community professional for "7 day follow up" which is a Trust protocol, to ensure you are maintaining wellness.

**"I'm very grateful to everyone on the ward for the help they gave me. I'm pleased to be living back in my house, and I am still being supported by staff to get out into the community and to do things I haven't been able to do for a long time."**

The following suggestions are things you will need to consider when planning your move on from the ward:

- Having the right accommodation to meet your needs.
- Having your finances in place.
- Having a GP (family doctor).
- Having a good understanding of your medication, where and how you will receive it.
- Having the skills you need to look after yourself.
- Understanding the future support and care you will receive.
- Having a Wellness Recovery Action Plan (WRAP) or Staying Well Plan in place.
- Informing your family and friends so they know when you will be leaving hospital and where you are living.
- Knowing how you will spend your time i.e. interests, hobbies, activity and work
- Knowing how and where to get help when you need it.
- Any conditions attached to your discharge i.e. Community Treatment Order (CTO). A CTO is a power given to your consultant under the Mental Health Act to place certain conditions on you which you must follow when you have left the hospital. It is meant to ensure that you receive the right treatment once you have left the hospital, and it means you must keep in touch regularly with your mental health team.

Staff on the ward will be able to help you with concerns you might have about these or any other issues and provide you with contact details of the crisis team.

My care team on discharge
Named Nurse:
Consultant:
Community Psychiatric Nurse (CPN):
Support Worker:
Occupational Therapist:
Social Worker:
Other:

## What is a care review?

A care review is a way of planning and co-ordinating your care after you leave hospital. It helps make sure that you are supported in a way that fits your individual health and care needs. A care review includes:

- Assessing your needs with you
- Developing a plan in response to the needs identified and agreed
- Sharing responsibility with you (and others as needed) to put the plan into action
- Reviewing the plan with you to check that it is meeting your needs and to agree any changes



### What is meant by care review?

A care review describes the process of how mental health services assess your needs, plan ways to meet them and check that they are being met. You should always feel able to ask mental health workers to explain this process clearly to you.

### Who will be my key worker?

Your key worker will usually be a nurse, social worker or occupational therapist. Ideally, they should be the person who knows you best and with whom you feel most comfortable to talk with. You should always be informed of the name and contact details of your key worker.

### What does a care plan look like?

A care plan is usually a detailed form which states your needs, the range of services required and who will provide these services. It might include things like your medication, your support at home and finance or other personal needs. The process of a care review is also about recognising what you can do and what you want to do (your strengths). A copy of the care plan will be given to you to keep.

### What does a care review look like?

A care review is not all about complicated forms and meetings; it is about discussing and writing down your needs and checking they are being met. Reviews should recognise any progress that has been made and involve discussion of all elements of your care plan.

### How do I call a review?

You (or your carer) and anyone providing services can call a review. If you feel that a review is needed, you should contact your key worker who will assist you with making the arrangements. A review should be flexible about where and when it happens and who attends – you might like to invite a family member or friend who supports you.

The Trust produces an information leaflet, copies are available from staff or the Patient Information Centre on 0191 246 7288.

## What happens if I think I am becoming unwell?

People can have setbacks. On leaving hospital you will have a Wellness Recovery Action Plan (WRAP) in place that was developed with you. This plan will identify any early signs that you are aware of that may mean you are becoming unwell and what you and your care team should do to prevent you becoming more unwell. You will also have a plan in place should you become unwell.

## If you need urgent help

If you, or someone you know, are in a mental health crisis, **you can now call NHS 111 and select option 2 for urgent mental health support.** NHS 111 is available 24/7, every day.

If you are D/deaf or have hearing loss, you can contact NHS 111 using [signvideo.co.uk/nhs111](https://signvideo.co.uk/nhs111) or the 18001 111 Relay UK app.

If you or another person have been harmed or are at immediate risk you may require an emergency response, contact 999 and ask for the relevant service.

## Where can I get help and support outside of the hospital?

- **Association for Post-Natal Illness**

Tel: 0207 386 0868

[www.apni.org](http://www.apni.org)

For women who are experiencing depression following the birth of their baby.

- **Mind Infoline**

Tel: 0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

Provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy. Also provides details of help and support for people in their own area. Helpline available Mon-Fri, 9am-6pm.

- **PANDAS - Postnatal Depression Awareness and Support**

Helpline 0808 1961 776

[www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)

PANDAS supports families suffering from pre (antenatal) and postnatal illnesses. , Support groups and online advice available.

- **Postnatal Illness UK**

[www.pni.org.uk](http://www.pni.org.uk)

Provide a mutual support forum for women and families affected by antenatal or postnatal depression. No helpline provided.

- **Rethink**

Advice and information helpline: 0808 801 0525

[www.rethink.org](http://www.rethink.org)

Provides information and a helpline for anyone affected by mental health problems.

- **Samaritans**

Tel: 116 123

[www.samaritans.org](http://www.samaritans.org)

Provides confidential support for anyone in a crisis.

- **SANELine**

Tel: 0300 304 7000

[www.sane.org.uk](http://www.sane.org.uk)

Offers practical information, crisis care and emotional support.

## Health Information

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

Provides a range of health information covering conditions, treatments, medication and health promotion Tel: 0191 246 7288.

- **NHS Website**

[www.nhs.uk](http://www.nhs.uk)

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

## How can I get involved?

### Foundation Trust Membership

As a member of our NHS Foundation Trust, you can be as active a member as you would like, from just receiving regular information about the Trust to getting involved in issues that you care about. The choice is yours!

To become a member, all you need to do is complete a membership application form or join online at [www.cntw.nhs.uk/about/membership](http://www.cntw.nhs.uk/about/membership). Membership is free and members can also benefit from discounts for many shops and services.

### Patient and Carer Involvement

The Trust values the involvement of service users, their carers and their families in making decisions about your care and recognises this can lead to better outcomes and a better overall experience. Therefore, imagine the benefits and value that your contributions could make in the design, delivery and evaluation of our services.

The Patient and Carer Involvement Team co-ordinate and facilitate service user and carer involvement, in specific short-term activities and projects, to ensure their needs are represented and reflected at the heart of everything we do. We have set up an Involvement Bank to help us do this work.

There are three levels to involvement which are:

**Individual level** – Ensuring you and the people who support you are at the centre of every aspect of care from assessment, through treatment to leaving a service. Increasing your control for recovery and wellbeing with a voice that is heard.

**Ongoing development of services** – Opportunities to be involved in forums, saying what's working well and why, i.e. being part of ward and community meetings, sharing an understanding and awareness of what your personal experience has been and how this can help improve services.

**In service change and service improvement** – This is a more strategic level looking at service change such as transformation projects, commissioning of services, and service redesign.

Getting involved is easy, and how much you get involved is up to you. If you are interested in influencing how we work, the Guide to Involvement and the Involvement Bank registration form are available in hardcopy or online at: [www.cntw.nhs.uk/involvement](http://www.cntw.nhs.uk/involvement)

If you would like more information or support with registering, the Patient and Carer Involvement Team would love to hear from you:

Tel: 01670 501 816

Email: [involvement@cntw.nhs.uk](mailto:involvement@cntw.nhs.uk)

## My useful numbers

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## Questions I want to ask

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# Specialist Services Welcome Guide

## Tell us what you think

We would like to know what you think about the Welcome Guide. Your views will help us to improve the guide.

We would be very grateful if you would take a couple of minutes to answer the following questions - thank you.

### Beadnell – Mother and Baby Unit

1.	What do you like about the Welcome Guide?	Comments
2.	Is there anything that you do not like about the Welcome Guide?	Comments
3.	Is there any other information that you would like included in the Welcome Guide?	Comments
4.	Is there anything else you would like to tell us about the Welcome Guide?	Comments

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



## Acknowledgment

We would like to thank the patients at Beadnell Ward who have contributed to the development of this Welcome Guide.

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 (Braille, audio, larger print, easy read, BSL or other languages). Please telephone the Patient Information Centre on 0191 246 7288

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Website: [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

Find us on social media, search for CNTW

