

# Bamburgh Clinic St Nicholas Hospital

This pack belongs to .....

Your Ward is .....

Your Primary Nurse is .....

Your Consultant Psychiatrist is .....

The Ward Manager is .....



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## Welcome

This Welcome Pack provides information about your ward, the staff, and the treatments and therapies that will be available to you. It contains a lot of information, so it may be helpful to read a bit at a time.

Your Primary Nurse will discuss the Welcome Pack with you when you are first admitted and answer any questions about its contents throughout your stay.

The Welcome Pack will be used with you throughout your stay to ensure you have the information you need to support your recovery. Please keep this pack and all of your personal information in a safe place and do not share your information with other patients.

## What is the Secure Care Service at St. Nicholas Hospital?

The Secure Care Service at St Nicholas' Hospital is located in Gosforth, Newcastle upon Tyne. Secure Care Services provide assessment and treatment for men who have a mental illness or personality disorder and who may have come into conflict with the law and/or are thought to be a risk to others or themselves. We generally take patients who are from the North of England, usually from prisons or other mental health wards or as a step down from the High Secure Hospitals.

There are 4 wards in the Bamburgh Clinic:

- Aidan
- Cuthbert
- Cuthbert Annexe
- Oswin

### What is Aidan Ward?

Aidan Ward is a 10 bed acute admissions ward in the Bamburgh Clinic

#### Who is it for?

Aidan Ward provides assessment and treatment for men with mental health problems within a secure setting.

### What is Cuthbert Ward?

Cuthbert Ward is a 15 bed rehabilitation ward in the Bamburgh Clinic.

#### Who is it for?

Cuthbert Ward provides treatment and rehabilitation for men with mental health problems within a secure setting.

### What is Cuthbert Annexe?

Cuthbert Annexe is a 5 bed step-down ward in the Bamburgh Clinic.

#### Who is it for?

Cuthbert Annexe is for individuals preparing to transfer from medium security.

### What is Oswin Unit?

Oswin Unit is an 11 bed personality disorder unit in the Bamburgh Clinic.

#### Who is it for?

Oswin is a specialist 11 bed unit co-commissioned by NHS England and Her Majesty's Prison and Probation Service for the Personality Disordered Offender who requires inpatient assessment and treatment.

# Admission



## What does admission to hospital involve?

Coming into hospital can be a distressing experience for you and your family. 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.

### Why have I come to hospital?

You have been admitted to the ward so that your needs can be fully assessed. The ward provides a place of safety where specialist team members can offer the care that best meets your needs.

The aim of admission is to aid your recovery, helping you to return to your everyday life by finding the treatment that is right for you.

Wherever possible, staff will try to involve you in decisions about your care.

### What will happen when I arrive?

You will be welcomed by a member of the team.

On arrival you will be searched in line with Trust Policy to ensure no prohibited items are brought into the Unit.

You will then be shown to your ward.

You will be asked lots of questions, and this information will help your team plan care for you.

You will be asked to change your clothes in order for them to be checked for restricted items. All your belongings will be checked before you can put them in your room. The staff will make a list of everything you brought with you.

On Aidan at least one member of nursing staff will stay with you. They will tell you about the unit and answer any questions you might have. On Cuthbert and Oswin you will be introduced to your "Ward Buddy" – this is another patient who is familiar with the ward.

Staff or your "Buddy" will show you around the unit. They will introduce you to other patients if you wish.

- Bedroom - you will be shown your room. We will try and keep your bedroom the same one throughout your stay, however there may be circumstances when we have to ask you to move rooms but only if there is a clinical need on the ward.
- Personal belongings - a member of staff will also show you where you can leave your belongings.
- Telephone - we will show you where this is.



## What will I need during my stay?

Bed linen and towels are supplied and will be replaced regularly during your stay. You will be responsible for changing these at least once per week.

The ward can supply some emergency toiletries for people admitted without personal belongings but in the longer term you will need your own clothes and toiletries.

### Where can I store my things?

You may have access to a small locker in your room where you can keep your personal belongings (this does not include restricted items). Your bedroom can be locked by either staff or yourself (depending upon your care plan). The Patients Finance Office will store any money or valuables for safekeeping and provide you with a receipt for your items. There will be an agreed amount of money that you will be able to hold on your person – this will be discussed with you on admission.

### What should I bring with me?

You may bring the following items to make your stay more comfortable:

- Any items of clothing (these should be free from obscene and/or offensive motifs)
- Nightwear, dressing gown and slippers
- Toiletries
- Watch
- Telephone numbers, address book, writing materials
- Sweets, snacks
- Books, magazines, reading glasses

### 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
- Alcohol and any non-prescribed or illicit drugs.  
**(If illegal drugs are found the Police will be contacted)**
- Weapons of any kind
- Offensive literature
- Copies of CDs and DVDs
- Open containers (such as food)
- Any tobacco products
- Pornographic material
- Razor blades and mobile phones will be restricted during your stay
- E cigarettes
- Legal Highs
- Recordable devices such as MP3 players, iPods and Dictaphones

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

## How will my needs be assessed?

Soon after arriving on the ward a series of assessments will take place which look in detail at your needs. Your carer, family and friends, with your permission, can also be involved in discussions. The assessments will be recorded in your care plan.

These include:

**An assessment of your state of mental health** – this involves staff talking with you and monitoring your activity. In some cases a member of staff may need to be with you at all times.

**An assessment of your social situation and needs** – this looks at your housing, employment, leisure and family welfare issues.

**A risk assessment** – this helps maintain your safety and the safety of others.

**A physical healthcare assessment** – this involves being examined by a doctor and various tests such as blood pressure, blood tests and urine sample testing. Some medications require these tests to be repeated regularly. We will also offer you a dental and optician appointment.

During the first 3-6 months the team will carry out a detailed assessment of your needs. Care plans will be completed which set out the care and treatment you require during your stay. You are entitled to be involved in decisions about your care plan and will be offered copies to keep. If you agree we will also share this information with your carer.

### **Engagement and observations**

When you arrive on the unit you will be nursed on one of four levels of observation. This depends on your presentation and history:

- General Observation
- Intermittent Observation
- Within Eyesight Observation
- Within Arm's Length Observation

The team will explain this to you and give you a leaflet on observations.



## One to one sessions

You will meet with your Primary Nurse for one to one sessions on a regular basis. Other members of the nursing team are also available and are able to support your needs in the absence of your Primary Nurse.

### What are one to one sessions?

One to one sessions are an opportunity to develop a therapeutic relationship between yourself and nursing staff. They will focus on your individual needs and your journey towards recovery.

### What can I talk about at the sessions?

You can discuss any issues that you feel are important to you. These may include:

- Changes in your mental health, your mood, thoughts, feelings and symptoms etc.
- Your observation levels or Mental Health Act status
- Your current medication and side-effects you may be experiencing
- Any physical health or drug and alcohol issues
- Your sleep pattern, appetite
- Leave arrangements, any requests you may have
- Your coping strategies
- Social circumstances, i.e. accommodation, finances etc.

## 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.

## Pharmacy

Do you know you can meet with a mental health pharmacist to discuss your medication? Ask your primary nurse for an appointment. If you would like information leaflets about your medicines ask your primary 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 4pm, Monday to Friday.

The helpline number is 0191 245 6604

## Sharing information with carers

We recognise that sharing information between carers and staff is vital to your care and treatment.

Providing your carer with information about care plans and medication, and advising them on managing a crisis, can help them to deal with difficult situations.

We will obtain consent from you prior to sharing any information with carers.

## 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. Only an advance decision to refuse treatment is legally binding; you cannot demand certain treatments but can state your preferred options.

The Trust produces an Advance Decisions and Statements booklet, copies are available from staff or the Patient Information Centre Tel 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.

## Changing your consultant or getting a second opinion

The Trust has a policy about how patients can request a change of Consultant or second opinion. A patient information leaflet about this is available from staff or the Patient Information Centre 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 from the Mental Health Act Office and Trust [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.

# Stay



## Can you tell me about the Trust?

The Trust works from more than 70 sites across 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 more than 7,000 people working for us and a budget of over £380 million.

The services we provide are divided into four sections, which are organised geographically into “locality care groups”. These are known as North, Central, South and Cumbria.

## Practical things to think about ...

There are likely to be many practical things to consider while you are in hospital. Your Primary Nurse 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 Income Support prior to your admission you are entitled to the same benefits for one year. Other benefits can be affected by a hospital admission so it is important that the Department for Work and Pensions (DWP) is informed. 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 speak to someone from the Citizens Advice Bureau on the Tyneadviceline Tel: 0844 245 1288. Or for information online please go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **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.

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

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

### **Ward Rounds**

Ward Rounds happen weekly/fortnightly. This is where your clinical team will meet to discuss your current progress and identify goals for your treatment and care. You will be invited to these meetings.

### **Case Conference Reviews (CCRs)**

These meetings take place every 6 months. Your care pathway will be discussed in these meetings. You and your carer/relative will be invited to these – along with any professionals involved in your care.

### **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.

### **Housekeeping**

It is the expectation of all staff and patients to ensure that the ward is kept tidy. Domestic staff will regularly clean all areas. There is a washing machine for you to do your own laundry.

### **Meals**

Your meals will be provided on the ward. You will be offered a menu and you choose your meals in advance. Drinks are available 24 hours a day. On some wards you will be encouraged to prepare your own meals. If you have special dietary needs or cultural needs please discuss these with your primary nurse.

### **Protected meal times**

Arrangements are in place so you can enjoy your meal without any interruptions.

### **Toilets and bathrooms**

All rooms have en-suite toilet and shower facilities. There is also a bath for you to use as you need.

### **Telephones**

There is a payphone on each ward that can be used for personal calls. Your family, friends and carers can also use these numbers to make calls to you.



## Courtyard

All wards have access to a courtyard, which you will be able to use throughout the day.



## Visitors

Your family, friends and carers are welcome to visit you. There is a room on each ward where you can spend time with your visitors. Some visits will be supervised, and new visitors will be discussed during the Ward Round. There is a Family Room for visitors under 18. Visitors can visit freely, however we ask that visits are not during protected meal times and planned sessions. Visitors will be required to book the visit in with ward staff at least one day before. There is overnight accommodation available on the St Nicholas Hospital site for up to 3 visitors. Please ask ward staff for more details.

## Staff you may meet on the ward

A multi-disciplinary team approach is taken to your care on the ward. This means that there are many different people available to help you. Staff include:

### Nursing

- **Ward Manager** – the Ward Manager is a nurse, is responsible for your care and provides both managerial and clinical leadership to all staff on the ward.
- **Shift Co-ordinator** – this is the nurse who is in charge of a shift and is responsible for ensuring the smooth running of the ward.
- **Staff Nurse** – a qualified nurse who is a Registered Mental Health Nurse.

- **Primary Nurse** – is responsible for co-ordinating your nursing care while you are on the ward. They will be introduced soon after your admission and will be your key point of contact during your stay. All primary nurses are qualified nurses.
- **Support Worker** – supports the nursing staff in caring for you.
- **Peer support worker** – has lived experience and will support you in your recovery.

## Medical

- **Consultant Psychiatrists** – are the most senior doctors in the hospital, with overall responsibility for your care. They lead on important decisions about your treatment and discharge.
- **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 with regard to 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.

## Therapists

- **Psychologists** – are trained to help people deal with emotional and behavioural difficulties.
- **Occupational Therapists (OTs)** – will provide therapeutic groups and activities throughout your stay.
- **Physiotherapists** – work with you to help restore movement. They provide any necessary physiotherapy assessment and treatment.
- **Activity Worker**– support nurses and occupational therapists in the delivery of therapeutic care and activities. A programme of activities will be displayed on the ward.
- **Sports Instructors** – will devise specific therapeutic exercise programmes depending on your aims and objectives. The therapy department provides a weekly programme of exercise groups which are both hospital and community based. They will also help you to make positive lifestyle changes e.g. healthy eating, stopping smoking.
- **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.
- **Service Assistant** – will ensure that there is a high level of cleanliness maintained on the ward.
- **Ward Clerk** – provides administration support and assists in the smooth running of the ward.
- **Social Worker** – the Social Worker will liaise with you and your family/carers to help to plan your transition out of hospital.

## Words and phrases

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

**Care Co-ordination** – this is a way of helping and supporting people with mental health problems. It starts as soon as you come into contact with mental health services. It is the system that ensures that you receive help and support from the health service, social or voluntary sector.

**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), CCR or Ward Round** – 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.

**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.

**PALS (Patient Advice and Liaison Service)** – 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

**IMHA (Independent Mental Health Advocate)** – This service supports those people detained under the Mental Health Act. Please ask staff for their details.

**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 21 'Information the Trust keeps about you'.



## What treatment will be available?

Your care in hospital will comprise of a number of 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.

On all wards a pharmacist will be available to assist with concerns or queries.

There are also many leaflets available with detailed information about individual medications. Staff on the ward will be able to supply these.

### Psychology

Psychologists help improve a person's sense of wellbeing and mental health. They help people to think about possibilities for change and alternative ways of coping. Psychologists do not prescribe medication.

### 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 programme will be developed and reviewed with you (during "Therapy Planning"), 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 healthy eating, exercise and stress management.
- Work, training and education to help you develop the skills and confidence to take part in paid or unpaid work, courses and training.
- Leisure activities such as pursuing a hobby or sport.
- Relating to yourself and others to improve your confidence and self-esteem and help you to develop coping strategies.

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

## Sports and exercise

You will receive an assessment with the Sports Instructors 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, badminton, healthy eating and weight management. You will receive regular progress reviews to monitor your progress and help achieve your goals.



## How will the team support my recovery?

The team will help you engage with your recovery using My Shared Pathway and Recovery Star.

My Shared Pathway is a way of planning, following and managing your stay in a secure hospital. It is a way of working with staff to help you achieve the life you want to lead both now and in the future. My Shared Pathway includes using five Pathway Resource Books. These resource books may help you to identify and understand the shared goals and outcomes that you want to work on to help you move on in your life and out of secure care. You will be supported by the staff team to complete these.

Recovery Star Secure is an outcome tool which we use to help you gain new skills, understanding and responding to things you find difficult so that you can move on from secure services and have more freedom, choice and control of your life. It looks at nine different areas.

1. Managing mental health
2. Dealing with strong feelings
3. Addictive behaviours
4. Risk to others
5. Physical health
6. Social skills
7. Relationships
8. Meaningful activities
9. Trust and hope

Making changes can be difficult; we use the journey of change to help identify goals to help with your recovery. Personal Care plans are developed together with your care team to support your pathway recovery goals.

The Gateway Recovery College runs courses on a regular basis. These courses will support your recovery and you can become involved in the college as a student and/or a co-facilitator.

Our Recovery and Patient Engagement team, support all recovery initiatives and co-production within the service.

## Positive and safe care

The Trust does not believe that incidents of aggression and violence, and the restrictive interventions needed to manage these incidents, should be expected in our mental health and learning disability services.

Secure Care Services aim to stop acts of aggression and violence towards yourself and others. We work with our stakeholders to promote a service that is safe for our patients, staff and the wider community..

The Positive and Safe strategy focuses on providing safe and therapeutic care and recovery through our Talk 1<sup>st</sup> initiative, Safewards and Star Wards.

Our overall aim is to reduce the use of all restrictive interventions and work together to ensure our service users are cared for in a safe environment.

## 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. We have a team of chaplains from different faith communities who can be available to visit you throughout the week, including weekends.

### Bamburgh Clinic

A multi-faith room is available in the Bamburgh Clinic. You will be able to use this as appropriate. This will be discussed and agreed during your ward rounds.

### St Nicholas Hospital

There is a Christian service in the Hospital Chapel on Tuesday mornings from 9.45am to 10.15am. The Chapel may also be used at any time for personal prayers. A prayer-mat and wudu ablution facilities are provided for Muslims. Please ask staff or call at the chapel for a most up-to-date leaflet concerning Spiritual Care at St Nicholas Hospital.



## Interpreters

Staff can arrange an interpreter if you need one.

## Can I smoke?

### Our Trust is Smokefree

All of our Trust sites are now completely smokefree which means that you and your visitors are not allowed to smoke anywhere on our sites. 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. 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**

We are able to offer you nicotine replacement products such as patches, inhalators and lozenges on admission to keep you comfortable and craving-free. Please talk to your named nurse/key worker to access these. We also have trained advisors on the wards who can help you to stay smokefree and manage cravings.

This will also be discussed with your doctor as the dose of your medication may need to change.

## **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 use your own e-cigarette, 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.

### **Is the information kept confidential?**

Everyone who works in the Trust and within the wider NHS must keep information about you confidential. 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.

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 have to disclose information.

### **What sort of information do you keep?**

We keep information both on paper and on computer. 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 find out what information we hold about you, whether that is on computer or on paper records. If you want to do this, you should write to:

Disclosure Officer  
Information Governance Department  
St Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle upon Tyne, NE3 3XT

The Trust produces a booklet 'Information that the Trust keeps about you'. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288

## How will my safety and security be maintained?

### Fire safety

Fire alarms are fitted around the hospital. These are very sensitive and can only be turned off by the fire brigade.

If you hear the fire alarm going off, staff will direct you to the safest exit. It is important that you follow their instructions and try to stay calm.

### 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.

### Personal safety

We have personal wrist alarms for patients. If you feel you would like one of these you can speak with any member of staff and they will support you.

### Narcotics Search Dog

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

We also have a community police officer who visits and supports the service; he is there for advice and guidance.



## Who can provide me with advice?

### Patient Advice and Liaison Service (PALS)

PALS is a user-friendly service dedicated to listening to service users, their 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.

- North of Tyne – 0800 032 02 02, Monday to Friday 9am-4.30pm

### Independent advocacy

As a mental health service user you are entitled to independent advocacy. Advocates can provide unbiased advice, attend ward meetings with you and make sure that your views are listened to. You can contact the independent mental health advocacy service yourself. Please ask a member of staff for the telephone number.

### 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)

## 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](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- 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/poy](http://www.cntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards, reception areas or from staff.

# Discharge





## When will I move on?

Leaving hospital can be an important life event so it is essential that you receive good quality discharge care. Plans around your discharge should commence soon after admission and be part of all care planning processes. You will be involved in this process. Carers will also be invited to be a part of planning any discharge.

There may be times when transfers between wards may occur. Your clinical team will explain why this may be the case – generally this will be because of your care pathway and recovery needs.

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

## What is Care Programme Approach?

Care Programme Approach (CPA) 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. CPA 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 Co-ordination?

Care Co-ordination 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 Care Co-ordinator?

Your care co-ordinator during your stay will be your Primary Nurse. You should always be informed of the name and contact details of your Care Co-ordinator. You may have another lead professional involved in your care prior to admission, they will continue to be updated and involved during your stay.

### 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 CPA is also about recognising what you are able to 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 CPA review look like?

A CPA 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. During your stay here, you may hear this referred to as a “CCR”.

### 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 care co-ordinator 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 a booklet 'Care Co-ordination including Care Programme Approach (CPA) - A guide for people with mental health problems and their carers'. Copies are available from staff or the Patient Information Centre Tel: 0191 246 7288

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

- **Mind Infoline**

Tel: 0300 123 3393

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

15-19 Broadway, Stratford, London, E15 4BQ

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.

- **Rethink**

Helpline: 0300 500 0927

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

89 Albert Embankment, London, SE1 7TP

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

Helpline available Mon-Fri, 10am-2pm

- **Samaritans**

Tel: 116 123

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

PO Box 9090, Stirling, FK8 2SA

Provides confidential support for anyone in a crisis.

- **SANELine**

Tel: 0300 304 7000

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

1st Floor, Cityside House, 40 Adler Street, London, E1 1EE

Offers practical information, crisis care and emotional support. Helpline available 6pm - 11pm (local rate).

## 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. Information is available in alternative formats and languages.  
[www.cntw.nhs.uk](http://www.cntw.nhs.uk) or Tel: 0191 246 7288

- **The NHS website**

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

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

## How can I get involved?

Become a member of our Foundation Trust and show your support for your local mental health and disability services. As a member you can attend our Annual Members' Meeting and other events, as well as give your views on Trust plans, elect governors or stand as a governor yourself (you must be aged 16). You can be as active a member as you like from just receiving regular information about the Trust to getting involved in issues you care about; the choice is yours! Membership is free and also entitles you to take advantage of discounts offered by various local establishments.

You can become a public, service user or carer member if you are at least 14 years old and live in England or Wales. To apply for membership, please complete a membership application form (ask a member of staff for a copy) and return it to Freepost CNTW Membership (no stamp required) or visit [www.cntw.nhs.uk](http://www.cntw.nhs.uk) to apply on line. Additional information about membership is available from the Membership Office – Tel 0191 245 6827.

## My useful numbers

A series of 20 horizontal dotted lines for writing.

## Diary

You can use the following table to keep a record of your appointments and activities. Further sheets are available from ward staff.

<b>Monday</b>							
<b>Tuesday</b>							
<b>Wednesday</b>							
<b>Thursday</b>							
<b>Friday</b>							
<b>Saturday</b>							
<b>Sunday</b>							

# Bamburgh Clinic Welcome Pack

## Tell us what you think

We would like to know what you think about the Welcome Pack, your views will help us to improve the pack.

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

**Your Ward:** \_\_\_\_\_

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

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





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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