



# Richardson Eating Disorders Service, Ward 31A

A guide to your stay





# Specialist Services

## Richardson Eating Disorders Service

**This pack belongs to .....**

**Your Named Nurse is .....**

**Your Associate Nurse is .....**

**Your Consultant Psychiatrist is .....**

**Ward telephone Number .....**

**Ward address.....**

**The Ward Manager is .....**



## Contents

### Welcome Pack

### Pages

Introduction	5
What is Richardson Eating Disorders Service	5

### Admission

How long will I be in hospital for?	7
What will happen when I arrive at the Richardson Eating Disorders Service?	7
What will I need during my stay?	8
Who are the mental health team at the Richardson Eating Disorders Service?	9
Named Nurse and Associate Nurse	9
Planned one to one contact sessions	9
Sharing information with carers	11
Staying in control	12
Pharmacy	12
Changing your consultant or getting a second opinion	12
What does the Mental Health Act 1983 mean for me?	13

### Your Stay

Can you tell me about the Trust?	15
Practical things to think about	15
What happens to my job or benefits while I am in hospital?	15
What activities can I do on the ward?	16
What is life like on the ward?	16
Staff you may meet on the ward	18
Words and phrases	19
What treatment will be available?	20
What about my religious, spiritual and cultural needs?	21
Interpreters	21
Can I smoke?	21
Information the Trust keeps about you	22
How will my safety and security be maintained?	23
Who can provide me with advice?	24
What if I have a comment, suggestion, compliment or complaint about the service?	24

### Moving On

How will my move on from the hospital be planned?	26
What is the Care Programme Approach (CPA)?	28
What happens if I think I am becoming unwell?	29
Where can I get help and advice outside of the hospital?	30
Health information	30
How can I get involved?	30
My useful numbers	31
Diary	32
Tell us what you think	33

## Welcome

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

The pack tells you about the ward, the staff and the treatments and therapies that will be available to you. It also tells you what it will be like to be in hospital and gives information about understanding your rights.

In developing this pack patients who have used this service have provided some quotes about their experience of the service that we hope you will find useful.

“On 31a, I felt safe enough to find the me that I'd lost and rediscover how beautiful life is”

A member of the ward team will go through the Welcome Pack with you when you first arrive on the ward. They will answer any questions you may have about 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.

Richardson Eating Disorder Service (REDS)  
Ward 31A  
Richardson Unit  
Leazes Wing  
Royal Victoria Infirmary  
Richardson Road  
Newcastle  
NE1 4LP  
Tel: 0191 282 5654

## What is the Richardson Eating Disorders Service?

The Richardson Eating Disorder Service is a specialist service based at the Royal Victoria Infirmary in Newcastle which provides comprehensive assessment and treatment for eating disorders and is part of Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

The service is for men and women aged 18 and over living in the northern part of the North East.

# Admission



## How long will I be in hospital for?

The length of stay depends upon your personal needs. The care team will involve you fully in discussion about this.

As you progress, you will be given periods of leave. This will be dependent on your progress in achieving targets in your care plan in relation to weight gain and restoring your health. Physical and psychological observations will be taken into account to check that it is safe for you to take leave. Leaves start from short (e.g. 10 minutes escorted by nursing staff, in a wheelchair for those at very low weight) and increase to overnight leaves to be taken at home.

## What will happen when I arrive at the Richardson Eating Disorders Service?

### **Arriving at the Richardson Eating Disorder Service**

When you arrive you will be welcomed by a member of the care team. They will explain what will happen during your stay and give you information and a copy of this Welcome Pack.

On your admission you will be allocated a Named Nurse and an Associate Nurse. You will meet weekly with each, to plan your care and help you explore some of the difficulties that might be helping to maintain your eating disorder. You will also spend time each day with a member of the nursing staff to explore any difficulties you might be experiencing. We call this time 'Team Approach'. A member of the nursing staff will accompany you to certain meetings (e.g. care review meetings, family meetings) to help support you, and to ensure that your thoughts and feelings are heard.

## 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 supply 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 discuss with staff the best option for their safekeeping. Please don't bring anything that is valuable or can get broken or lost.

There is a hospital banking system but it does not have a cash point. You can deposit money and make withdrawals Monday – Friday, office hours only.

### 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
- Inside and outside day clothing (laundry facilities are available)
- Toiletries
- Any medicines that you use regularly - please give these to the nurse in charge
- Watch/alarm clock
- Telephone numbers, address book, writing materials
- Books, magazines, reading glasses
- Personal music player
- Hairdryer

All electrical equipment needs to be tested for safety before use on the ward. Please give equipment to your named nurse/associate nurse 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:

- Anything that is special
- Anything that is valuable
- Pets
- Lighter fules
- Glass bottles
- 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)
- Scissors
- Knives
- Cameras
- Weapons of any kind
- Offensive media materials

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 at the Richardson Eating Disorders Service?

The staff caring for you include a team of

- doctors
- nurses
- dietitians
- psychiatrist
- nurse therapists
- psychologists
- occupational therapists

The Team will help you to identify your needs and plan with you the most effective treatment to help you to restore your health and return to your home environment. The members of staff involved in your care will introduce themselves and make time to talk about how they will work with you. Members of the nursing staff will introduce you to the daily routines and activities of the Ward.

## Named Nurse and Associate Nurse

These are the qualified staff who will work most closely with you throughout your admission. You will be allocated to a designated member of staff on admission, who will be identified as your Named Nurse.

Your 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, offering one to one support with weekly nursing sessions.

Associate nurses are support staff that will work alongside you and your named nurse offering support throughout your journey.

## Planned one to one contact sessions

### Care Plan

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.

### Personal Care Plan

Your care plan will be discussed with you during the early days of your admission, and will be based on weight targets focussed on restoring your health. At each Ward Round your progress over the past week will be reviewed, any requests you might have will be discussed, and your care plan for the next week will be agreed. Once your weekly care plan has been agreed no changes will be made until the following Ward Round a week later. The Ward Round gives you the opportunity to ask questions about your care plan and allows the Team to give you information about your progress. At all stages of your care you will be included in discussions about your treatment, and you and your family will have the opportunity to be involved in the planning and evaluation of your treatment. Patients who struggle to gain a minimum of 0.5kg per

week will receive more intensive treatment to support weight gain, in the form of less leave, more rest and greater supervision with meals and snacks.

### **Weighing**

You will be weighed twice each week, on Tuesday and Friday mornings. Weighing takes place after toilet, before breakfast. To be weighed, patients wear knickers/underpants and for females a small top (not a bra). Spot weights are carried out intermittently (being weighed at another time, unknown to you in advance).

### **Physical activity**

For patients at low weight and those in poor physical health, activity will be restricted and will include bed rest. Use of a wheelchair might also be prescribed.

### **Meal Planning**

Shortly after admission to Ward 31A you will meet with the dietitian to discuss your eating and drinking habits. This allows an individual food and fluid plan to be devised on how to restore your weight and health.

The dietitian will ensure that you are offered an appropriate nutritional balance for your individual needs, which will be reviewed as your requirements change. There is a two week menu cycle. A week's menus will be given to you on a Tuesday when you meet with the dietitian.

### **Supervised bathroom**

Initially, most patients are placed on supervised toilet and shower and washes, due to poor physical health or to help manage unhelpful behaviours. This supervision is reviewed later in each patient's care plan.

### **Psychological Therapy**

Recovery from an eating disorder requires a great deal more than gaining weight and restoring physical health. Psychological therapy is considered essential for making a full and lasting recovery from an eating disorder. REDS has a team of highly skilled therapists who specialise in recovery from eating disorders. Between us we provide all the main therapeutic models recommended in the treatment of eating disorders. All patients admitted to Ward 31A will be offered psychological therapy during their admission.

### **One to one sessions**

You will meet with your primary nurse at least once 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 occupational therapist or psychologists 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.

### **Care plan reviews**

Usually yourself and your named nurse meet to look at how things are going with your recovery and the plans to make that happen. You may focus on just one or two plans or all of the plans with the aim of being clear what actions everyone needs to take. These will be at least monthly and may be more often.

### **Care co-ordination review**

These happen every 3-6 months and usually involve you, your doctor, your care co-ordinator, family and your named nurse. Sometimes if you are working with an occupational therapist or psychologist they will attend too. The point of the meeting is to look at the bigger picture, checking you are making progress and planning the bits of work which need to happen in the next couple of months including planning your discharge. You can also request a care co-ordination review at any time.

### **Meeting your psychiatrist**

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

### **Measures and questionnaires**

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

### **Multi-disciplinary team meeting (MDT)**

This is a weekly multi-disciplinary team meeting; it is attended by the Consultant, Junior Doctor, qualified Nurse and Psychologist. Community professionals attend these meetings to keep in touch with their patients and ensure continuity of care following discharge. The team discuss your progress, changes to your treatment/care plans.

You will be offered the opportunity to attend at the end of the meeting to gain feedback; if you do not wish to attend a nurse will give you feedback later.

### **Multi professional review (MPR)**

A multi professional review meeting is held as early as possible following admission. All community professionals involved in your care e.g. GP, Community Psychiatric Nurse are invited to this, with members of the MDT (as above). We discuss your presentation prior to admission, progress to date and plan what support you will require upon discharge. You will be offered a copy of the minutes of this meeting.

## **Sharing information with carers**

Your family and 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 information about their caring role, and what needs they may have to carry out this role.

We will inform carers of local services, so that carers can receive their own support and advice.

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.

There is a leaflet about confidentiality and carers that the staff can supply you with if you require more information.

## Staying in control

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 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.

## Pharmacy

“Do you know you can meet with a mental health 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. You will meet with the pharmacist on admission to discuss your medication.

### **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 Tel: 0191 246 7288.

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

### **Mental Health Act 1983**

Some people receiving treatment in psychiatric wards are in hospital on an informal basis and have usually agreed to come into hospital – they are called informal patients or voluntary patients.

If you are in hospital as a formal patient you will not be free to leave and will lose some other important rights that are available to informal patients. This is because you have been ‘sectioned’ (or detained) under the Mental Health Act 1983. Sometimes this could mean we give you medication without your consent but this is to help with your recovery. However, information about your medication will be provided – the doctor, nurse or pharmacist will help you understand about any side effects.

You will be informed about your rights and fact sheets are available on the ward and from the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) We will always include you in decision making about your care and treatment.

### **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.

### **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. Staff will make you aware how and if you can leave the ward as peoples individual circumstances can differ greatly.

# Your 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.

### Can you tell me about my ward?

Staff will provide you with a patient information leaflet about your specific ward.

## 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 about my job or benefits while I am in hospital?

If you are employed or on benefits we will, with your permission, send a medical certificate to your employer or DWP on admission.

A medical certificate will then be sent as required and upon discharge.

Any pensions or benefits you receive will continue while you are in hospital, however some adjustments may need to be made. Informing DWP as soon as you come into hospital can reduce the need to repay any overpayments that accrue during your stay.

Advice regarding benefits and finance can be obtained via the unit’s occupational therapist.

## 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 and keep 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

- Arts and crafts, movie nights, recovery focused groups, relaxation
- Medicinema available twice a week as per your care plan
- Occupational therapy, either open or structured sessions
- Social events which are organised by the activities co-ordinator
- Unit-based activities such as cooking, board games, social out and about events
- Open art groups

## 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 weekly basis. They give you an opportunity to meet with staff and other patients to discuss and resolve issues on the ward.

### Domestic services

A housekeeping 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. Ben linen will be laundered for you. The ward has a washing machine and tumble dryer.

### Bedrooms

Each patient has his/her own bedroom, with a hand basin. You may bring some items from home to make your room feel homely. However, for health and safety reasons patients may not bring furniture or soft furnishings. Each bedroom has its own TV with DVDs. The lounge area has a TV, DVD player, and a hi-fi system. Patients are not allowed into each others' rooms.

Patients are likely to be asked to move bedrooms during their admission. During the early part of an admission patients are usually given bedrooms that allow a high level of observation.

### Meal planning

Shortly after admission to Ward 31A you will meet with the dietitian to discuss your eating and drinking habits. This allows an individual food and fluid plan to be devised on how to restore your weight and health.

The dietitian will ensure that you are offered an appropriate nutritional balance for your individual needs, which will be reviewed as your requirements change. There is a two week menu cycle.



A week's menus will be given to you on a Tuesday when you meet with the dietitian. We meet all spiritual and vegetarian needs.

### **Meals**

There is a separate leaflet about meals – 'Catering guidelines and dietetics'. A member of staff will give you a copy of this leaflet and discuss any questions that you may have.

### **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 or evening meal time.

### **Visitors**

Your friends and family are very welcome to visit, its best for them to phone before they come to check you are in. It would be helpful if your relatives and friends do not ring you at meal times, during snacks or when therapy is being carried out.

If children would like to visit please check with the nursing staff first. Children visiting are the responsibility of the adult who accompanies them to the unit and **must** be supervised at all times. The conservatory is the area that is used when children are visiting.

There is a pay phone on the unit where you can receive and make calls; you can use your mobile, being mindful of other ward occupants.

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

### **Using the phone**

The ward has a portable telephone, which you may use to receive calls from family and friends Tel: 0191 261 6895. You may also use your mobile phone when on the ward, however we ask both patients and visitors to be mindful of others. Mobile phones are restricted from being used within protected therapeutic times. If family wish to speak to a member of staff, they may phone the Ward office Tel: 0191 282 5753.

### **Access to computers and the internet**

Some patients bring their own laptops. There is internet access via the RVI hospital.

### **Hairdressing Salon**

A hairdressing salon is situated in Leazes Wing. Alternatively the hairdresser can visit you on the Ward, and this may be arranged through staff.

### **Car Parking**

Please ask your visitors to use the main car parks when visiting; there is a charge Monday to Saturday. On Sunday there is free parking on Richardson Road.

## 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.
- **Clinical Lead** – this is a senior clinical nurse, providing clinical leadership on the ward.
- **Nurse in charge** – 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. They deliver the nursing care and also psychosocial interventions to help you recover.
- **Named 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 point of contact during your stay. All named nurses are staff nurses.
- **Associate Nurse** – will be allocated to you as well as your named nurse, they will support the named nurse in delivering your care. Associate nurses are usually support workers.
- **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.
- **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.

### Support and Occupational Staff

- **Clinical 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.
- **Physiotherapists** – work with you to help restore movement. They provide any necessary physiotherapy assessment and treatment.
- **Peer support Workers** – 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.
- **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, keep the ward tidy and clean.
- **Ward Clerk** – provides administration support and assists in the smooth running of the ward.
- **Hostess** – Cook and prepare meals.

## 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) 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.

**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.

**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 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.

**Psychological** – When appropriate you will be offered psychological therapies. Therapies may include Cognitive Behavioural Therapy, Dialectical Behaviour Therapy and Acceptance Commitment Therapy. These approaches are given by appropriately trained staff.

**Family Intervention** – Families play an important role in your recovery, we will provide them with information and support to carry out this role.

**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. Some patients will need a bone scan to assess possible damage to bone density arising from anorexia nervosa. Many patients with eating disorders have dental damage and may be referred to the dental hospital for treatment. Gastro-intestinal and haematological (blood) problems are also common, and patients will be referred to appropriate medical services.

**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
- 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.

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

## What about my religious, spiritual and cultural needs

We understand the important role that spirituality and religion can play in people's lives and recovery. This will be very individual to you so we will work with you to understand and support your specific needs. Chaplaincy is offered to people of all faiths and none.

You can talk to a chaplain if you would like to. We have a team of chaplains from a range of different faith communities who are available to visit you. You are also welcome to ask your own local faith leader to visit you whilst you are here.

### Royal Victoria Infirmary

There is a Christian service in the Chapel on Sunday mornings at 9.45 am. The Chapel may also be used at any time. Prayer-mats are provided for Muslims. Please ask staff or call at the chapel for a most up-to-date leaflet concerning Spiritual Care at the Royal Victoria Infirmary.



## 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. Helping us to maintain this policy protects other service users, staff and the care environment.

### Smoking materials are prohibited items

Cigarettes, other tobacco products (including heated tobacco products), lighters and matches are prohibited items on Trust sites. If you come into hospital with any of these items they will need to be given to staff to be stored until you are discharged. Alternatively they can be given to a family member or carer to take home with them. These items will not be given back to you for any periods of leave from the ward.

Visitors are also asked not to bring any cigarettes, tobacco products, lighters or matches on to the ward.

### Smoking on Trust Sites

Smoking anywhere on Trust sites is not permitted - this includes indoor and outdoor spaces. Smoking indoors on Trust premises is also a breach of the law (The Smokefree (Exemptions and Vehicles Regulations) 2007).

## **Smoking during your stay at REDS, Ward 31a, RVI**

REDS is a CNTW service which is located on the premises of another trust (Newcastle upon Tyne Hospitals Trust (NUTH)). NUTH is also a smokefree site and smoking is not permitted anywhere on hospital grounds.

## **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.

## **E-cigarettes/vaping during your stay at REDS, Ward 31a, RVI**

The use of e-cigarettes/vaping is not permitted on Newcastle upon Tyne Hospital sites – this includes the RVI. If you wish to use an e-cigarette/vape you must leave the hospital site in order to do so.

# **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. Visitors must ensure that they sign in and out of the ward in order to maintain the safety of visitors.

### 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.

### 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.

### 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. Please ask staff for a copy of the leaflet about the Narcotics Search Dog.



## 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.

Telephone: 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. If you have been admitted to hospital under a section of the Mental Health Act then please contact the service that covers the area where you live. A member of staff can also help you and provide you with contact telephone numbers.

### 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?

### 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
- 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/poy](http://www.cntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards or from staff.



# 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 also 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 faxed to your GP to enable you to get a further supply from them.

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

"No matter what happened and where I was in my recovery, the support, respect and encouragement of all staff on ward 31a they always said to me 'we're going to get through this together' and we did."

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. A Community Treatment Order 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 have to 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 are:

**Care Co-ordinator** .....

**Consultant** .....

**Community Psychiatric Nurse (CPN)** .....

**Support Worker** .....

**Occupational Therapist** .....

**Social Worker** .....

**Other** .....

## 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 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 care co-ordinator.

### **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.

### **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.

## **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.

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

### Self help organisations

- **BEAT – Beating Eating Disorders**

Wensum House, 103 Prince of Wales Road, Norwich, Norfolk, NR1 1DW  
Helpline: 0808 801 0677 (adult helpline)  
Youthline: 0808 801 0711 (for under 25's)  
Website: [www.beateatingdisorders.org.uk/](http://www.beateatingdisorders.org.uk/)  
The leading UK charity for people with eating disorders and families.

- **NIWE - eating distress service**

The Old Post Office, 5 Pink Lane, Newcastle upon Tyne, NE1 5DW  
Tel: 0191 221 0233  
Email: [enquiries@niwe.org.uk](mailto:enquiries@niwe.org.uk)  
Website: [www.niwe.org.uk](http://www.niwe.org.uk)  
Offers a non-medical environment in which women can explore and understand their difficulties with food and emotion.

## 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.

- **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 and over). 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 use the following table to take a record of your diary (ask a member of staff for a copy) and return it to the Membership Office (a record of your diary is required) or visit [www.cntw.nhs.uk](http://www.cntw.nhs.uk) to apply online. You can use the following table to keep a record of your diary (ask a member of staff for a copy) and return it to the Membership Office (a record of your diary is required) or visit [www.cntw.nhs.uk](http://www.cntw.nhs.uk) to apply online. You can use the following table to keep a record of your diary (ask a member of staff for a copy) and return it to the Membership Office (a record of your diary is required) or visit [www.cntw.nhs.uk](http://www.cntw.nhs.uk) to apply online.







# Specialist Services 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.

### Richardson Eating Disorder Service

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, Jubilee Road, Gosforth, Newcastle upon Tyne, NE3 3XT or give to a member of staff.







## Acknowledgment

We would like to thank the patients within the Richardson Eating Disorders Service who have contributed to the development of this Welcome Pack.

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

Published by the Patient Information Centre

2022 Copyright, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref, PIC/760/0322 March 2022 V3

Review date 2025

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

