



**Northumbria Healthcare**  
NHS Foundation Trust

# Ward 20

## Patient and relative information booklet

Issued by the Mental Health Services for Older People

## Welcome to Ward 20

This guide offers advice and support to patients, and those who care for them, before, during and following their admission to the ward.

Admission to hospital is a difficult time for you all and we hope this will ease some of your concerns.

## About Ward 20

Ward 20 is part of the 'Mental Health Service for Older People (MHSOP)' for North Tyneside General Hospital. This ward provides assessment and treatment for older people who are experiencing organic mental health problems such as increased confusion, a delirium or a change in dementia.

The ward has 2 sides which are completely separated with locked doors. One side is for male patients and the other is for female patients.

Alongside this there may have been a change in a person's presentation such as a decrease in appetite, interrupted sleep patterns, increased irritability or aggression and changes to their personal care routine.

If it is felt that the patient lacks capacity it is important to have a legal framework in place whilst the patient is on the ward. This may mean that the patient could be detained in hospital under the Mental Health Act or under Deprivation of Liberty Safeguard (DOLS).

The consultant will discuss this with you in depth and ward staff will be able to provide further information should you require. On admission, the ward staff will refer the patient to the advocacy service so that there is an independent advocate to speak about any concerns and who can speak on their behalf, if appropriate.

There are fourteen bedrooms all of which include an en-suite. We have a large lounge area and activity room. We also have an outside courtyard area and an Activities of Daily Living (ADL) kitchen which will promote independence and will be used for occupational therapy assessments.

Each person has different individual needs and whilst every effort is made to provide a calm environment there will be occasions when some patients become unsettled on the ward. The ward has restricted access to maintain the safety of patient's and some patients may require close observations to maintain their safety.

This will be discussed with you at the time of admission. A chaplaincy service is available for individual requirements and patients will be asked about this on their admission.

## **What happens?**

When they are admitted each patient is allocated a primary nurse and co-nurse. A five day assessment is undertaken to highlight any needs or problem areas which can be formulated into a plan of care with you. An interim care plan is in place during this time.

Patients will be encouraged to remain as independent as possible and this will be reflected in their plan of care. Family members will be asked to complete a 'Life Story' booklet to help the nursing staff gain a better understanding of a person's background and likes/dislikes. We take a holistic approach to care and respect individuals beliefs and values. Individual special requirements should be reported to the ward staff.

The ward has a consultant who will be in charge of the patients care whilst they are on Ward 20. Family/carers will be invited to meet with the consultant and one of the nurses to discuss events leading up to admission and to discuss plans going forward.

Routine reviews will take place during the time on the ward depending on individual requirements. All individuals will be invited to attend reviews and given the opportunity to express any views or concerns. Reviews with the consultant can occur sooner if there are particular concerns. You should always feel free to ask staff to arrange a meeting with the consultant when you feel this is necessary.

The consultant is supported by a ward doctor who covers the more day-to-day medical needs of the patients and it might be that staff will advise you to speak with them when this is more appropriate. When patients are admitted the ward doctor may take some blood samples for test and carry out a routine physical examination. Further tests and scans may be required; however, this will be discussed with you if this is the case.

## **Nursing staff**

The ward manager is responsible for the unit and is supported by two deputy ward managers.

All the qualified staff on the unit are Registered Mental Health Nurse's (RMN's). They are supported by nursing assistants who are experienced in working with patients suffering from confusion and other mental health problems. All members of staff on the unit wear uniform and carry an I.D badge.

There are also other professionals who work on the ward such as occupational therapists, social workers and community mental health nurses. We may also refer you to other professionals when required such as physiotherapists, chiropodists, falls team nurses, and mental health patient advocates.

If you or your family has any queries or concerns at any time please feel free to approach any member of staff who will be happy to help.

## Activities

Patients will be encouraged to participate in ward activities. We also have a range of books, games etc. We can offer the use of CD players and have a selection of relaxing music. We also have an iPod docking station to play music in certain areas of the ward. We usually plan the week's activities on a Sunday and allocate different staff members to lead each activity.

Every Wednesday we have a coffee afternoon. We usually get a selection of cakes and scones for this, which goes down a treat!

When it is felt appropriate and has been agreed by the ward consultant patients may have periods of leave off the ward with either staff or family. This would usually start with a walk in the area but can gradually be built up to home leave.

## What is FRIEND?

Every month, FRIEND (Forum of Recognition, Information and Education for Nearest and Dearest) is a drop-in group where relatives/friends can talk with the ward care teams, advocates and other family and friends for advice, support and to share any concerns – we welcome suggestions! Please ask a member of the ward staff for further information.

## Clothing and laundry

Patients will need a supply of their own clothes and underwear. It will be the responsibility of the patient's family/carer to do their laundry. It is important that all items are marked with the patient's name, including slippers and shoes.

As it is an organic assessment ward it is inevitable that items do go missing from time to time and some patient's remove clothing and leave items in inappropriate places, rubbish bins etc. It is therefore very difficult to keep track of individual items and we would stress that no articles of great value should be left with patients. The trust cannot accept responsibility for the loss or damage of patient's property.

It is important that patients are provided with a regular supply of toiletries for their personal hygiene requirements. Items such as shower or bath gel, liquid soap, deodorant, shampoo, conditioner and shaving requisites. No soap in tablet form please. Please leave items with a nursing assistant for safe keeping and storage.

## **Patient valuables**

Patients are advised that if they bring any valuables or large amounts of money on the ward that they are kept in the hospital safe to prevent loss/theft/damage. In each bedroom there will have a lockable drawer for small items. We also encourage relatives to personalise patient's bedrooms with pictures.

## **Visiting hours**

Visiting is from            10am – 11.30am  
   2pm – 4.30pm  
   6pm – 8pm

Arrangements outside these hours can be made with the nurse in charge. Please note that patients may be unavailable at certain times due to therapies, appointments or medical consultations.

It is requested that large groups of visitors do not attend at the same time and if children are visiting could you please inform the nurse in charge 24 hours prior to the visit as this may not be suitable and alternative arrangements may need to be made.

## **Meal times**

The ward has protected meal times as listed below:

Breakfast      8am – 9am  
Lunch            12 noon – 1pm  
Dinner          5pm – 6pm

We do not allow visitors at these times and would ask if phone calls to the ward could be outside of these hours unless it is an emergency to allow the patients a quiet time and place to enjoy their meals.

If you would like to bring food in for your relative such as snacks or if there is a particular food they enjoy having this is not a problem. However, please could you give the food to one of the ward staff so that it can be kept in the kitchen. The food would have to have the expiry date on and be labelled for that patient.

If you have any special requirements regarding meals this can be arranged with the kitchen service. We ask that you inform us on your admission to the ward.

## **Smoking policy**

Northumbria Healthcare is a smoke free environment. Smoking is not permitted on Trust premises, including the grounds of Trust premises. Local stop smoking services are available on:

01670 813 135 for Northumberland patients and

0191 643 7171 for North tyneside patients

0300 123 1044 is the National NHS Smoking Helpline number

## **Hospital hygiene**

We encourage good hand hygiene across all of our hospitals. You can expect staff to wash their hands, in accordance with hospital policy, prior to any intervention and all visitors will be encouraged to wash hands before and after their visits.

The contact number for the ward is 0191 293 4371.

## Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**

## Other sources of information

### NHS 111

### NHS Choices

[www.nhs.uk/pages/homepage.aspx](http://www.nhs.uk/pages/homepage.aspx)

### NICE (National Institute for Health and Clinical Excellence)

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

### Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: 01670 511098

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

### Northumbria Healthcare NHS Foundation Trust

General Enquiries **03 44 811 8111**

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

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