



Northumbria Healthcare
NHS Foundation Trust

Ward 21

Issued by Mental Health Services for Older People

building a caring future

HOSPITAL | COMMUNITY | HOME

www.northumbria.nhs.uk

Welcome to ward 21

This leaflet is intended to offer you practical advice before, during and after admission to Ward 21.

We recognise that coming to hospital can be a difficult time for all and we hope this guide will help you and your relatives overcome any concerns you may have.

Where is ward 21?

We are based at North Tyneside General Hospital:
Mental Health Services for Older People
North Tyneside General Hospital
Rake Lane
North Shields
NE29 8NH
Telephone: 0191 293 4030

Ward philosophy

Here at ward 21 we are strongly focused on recovery meaning from the moment a patient is admitted we encourage their involvement within all aspects of their care with the aim of them returning home. This helps to empower our patients by providing independence, valuing their contribution and focusing on their strengths rather than their problems. We attempt to achieve long term recovery by providing healthy living sessions, recovery sessions and family engagement which collectively address the mental, physical and social aspects of our patient's lives. We adapt these sessions to each individual to ensure our care is entirely person centred throughout your admission. As much as we promote independence our staff will provide continuous support both during and after your stay with us to facilitate your road to recovery including a self-created recovery care plan, made in collaboration with both ward and community staff.

What can I expect?

We provide assessment and treatment for people over the age of 65 who are experiencing mental health problems.

Ward 21 is a 14 bedded unit based at North Tyneside General Hospital, we provide assessment and treatment for both men and women over the age of 65 who are experiencing functional mental health problems, such as, but not restricted to, anxiety and depression.

The ward has 14 rooms all with en-suite toilet and shower facilities. Rooms are allocated on the basis of clinical need so we cannot guarantee that you will remain in the same room throughout your stay.

The unit is relaxed and friendly unit and we aim to offer a homely environment with comfortable lounge areas. We also have an outdoor terrace area.

You will be encouraged to remain as independent as possible during your stay with us, and take an active part in managing your own recovery.

We provide facilities for making drinks and snacks and some patients can be involved in daily living tasks such as setting the tables or helping with the dishes. Other activities can be arranged on an individual or group basis, we offer relaxation and exercise sessions to mention just a few.

What happens after I am admitted to ward 21?

During the first five days you are with us you will have a full nursing assessment. This helps us to identify your strengths and areas that you may need support with so that we can tailor your care to be individual for you.

You will have a consultant psychiatrist who is responsible for your care. Your consultant will see you at least twice a week to monitor your progress and discuss any changes in your care.

Your relatives or friends will also get the opportunity to attend some of these meetings and can be involved in the care planning process.

The ward doctor works Monday to Friday and you will be able to speak to them on a daily basis. The doctor will complete a full psychological and physical examination. This will include taking blood samples, reviewing medication, chest examination and possibly other tests.

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

There are 14 staff nurses who are all qualified in mental health. One of them will be allocated as your named nurse, and will be responsible for your nursing care needs.

There are eight healthcare assistants on the ward who support the nurses. They each have a lot of experience working in older people's mental health care.

Meal times

Breakfast: 8.00am

Lunch: 12.00 noon

Dinner: 5.00pm

These are protected meal times, which means visiting and appointments are not permitted at these times. This is so you can eat your meals without interruption.

We also provide facilities for you to have hot or cold drinks and snacks in between meal times.

Activities

You will be encouraged to take part in ward activities such as quizzes or art groups. We have a range of books, board games, and jigsaws.

We also have relaxation, reminiscence, and gardening activities.

Clothing and laundry

You will wear your own clothes during the day. If you are not able to do your own laundry, a very limited service, located on the ground floor and shared by the other two inpatient units is available for patients who do not have friends or family members who can do this for them.

When can my family and friends visit me?

Visiting times are:

2.00pm – 4.30pm and

6.00pm – 8.00pm

Arrangements outside of these hours will need to be discussed with the nurse in charge.

We ask that large groups of visitors do not all attend at the same time. When well enough, visits out with relatives may be arranged.

Smoking policy

Northumbria Healthcare has a no smoking policy. This means that neither you nor your visitors are allowed to smoke while you are anywhere on the grounds. Inpatients who wish to give up smoking will be provided with support and medication to help them achieve this goal.

Infection control

Ward 21 is a low risk area for infection. We encourage visitors to wash their hands before and after visiting.

Our staff will always wash their hands before treating patients.

Further information

If you need any further information please speak to one of the nursing team, who will be happy to answer any queries you may have.

Mental Health Services for Older People
North Tyneside General Hospital
Rake Lane
North Shields
NE29 8NH
Telephone: 0191 293 4030

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

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: 0800 032 0202

Text: 07815 500015

Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries 03 44 811 8111

www.northumbria.nhs.uk

PIN 433/V4

Review date: September 2023

© This material is the copyright of the Northumbria Healthcare NHS Foundation Trust.