

Embleton

Patient Information Leaflet



Introduction

This leaflet provides you with information that you will find useful during your stay. If you are not sure about anything in this leaflet please ask a member of staff.

What is Embleton?

Embleton is an acute admission ward based at St George's Park, Morpeth.

Who is it for?

The service is for men over the age of 18 years who require treatment in hospital.

Why do I need to be here?

To help you get better by looking at your recovery and your lifestyle. The staff will help you to agree what you are working towards.

Arriving on Embleton

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. You will have time to settle in and have a look around your environment.

How long will I be here?

The length of stay depends upon your personal needs. The care team will discuss this with you.

What sort of things can I do at Embleton?

Activities will depend on what support you need for your recovery. Activities may include both social and recreational and will focus on developing new skills to manage your mental health.

You will also have access to the following services:

- Occupational Therapy - help with individual or group activities and daily living skills
- Physiotherapy - assist with any mobility or movement problems or by providing access to gym facilities
- Psychology - this is dependent on your need at the time of admission.

Interpreters

If you require an interpreter staff can arrange to book an appointment.

Travel information

Contact Nexus Traveline Tel: 0871 200 22 33 Website: www.traveline.info/

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.ntw.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.

- **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
- **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful contacts

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

North of Tyne Tel: 0800 032 0202, 9am-4.30pm, Monday - Friday

Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.

For further information contact

Embleton

St George's Park

Morpeth

Northumberland

NE61 2NU

Tel: 01670 501 867



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

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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