

Lamesley

Patient Information Leaflet



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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For further information contact

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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 Lamesley?

Lamesley is an inpatient ward based at the Tranwell Unit, Queen Elizabeth Hospital, Gateshead.

Who is it for?

The service is for women over the age of 18 years who are struggling with their mental wellbeing, who require a period of assessment or treatment in hospital.

Why do I need to be here?

At times when people are struggling with their mental health they can require a safe place, to receive support, care and treatment, allowing their wellbeing to improve so they can return to their usual environment.

Arriving on Lamesley

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 be supported to settle into the environment by the team here on Lamesley.

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 Lamesley?

The 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 work with the following team members:

Named Nurse – Your named nurse will work through a process of getting to know you and together you will develop care plans to meet your needs and aid your recovery whilst you are here on Lamesley.

Occupational Therapy – helps with individual or group activities and daily living skills.

Exercise Therapy – the team will help you look at the benefits of physical health on your health and wellbeing.

Psychology – this is dependent on your need at the time of admission.

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

The Tranwell Unit can be accessed using Entrance E of the hospital on Windy Nook Road. Car parking is available on site in pay and display car parks. For further information please 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 on the Trust website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- Contact 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.
- **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful contacts

- **Northumberland, Tyne and Wear NHS Foundation Trust**
Tel: 0191 213 0151
- **Patient and Carer Engagement Team** Tel: 01670 501 816
- **PALS** - Patient Advice and Liaison Service Provides confidential advice and support for service users, relatives and carers. Tel: 0800 328 4397 or 0191 566 7074
- **ICA** (Independent Complaints Advocacy) Independent Complaints Advocacy (ICA) supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. Tel: 0808 802 3000
- **Your Voice Counts** (Independent Mental Capacity Advocate Service) Help vulnerable people who lack capacity who are facing important decisions made by the NHS and Local Authorities about serious medical treatment and changes of residence – for example, moving to a hospital or care home. & Independent Mental Health Advocates – to support people detained under the Mental Health Act Tel: 0191 478 6472