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Shining a light on the future



**Contact details**

Roker Ward  
Monkwearmouth Hospital  
Newcastle Road  
Sunderland  
SR5 1NB  
Tel: 0191 566 5560

- 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](http://www.ntw.nhs.uk/fft)

## Useful Organisations

- **PALS - Patient Advice and Liaison Service**  
[www.pals.nhs.uk](http://www.pals.nhs.uk)  
 Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services.  
 South of Tyne Freephone: 0800 328 4397 or  
 Tel: 0191 556 7074
- **Northumberland, Tyne and Wear NHS Foundation Trust**  
 Tel: 0191 213 0151  
 Website: [www.ntw.nhs.uk](http://www.ntw.nhs.uk)
- **The Alzheimer's Society**  
 Tel: 0300 222 11 22  
 (Monday - Wednesday 9am - 8pm, Thursday and Friday 9am - 5pm, Saturday and Sunday 10am - 4pm)  
 Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Age UK**  
 Tel: 0800 169 6565 (Mon-Sun, 8am-7pm)  
 Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

## References

- Living well with Dementia: A National Dementia Strategy, Department of Health 2009

## 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 are Inpatient Services?

Most older people with mental health needs will receive assessment, treatment and care in their own home. However, for a small number of people admission to hospital will be appropriate.

Inpatient Services for older people provide specialist mental health assessment and treatment in hospital for two main groups:

- Functional mental health - conditions such as depression, anxiety or psychosis
- Organic mental health - with progressive conditions such as dementia

## What is Roker Ward?

Roker Ward is an inpatient unit, which treats males with organic mental health conditions. The ward is based at Monkwearmouth Hospital, Sunderland.

## What we do

You have come into hospital because you have mental health needs that require support from a range of specialist doctors, nurses and other health care workers. To enable the right support to be organised to meet your needs, it is important everyone understands exactly what your needs are and what will help you. We aim to work together with you to help you manage your needs so that you can move forward in your life with the support you require in the most acceptable way for you.

This is the assessment process and staff will seek your consent on all aspects of your care plan throughout your stay in hospital.

## Named Nurse

During your stay in hospital you will have a named nurse who will be responsible for co-ordinating your care. If your named nurse is not on duty you will have access to any of the nursing team.

You will be given the name of your named nurse within 24 hours of your admission. They will introduce themselves to you as soon as they are next on duty. However on a daily basis there is a nurse in charge as a point of contact; this will be displayed on a board on the ward.

There is a lot of evidence that shows you can gain a great deal by participating in the right activities that are designed to meet your needs. There are a range of therapeutic activities available to you while you are in hospital which will be discussed individually with you.

## How long will I be in hospital?

How long you stay in hospital depends on your needs. However, the care team will discuss discharge with you as quickly as possible after your admission. It is important to emphasise you will not remain in hospital any longer than you need to. We aim to keep your time spent in hospital to a minimum.

## Relatives and carers

We value information from family and friends to help with assessment and treatment. We will involve your family and friends as much as possible with your permission and aim to support them as much as we can.

## Discharge information

The point at which you are ready to leave the ward will be a significant milestone. You may still need some help and support, which will be discussed with you before you are discharged and a copy of these arrangements (your discharge care plan) will be given to you and your carers.

## Meal times

Inpatient areas operate protected mealtimes. This means you have the right to enjoy mealtimes without unnecessary disruption. Further detail is available on the ward.

## Visiting times

Each inpatient area operates preferred visiting times and therefore we advise that before your relatives or carers visit that they check with nursing staff for these times.

## Welcome Pack

Within 24 hours of admission, you will be given more detailed information about your hospital stay and an opportunity to discuss any further information needs you may have. Do not hesitate to approach any member of staff for information.

## Interpreters

Staff can arrange an interpreter if you need one.

## Travel information

- **By Bus** - Go North East services 9, 35 and X3 Stagecoach service E2
- **By Metro** - Monkwearmouth Hospital is situated between the Stadium of Light and Seaburn Metrostations.
- **By Car** - We are located on the main A1018 Newcastle Road. Car park charge at normal rate.
- For further information contact: Nexus Traveline  
Tel: 0871 200 22 33 Website: [www.traveline.info/](http://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.nth.nhs.uk](http://www.nth.nhs.uk) (click on the 'Contact Us' tab)