



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Westbridge

Information Leaflet

Contents

What is Westbridge?	3
Who is Westbridge for?	3
Our team	3
Moving into Westbridge	5
Activities	5
Moving on	6
References	6
Interpreters	7
Travel information	7
What if I have a comment, suggestion, compliment or complaint about the service?	7
Westbridge contact details	8

What is Westbridge?

Westbridge Mental Health resettlement service is a partnership between Tyne Housing and Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust. It provides specialist residential and clinical support for up to 12 adults who have been discharged from secure mental health hospitals, or prison, with the aim to help integration back into the community.

Westbridge is a large detached house close to North Shields town centre and to coastal areas of North Tyneside. It has communal facilities including two large lounges, a training kitchen, laundry room, main kitchen and shower/bathrooms.

All residents have their own private furnished bedroom with washing facilities and six have ensuite facilities. One room is suitable for a person with physical disabilities.

Who is Westbridge for?

Westbridge provides assessment, treatment and rehabilitation for men and women over 18 years of age who have been assessed as having an identified risk of causing significant harm to self or others and have a mental disorder or learning difficulty.

Westbridge has 14 single beds - 12 full time and 2 in-reach beds for integration. We offer support for people being discharged from hospital or prison to help them return to living in the community.

Our team

The Westbridge team is made up of both Tyne Housing Association Staff and the Forensic Community Mental Health Team. The mental health team are available on a daily basis excluding weekends and bank holidays and the Tyne Housing staff operate a rota system meaning staff are available 24 hours a day 7 days per week. There is a minimum of two Tyne Housing staff on duty at all times.

The team consists of:

- Tyne Housing Manager
- 3 x Tyne Support Workers
- 6 x Housing Workers
- Housekeeper
- Psychiatrist
- Clinical lead
- 2 x Community Psychiatric Nurses
- Occupational Therapist
- Social Worker
- 2 x Assistant Practitioners
- Admin Support

The two teams work together carrying out joint assessments, Case Conference Review reviews (CCRs), formulation meetings, weekly multi-disciplinary team (MDT) meetings, daily handovers and joint sessions with the residents.

Moving into Westbridge

The move to Westbridge is based very much on your individual needs.

You will begin with an induction period which involves a series of day visits followed by overnight stays. There is no set time for the induction period.

The induction period will include an assessment of your daily living skills and you will be shown around the local and wider areas. The induction is reviewed by both teams and if proved successful you will move full time into Westbridge.

The average length of stay at Westbridge is 12-18 months but this again depends on individual needs and you may need longer at Westbridge.

Activities

We encourage you to get involved in activities whilst at Westbridge. These include:

- daily rota jobs
- cooking courses
- voluntary work
- monthly house meetings
- gym
- walking
- gardening
- attending Tyne workshops

Moving on

Move on from Westbridge is based on individual needs and appropriate accommodation will be agreed with you.

Staff will support with bidding on properties, any additional support needed and ensuring you are referred to any relevant community service.

With this support it is hoped that all residents will achieve successful move on to independent living.

Over the last five years 78% of residents have had a positive move to supported or independent living in the community.

Social trust for westbridge residents shows a significant improvement starting at 3.4 out of 10 at the start of their stay and increasing to six out of 10

Westbridge residents have high levels of participation in meaningful activities such as volunteering learning hobbies in physical activity.

References

Tyne Housing Social Impact Report 2023

Interpreters

Staff can arrange an interpreter if you need one.

Travel information

Contact 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.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- 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.
You can provide feedback in the following ways:
 - the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/yourvoice
 - complete a Your Voice survey, available from staff.

- For any concerns regarding the service provided by Tyne Housing please contact:

Tyne Housing

St. Silas Church Building

Clifford Street, Byker

Newcastle, NE6 1PG

Telephone: 0191 265 8621

Email: info@tynehousing.org.uk

www.tynehousing.org.uk

Westbridge contact details

20 Albion Road
North Shields
NE29 0HT
Tel: 0191 293 0530



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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

Published by the Patient Information Centre

2025 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/147/0125 January 2025 V5

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2028

Find us on social media, search for CNTW