



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Ward 1

Patient and Carer Information

Welcome

We would like to welcome you, your family and friends to Ward 1, Walkergate Park.

This leaflet provides you with information which 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 Ward 1 at Walkergate Park?

Ward 1 is a neuro-behavioural unit which provides specialist assessment, care and rehabilitation. It is based at Walkergate Park, Newcastle upon Tyne.

Ward 1 cares for people with memory, emotional and behavioural problems and both minor and complex physical needs.

Why am I on this Ward?

Your reason for being on this ward is unique to you. The types of assessments and care will be chosen specifically to meet your needs.

During your stay and in discharge planning, your team will carry out risk assessments to maintain your safety.

Arriving on Ward 1

When you arrive on the ward you will be welcomed by a member of the healthcare team. They will explain what will happen during your stay, give you information about the ward and you will have time to settle into the ward. The ward entry doors are locked. This does not necessarily mean you cannot leave the ward, but you should speak with a Nurse if you wish to do so.

How long will I be an inpatient?

Your length of stay depends on your personal needs. Your goals and length of stay will be discussed with you.

What happens on a daily basis?

When you are admitted to the ward, you will be given a personal timetable of therapies and events which are specific to your needs. During the first few days on the ward you may have limited therapies timetabled in order to help you settle into your new surroundings. After assessment your therapy needs will be discussed with you.

How will I and my friends and family be involved in my rehabilitation?

You are the most important person in your rehabilitation. Members of your rehabilitation team will meet regularly with you to discuss your personal goals. Close relatives or friends can help you with goal setting if you wish. If you are not able to do this or do not wish to, it may be appropriate for us to meet with a close relative or friend to do this on your behalf.

Regular team review meetings will be offered to give you and your family/friends an opportunity to discuss your progress and to talk to the whole team involved in your rehabilitation.

Interpreters

Staff can arrange an interpreter if you need one.

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/contact/complaints/
- 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/poy



You can also scan this QR code to access the Points of You survey online. Please enter the team code CNTW104

- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

For further information contact

International Centre for Neuro-Rehabilitation and
Neuro-Psychiatry
Walkergate Park
Benfield Road
Newcastle upon Tyne
NE6 4QD

- Ward 1 Tel: 0191 287 5125
- Team Secretary Tel: 0191 287 5119



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

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