

# Bluebell Court

## 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 Bluebell Court?**

Bluebell Court is a unit which supports people who have mental health difficulties. It has 15 single person flats in the grounds of St Georges Park, Morpeth, Northumberland for patients over the age of 18 years.

Bluebell Court supports you when you no longer need to be cared for in an acute psychiatric ward but may be facing challenges with your discharge plan associated with the identification of appropriate housing and aftercare support.

It is not a long term placement. Your length of stay is based on your personal circumstances and led by your individual needs in order to ensure discharge goals are met safely.

Discharge may be back to your own accommodation or to a care setting such as supported, residential or nursing care.

## **How do I access Bluebell Court?**

Your care team will discuss the suitability of Bluebell Court with you and agree whether it can support or help your discharge plan. Your family/carers may also be consulted. There may be a waiting list, in which case your care team will discuss this with you. Our 'Bed Management Team' will decide whether a transfer can go ahead.

## **When is a service available/opening hours?**

Bluebell Court is a hospital inpatient service and operates 24 hours a day, 7 days a week.



## What treatments are offered at Bluebell Court?

The team will support you to maintain your mental health, wellbeing and promote recovery which will enable you to move on and to overcome any challenges that you may have.

This support may include ongoing assessments of physical and mental health needs alongside a range of biological, social and psychological interventions.



There is a 'Community Hub' at Bluebell Court where patients can get together to socialise and join in with activities. There is also a 'family room' that can be used when friends, family or carers visit.



Activities are usually supported by Activity Workers, Support Workers, Peer Supporters and Occupational Therapists. Activities can be individualised or facilitated in groups. They may include crafts, or other general hobbies. Staff will find out about your own interests and goals.

The team will also help you think about the type of support you may need to stay well after discharge.

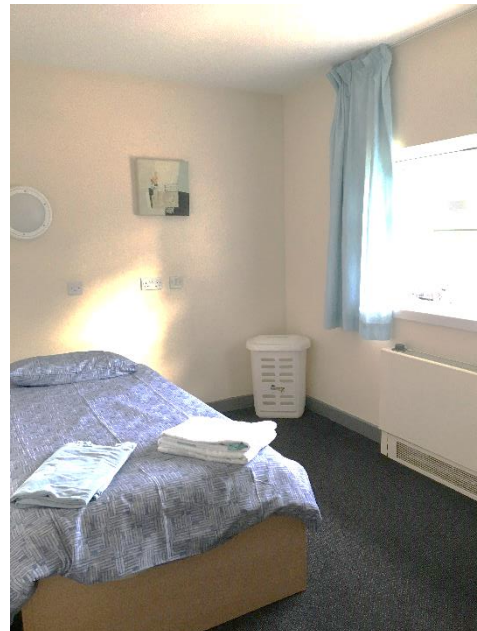
## **The Team at Bluebell Court**

The care team supporting you is made of different types of mental health care professionals, including:

- Nurse Consultant, Staff Nurses and Clinical Lead Nurses
- Consultant Psychiatrist
- Medical Support
- Occupational Therapists
- Support and Activity Workers
- Peer Supporters
- Exercise Therapists
- Psychologists
- Physiotherapists
- Speech and Language Therapists
- Discharge facilitator

We also work closely with the Transitional Discharge Team, Advocates, Housing Agencies, Social Workers, Care Co-ordinators and Community Psychiatric Nurses.

## Your accommodation



Bluebell Court provides has 14 fully furnished standard individual flats and one accessible flat on the ground floor which is situated away from the main hospital building.

Each flat has one bedroom, a domestic kitchen, lounge and bathroom. You will be given a key for your own front door.

Meals can be enjoyed in a communal area or you may choose to eat in your own flat. Access to the cooker within your own flat possible following a kitchen safety assessment.

You will be provided with basic provisions such as bread and milk on a daily basis. Fresh fruit and snacks are available upon request. There is a staff building which includes an office, meeting rooms and a clinic where medication is administered.

There is a communal hub where you can enjoy your meals and socialise with others.

The units have a non-smoking policy and can provide nicotine placement therapy when necessary.



## Patient feedback

These are some of the things patients have said about the unit:

“Caring staff who are dedicated to getting the best out of people”

“Made me feel good about myself, helped me believe in myself”

“Friendly staff, very accepting of me as an individual”

“Bluebell has helped me in every way possible”

“Freedom to live independently whilst still being supported”

“I am more confident, and they have helped me to move on”

“I felt I had people to support me, listen to how I felt”

“Staff always available”

“The peaceful calm environment helped me”

“Wonderful supporting staff, taking time to check in”

“Staff made a big effort to make me smile and be optimistic”

“Trust and believe in this place. All involved will do anything and everything to reach your goals and aspirations.”

## Visiting

Visitors are welcome on the unit and in your flat, but every visitor must present themselves to the main staff office upon arriving on the unit.

No overnight visiting is allowed.



## Interpreters

Staff can arrange an interpreter if you need one.

## Travel information

Contact Traveline: [Tel: 0871 200 22 33](tel:08712002233)

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.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto: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](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://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.

PALS 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](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

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.

**This information is also available as a video, please ask staff if you would like to watch the video.**

### **Contact details**

Bluebell Court

St. George's Park

Morpeth

Northumberland

NE61 2NY

Telephone: 01670 501 871





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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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