

Lanchester Road Hospital, inpatient information for learning disabilities services

Providing mental health and learning disabilities inpatient services in County Durham



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Easy Read information for service users, families, carers and supporters



Welcome to.....

Ward name





We will help you with any problems you may have.



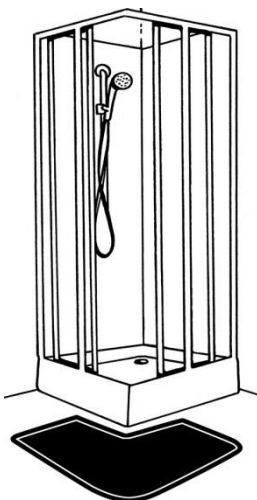
These could be about your mental or physical health.



We will work with you, your family and carers to meet your needs and give treatments which are helpful to you.



There are men and women staying on the unit.



You will have your own room with a shower and a toilet area.

We will make sure you have privacy and dignity.



There is a separate bedroom and bathroom for people who need more help, for example people who use wheelchairs.



Staff will be around all of the time to help you.

Nurses



Nurses work on the ward and help to look after you.



You will have a named nurse. They will make sure that you have everything you need.

Your named nurse is:

All staff can and will help you.



If you have any problems or questions please ask.

The team



The team is made up of people involved in your care. We call this a multi-disciplinary team or MDT.



The team meets each day to look at your care plan and your progress. We call this a report out meeting.



The team will talk about how you are doing and they will see if there is anything else you need.



We will have meetings about your care plan called care programme approach or CPA.

You, your family, friend or carer can be invited to these.



We will offer you a copy of your care plan.



Your named nurse will read through this with you. They will make it easy for you to understand.

We also hold meetings called a care and treatment review – CTR and this is to talk about your current and future care and treatment options.

Telephone



You can receive calls to the unit telephone.



You can make calls using your mobile telephone.

Please ask a member of staff for our information leaflet about using your mobile telephone.

Visiting

Visiting is flexible but visitors are asked not to come during mealtimes:



Lunch

12.00 noon –

1.00 in the afternoon

Dinner

5.00 – 6.00 in the evening



Visits end at 8.00 at night.



Visitors are asked to telephone the unit to arrange a visit. This is to make sure that you can still go to any arranged treatments or meetings.



Children cannot visit the ward unless this has been arranged by the medical team.

Smoking



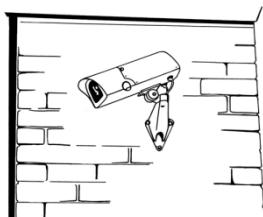
Smoking is not permitted anywhere at the hospital, including outside.

If you smoke, please ask staff about this and what help they can give you.

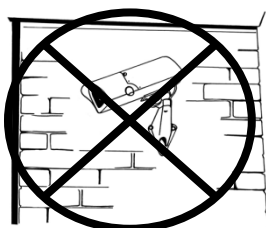


You can use E-cigarettes – please ask a member of staff for an information leaflet

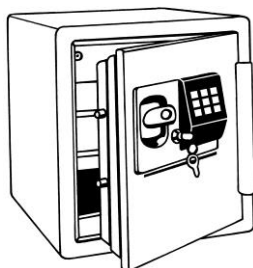
Safety



There are cameras in the lounge, corridor and dining room areas to keep everyone safe.



There are no cameras in the bathroom and bedrooms.



We have a locked safe and we will ask if you would like to use it to keep your money safe.

Activities

Lots of activities are available on the unit.

Talk to your named nurse about what you would like to do.



This might include going on home visits or shopping.



We can arrange for pets to visit.

We will also support you with:



- washing

- ironing

- cooking



- personal hygiene

- having a bath or a shower.

Health



We can help you stay well and feel good.

We can help you with healthy eating, and exercise.



All meals are freshly cooked each day.

We have healthy snacks available like fruit and yoghurts.

We will also support or help you with any health or cultural needs including:



- food
- religion
- what you wear
- things you celebrate
- things you believe in
- language.

Cleaning



Housekeepers will come on to the ward each day to keep it clean and tidy.



If you are unhappy about our services...



Please tell a member of staff.



Freephone 0800 052 0219 or



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.

Let a member of your care team know.

Find this information

Staff - T:\Patient and Carer Information\Durham and Darlington
\LD

Service users and carers -

<https://www.tevv.nhs.uk/services/learning-disabilities-inpatient-services-lanchester-road-hospital-information-for-patients/>

Pictures are from CHANGE Picture Bank
www.changepeople.org