



Carer, Families and Friends guide to

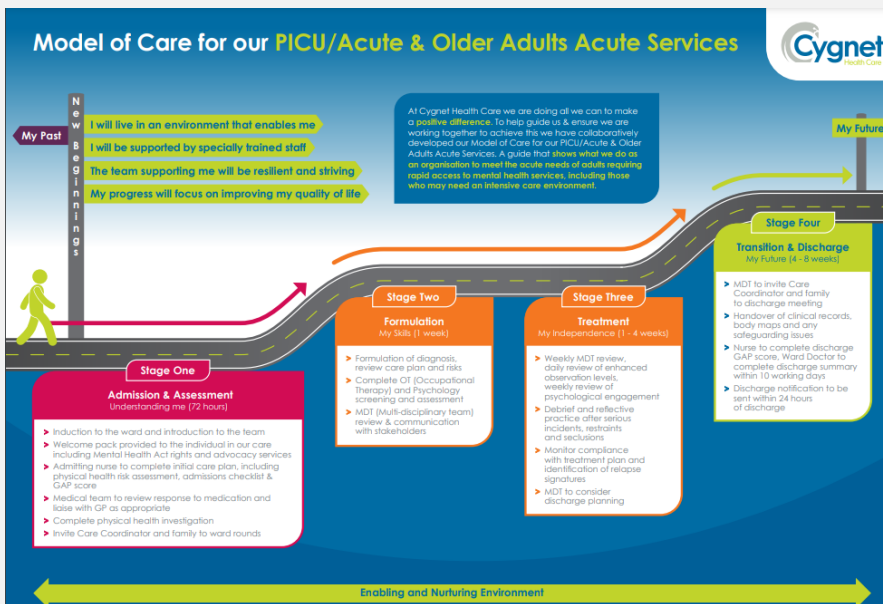
Cygnet Hospital, Hexham



Location

Cygnets Hospital, Anick Road, Hexham, Northumberland, NE46 4JR

01434 408660



Family, friends and carers are an important part of our service user's lives. Our services actively encourage visitation from anyone who would like to visit.



Arranging a Visit

If you would like to arrange a visit to the ward this will have to be arranged through the nursing team. All visits must be discussed by the Multi-Disciplinary Team for approval and your first visit may have to be supervised. The Multi-Disciplinary Team are able to decline visits if they have concerns for a service user's welfare or wellbeing. If children would like to visit the ward this must be arranged through the nursing team on an individual basis. Any items you bring to the hospital for service users will have to be searched by staff to ensure we are able to monitor risks appropriately. There are a number of items that are prohibited in the hospital so please pay attention to blanket restriction posters which are around the reception area.

Meal times on the ward:

- Breakfast (Available all morning)
- Lunch (Served from 12pm)
- Dinner (Served from 4pm)

The kitchen team strive to provide healthy and well balanced meals to our service users. Our service users are asked their likes and dislikes in regards to food on admission and this is passed on to the kitchen team. Snacks are available for service users throughout the day and evening.

On the ward, our therapy team offer a variety of activities.

When your family member/friend are first admitted they will complete an interest checklist with the Occupational Therapy team to ensure we are providing activities they enjoy and find meaningful. Our psychology team provide weekly group sessions following the DBT model to provide coping strategies for our service users. Our Occupational Therapy team provide weekly groups on the ward based on the recovery through activity model. This can include cooking, community groups, building social skills and leisure activities. Our Activity Coordinators run activities from 10am till 7pm in the evening on the ward. We run daily Snack and Chat meetings alongside weekly Community Meetings to allow service users opportunities to provide compliments, complaints and suggestions for the ward.

Meet the Team



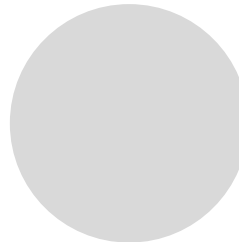
Name: Dr Gbolagade Akintomide
Job Title: Responsible Clinician
About me:



Name: Dr Chibuzor Okoronkwo
Job Title: Speciality Doctor
About me:



Name: Dr Jennifer Walter
Job Title: Speciality Doctor
About me:



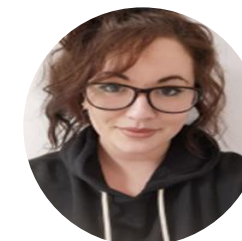
Name: Dr Khalid Elghawail
Job Title: Consultant Psychiatrist
About me:



Name: Anthony Saiger
Job Title: Hospital Manager
About me:



Name: Derek Glover
Job Title: Clinical Manger
About me:



Name: Rachael Thompson
Job Title: Ward Manager – Fisher
About me:



Name: Hayley Porter
Job Title: Ward Manager - Franklin
About me:



Name: Julie Johnson
Job Title: Carer Lead and Team Leader
About me:



Name: Nichola Ledger
Job Title: Social Worker
About me:



Name: Laura Coates
Job Title: Mental Health Act Administrator
About me:



Name: Jemma Lander
Job Title: Hospital Receptionist
About me:

The Local Area

Here is some useful information about **Hexham**

Hexham is a market town in the heart of Northumberland. Within the town centre, there are a variety of shops and cafes. You will also find the Hexham Abbey Grade a listed church dedicated to St Andrew which was built in the 12th Century. Just outside of the town centre there are well known shops and takeaways such as Tesco, Next, Starbucks and McDonalds.

If you enjoy walks Sele Park and Tyneside Green are worth a visit to enjoy the scenic views. The Wentworth Leisure Centre also has facilities such as a gym and pool with options to pay as you go.

Hotels Nearby

Travel Lodge Hexham (08719 846591) 3 minute drive to the hospital.

The Station Inn (01434 603155) 4 minute drive to the hospital.

The County Hotel (01434 608444) 5 minute drive to the hospital.

The Beaumont Hotel (01434 602331) 5 minute drive to the hospital.



Directions by Car

From the A69, Newcastle upon Tyne, head west on A69 towards Southway for 11.5 miles. At Styford Roundabout, take the 3rd exit onto Corbridge Bypass Rd/A69. Continue to follow A69 for 5.6 miles. At the roundabout, take the 1st exit onto Rotary /A6079 for 0.2 miles, then turn left onto Ferry Rd, Cygnet Hospital Hexham will be on the left after half a mile.



Directions by Train

Trains to Hexham station run hourly from Newcastle upon Tyne. Taxis are readily available outside Hexham station, however if you prefer to walk Cygnet Hospital Hexham is approximately a ten



Directions by Bus

Buses from Newcastle City Centre run every 15 minutes to Hexham Bus Station. The journey time is 1 hour. Cygnet Hospital Hexham is a 15 minute walk from Hexham Bus Station.

Carer passport/partnership agreement

We welcome carers to be involved which could look like this;

- > The opportunity to be involved in discussions about the care, treatment and discharge of the patient / service user.
- > Working jointly with staff to devise care plans.
- > Information and assistance in advance statements/decisions
- > Providing support and reassurance to the patient / service user.
- > We will share information with you in a timely manner



Carers Passport
ID Card



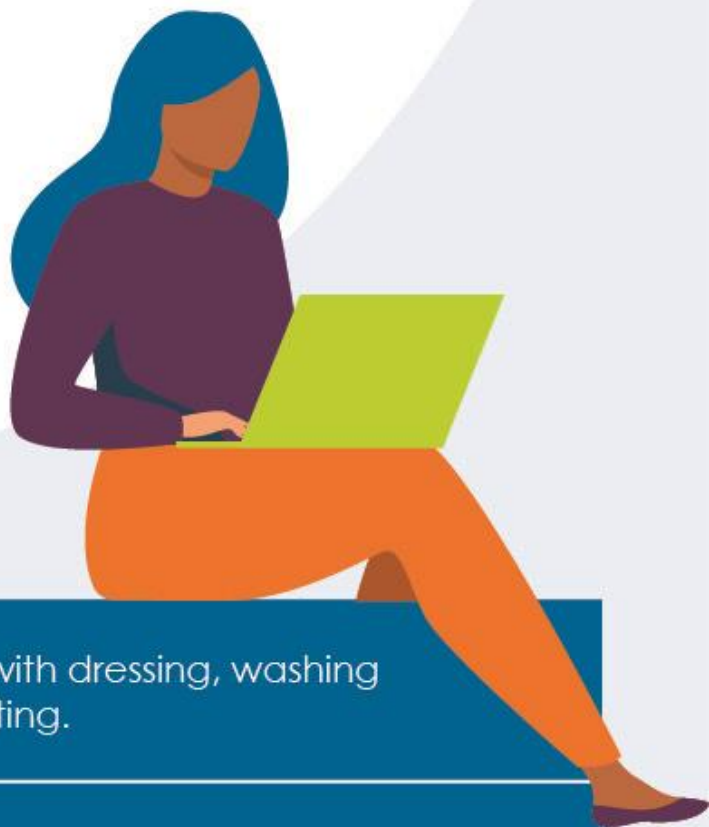
Carer Name:

Service User / Resident:

Location:

Carers Information

We define carers as: people who provide unpaid help and support to a family member, a friend or an individual who would otherwise not be able to manage. People provide different types of care. This may include:



Personal care

Support with dressing, washing and toileting.



Domestic care

Support with cooking, housework and shopping.



Physical care

Support with cooking, housework and shopping.



Financial care

Support with financial affairs.



Health care

Support with managing an illness or a conditions, or helping someone to take their medication.

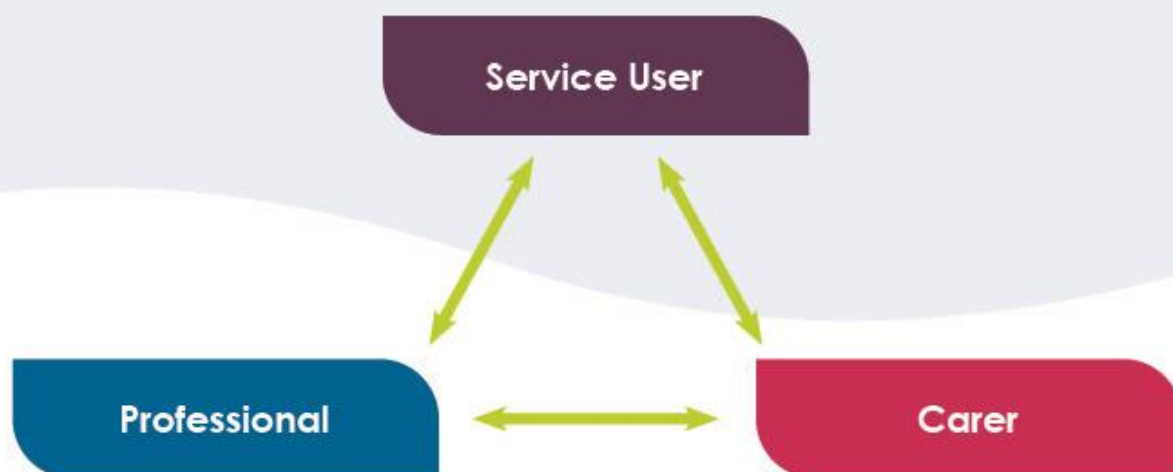


Emotional care

Being able to listen or providing company for someone who is feeling lonely.

What's on offer; Cygnet's commitment to carers

Our aim is to work collaboratively in the Triangle of Care to promote recovery and wellbeing for the service user, whilst also engaging and involving carers in the process. We will ensure you are informed about your loved ones time in our service.



The six standards of the Triangle of Care

Our offer to you – based on good practice
The **six key principles** of the Triangle of Care are:

-  Carers and the essential role they play should be identified at first contact with services or as soon as possible after.
-  Staff should be aware of carers and trained to engage with carers more effectively.
-  Policies and protocols should be in place to ensure confidentiality and improve information with service users.
-  Defined roles (Carer Leads or Carer Champions) responsible for carers should be in place.
-  Carers should be "introduced" to the service and provided with a range of information.
-  A range of care support services should be available to offer or signpost carers too.

Why are consent and confidentiality important?

All staff working in Health or Health & Social care services are bound by law and professional codes of practice to a duty of confidentiality to their patients and to carers.

We may not always receive consent from your family member to share information with you but we always have the ability to listen to you. Carers can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

There may be some things the person you care for does not wish us to share or involve you with. Where this is the case, we will be open with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only happen in very specific circumstances. We encourage all carers to ask questions and build relationships with us. Please try not to see us being unable to share specific information with you about the person you care for as a complete barrier.

When can confidentiality be broken?

Any decision to break confidentiality must always be made in the best interest of the service user/patient and to achieve the best possible outcome for them.

It is essential that staff explain to you how and why the decision to breach consent is in the service user / patient's best interest. Where the service user / patient withholds consent or lacks capacity and cannot express their wishes clearly, confidential information can only be disclosed in exceptional situations, such as where the service user's / patient, or others' health and wellbeing is under serious risk, or where there is a public interest or legal reason for disclosure without consent. Similarly, a carer's confidentiality can only be broken in exceptional circumstances such as risk to their own or others' health and wellbeing, public interest or for legal reasons.

Checklist for carers

> Arrange carers assessment

The local authority has a legal responsibility to assess what support a carer might need. A carer is entitled to a carers assessment regardless of their own financial situation, or the level of support that they give to the cared for. The assessment is for the benefit of the carer and can be completed with or without the presence of the service user. A carer can self-refer to the local authority to request a carers' assessment or ask a mental health professional to make the referral for them.

> Register as a carer at your GP surgery

You can contact your GP surgery and ask to be registered with them as a carer.

Share information with the ward

If you are able to and feel it would help us to know more about the person we are caring for, please email

> Your local Carer Support Organisation is...

You can get support from your local carer service, they can help with information, advice, guidance, activities, your rights as a carer and support you to find out if you are entitled to any benefits.

> Enquire if I am entitled to any benefits

You can check with your local Citizens Advice Bureau to see if you are eligible for any benefits. These links also give information on financial support:

[Money & Benefits - Benefits Calculator](#)
[| Carers Trust Benefits](#) | [Finances](#) | [Pensions - Carers UK](#)



Local carers support groups

At Cygnet Hexham, we run Carer Events every 3 months, four times a year. This is an opportunity to meet our staff, visit the site and also share experiences with others. We will be in telephone contact regarding these events alongside sending postal invites.

You can also find your local Carer Support Group Via the Carer Trust website
<https://carers.org/help-and-info/carer-services-near-you>

Local Authority Advocacy



01434 600599

<https://adapt-ne.org.uk/index.php/independent-mental-health-advocacy/>

Carer Advocacy

0808 175 0787 (Freephone)



www.carersadvocacy.com

Scan me for carers family & friends survey



Making a Complaint

Feedback and compliments

Sometimes people just want to give us feedback or compliments on how we are doing or tell us about something they think we should know. This can be done through our 'contact us' form at <https://www.cygnetgroup.com/contact/> or simply scan the QR code.

Scan me to raise a concern or complaint



Scan me to leave feedback or a compliment



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Follow us on social media:

