

The Westwood Centre

West Lane Hospital
Middlesbrough
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Welcome pack for young people



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Information for service users, families, carers and supporters



Who's on the team?

As you meet members of the team, why not jot their names down here to remind you who's who at the centre.

Consultant	
Named nurse / CPA co-ordinator is...	
Associated nurses	
Occupational therapy team	
Clinical psychologists	
Dietetic team	
Clinical nurse specialist	
Ward manager	

Welcome

Service users and staff have worked together to develop this welcome pack. It will give you information to support your stay at the Westwood Centre and will let you know:

- what to expect while you are staying here
- information about the centre and the staff
- about treatments and therapies available to you
- what happens day-to-day at the centre
- about your rights.

Your named nurse will discuss the welcome pack with you when you are first admitted and will answer any questions you might have throughout your stay.

You may also wish to take a look at information leaflets about same sex accommodation, child visiting and the care programme approach. If these have not been given to you, please ask a member of staff.

The Westwood Centre

The centre is a purpose built, low secure, unit offering care for young people who are experiencing mental health difficulties.

Young people aged between 12 and 18 years old with specific needs are admitted to our unit for assessment and treatment. Provision is made for young people and visitors with any physical disabilities.

The Westwood Centre team are here to help you and includes:

- doctors
- nurses
- psychologists
- social workers
- teaching staff
- dieticians
- occupational therapists
- pharmacists.

Nursing staff will provide you with 24 hour support, seven days a week. You will be allocated a 'named nurse' and two or three 'co-workers' who will be responsible for co-ordinating your treatment during your stay. These members of staff will meet with you regularly and will help identify areas where you may be experiencing difficulties. Your named nurse will be one of the main people responsible for your care. A consultant psychiatrist will be responsible for your overall treatment.

Staff will help and encourage you to:

- stay in contact with your family, carers and friends (as appropriate)
- be involved in all aspects of your care
- help you to engage in therapies and learn new skills

We will respect your rights to privacy throughout your care and, depending on circumstances, will allow you to spend some time in your room, lounge or games area alone if you need this.

What does admission to hospital involve?

Coming into hospital can be a distressing experience for you and your loved ones. Whether this is the first time that you have been admitted, or if you have been here before, we recognise that this is a difficult time. We aim to support you as much as possible during your stay.

Care programme approach (CPA)

The care programme approach (CPA) describes the way your family, carers, hospital staff and community services work together to make sure that you have the best possible support in place when you leave hospital.

Usually your family, carers, community nurse and other professionals from where you live will be invited to your CPA meetings. You will have a say about how things are going and can write down your views prior to the meeting with your named nurse. You will be given pen and paper for the CPA meeting so you can make notes about what is said. Your named nurse will be your CPA co-ordinator.

When you are nearly ready to leave the centre, pre discharge planning meetings will be arranged. Professionals involved in your care will write a plan saying what will need to happen before you are discharged from hospital and who is responsible for co-ordinating your care. This person will make sure that the actions in the plan are put in place to meet you and your family or carer's identified needs.

Mental Health Act (MHA)

Whilst at the Westwood Centre you will be detained under the Mental Health Act (1983). Staff will explain and give you a leaflet about your rights under the section that you are detained on. They will explain how you can get in touch with a solicitor or advocacy service if you would like to appeal against your detention.

Asking for a second opinion

You can ask for a second opinion if you or your relatives are unhappy, or are not confident, about your diagnosis or treatment plan. A family member can ask for a second opinion for you but only if you have given them consent to do so.

There is no legal right to a second opinion. However, your consultant will normally arrange for a referral to another specialist if you ask for one. If this is refused, you can get advice from the Patient Advice and Liaison Service (known as PALS) about what to do. This will depend on your individual circumstances.

[MHA second opinion appointed doctor](#)

A second opinion appointed doctor (SOAD) service is run by the Care Quality Commission (CQC). SOAD safeguards the rights of patients detained in hospital under the [Mental Health Act](#) who either:

- refuse treatment or

- who lack capacity (and are therefore unable to make an informed decision at that particular time).

The CQC appoints psychiatrists to be SOADs. SOADs review the treatment that has been recommended for patients and check if the:

- proposed treatment is appropriate for an individual patient
- patient's opinion and rights have been properly considered.

Consent

Consent means saying "yes" to something that affects you. Informed consent means that you fully understand what you are agreeing to.

Your named nurse will make sure you have enough information and understanding to make choices about your care.

You have the right to refuse care options. However, in some situations staff may have to go against your wishes.

Medication

Staff will explain about your illness and any medications you have been prescribed. This should help you to understand and reduce any concerns you may have. You will also be given information leaflets about your medication.

Therapies

There are a range of therapies you will be expected to engage in. These may be as an individual or in a group.

Treatment and therapy begins by focusing on managing your symptoms and risk issues and aims to develop positive coping strategies.

A therapeutic plan will be jointly agreed with you and your family or carer. A combination of therapies may be used which may include:

- Individual therapy
- Therapeutic group work
- Family work
- Community integration work
- Dialectical Behaviour Therapy (DBT)

The ward

Bedroom



You will have your own bedroom with an en suite bathroom.

You can put pictures on your notice board but we ask that you do not place things on the walls to protect the paintwork.

Lounge



A single sex space is available on request.

A range of comfortable chairs, TV and Sky are available in the lounge area.

Kitchen/dining room



Mealtimes are:

Breakfast	8am
Lunch	12 noon
Dinner	5pm

You can, access snacks and drinks outside of mealtimes. Sometimes you can order takeaways too.

Gym and sport hall



We have a gym and sports hall that you can use. You will need to complete an induction to this area first and then you can go in for planned activities with staff.

You will be required to have physical screening to ensure that you are physically fit enough to use this area safely. You will be given your own training plan to use the fitness equipment.

ADL kitchen



The ADL (activities of daily living) is a kitchen where you can prepare your own meals or take part in a cooking activity and also to increase your skills in preparation for discharge

Garden and courtyards



There are two separate courtyards.

There is also a large grass area and sports equipment is available including footballs and nets.

Laundry

There are laundry facilities on the ward as you are expected to wash your own clothes. You are also expected to change your bedding at least once a week with support from staff. You can change your bedding more often if you want to.

Telephone

You will have access to your own mobile phone but will be expected to follow the mobile phone policy. The ward also has a telephone you can access if required.

Leave

Leave is decided on an individual basis by your team. We will involve you in this process and you will be fully informed of all decisions made.

Visiting

Visits occur in our family visiting rooms, they usually last for up to an hour within specified visiting times (however depends on circumstances). There is flexible visiting on weekends up to 8pm and on weekdays between 3.30pm and 8pm. We ask that visitors avoid mealtimes please.

We will agree with you a list of permitted visitors. Visits must be arranged in advance with ward staff. Visiting is reviewed by the clinical team on a weekly basis and we will decide with you what level of supervision is required.

We ask that all visitors adhere to the restricted items list. We also request that all personal items belonging to the visitor are stored in a locker and are not taken into the visit. Any items brought in for you will be checked by staff before being passed on to you.

Activities

We will plan with you activities for evenings and weekends. These may include; football, basketball, badminton, use of the gym, board games, quizzes, arts and crafts, film nights or hair and beauty.

Money

Money is not permitted on the ward. Your money is stored securely in the patients' bank safe. A limited amount can be accessed as required.

Clinical team meetings

Daily action meetings occur every morning and weekly action meetings take place on Tuesday mornings. You complete a feedback sheet to record the high and low points you have had over the week. Requests for ground leave and Section 17 leave are also recorded. You are given the opportunity to attend clinical weekly action meetings to discuss your care and progress.

Spiritual needs

We respect and support your individual religious and spiritual needs. A chaplaincy service is available. Special diets are also catered for.

The ward has a multi-faith room if required for spiritual/religious needs.

Advocacy

You are entitled to help from an independent mental health advocate. Advocates are independent of people involved in your care. They can help you get information about your care and treatment, why you are being kept in hospital, what it means and what your rights are.

Advocates can come and see you and help you understand what you are told by health professionals. If you want, they can help you talk to these people or they can talk to them for you.

An independent advocacy service is available at the Westwood Centre. Advocates will visit the unit if requested.

Meetings

A planning meeting is held in the communal lounge at 9am every weekday (Monday – Friday). This meeting lets you know what you will be doing each day. It will also be a chance to decide on the evening's activities.

A community/participation meeting will be held every Tuesday at 3pm. This meeting gives you and staff the opportunity to discuss any concerns and issues you may have.

There is an expectation that all young people will attend this meeting.

Unlawful violence and aggression

The Trust is committed to addressing intentional violence and aggression against staff and other young people. This includes both physical and verbal abuse which will not be tolerated. The Trust will work in partnership with the Police and Crown Prosecution Service.

Illicit substances

The Trust recognises its responsibilities to address the dangers and implications of substance misuse on Trust premises. Substances such as alcohol, volatile solvents and drugs being misused are not permitted.

The Trust adopts a zero tolerance approach to the possession, use and dealing of substances on its premises.

Personal possessions

Because storage space is limited, we ask you to bring only essential clothing and personal possessions. You can bring DVDs, CDs, books and electrical goods but not all items will be permitted in your room.

Expectations

During your stay at the Westwood Centre, both staff and young people will treat everyone with respect and encourage positive interaction with others.

Young people will engage in purposeful activities and be mindful of the unit's routines and structures. The aim of the unit is to equip you with knowledge and skills to prepare you to engage in purposeful activities when you leave hospital.

There is an expectation that you will comply with the daily routine – (see daily routine) however flexibility within the daily routine can be discussed and negotiated within your community meetings.

While at the centre you may access education (see relevant timetable). If you are not accessing education there is an expectation that you will participate in activities outlined within your plan of care and activity programme.

At times you may feel less motivated. The nursing staff and your peers will offer you encouragement, flexibility and time to work through these periods. You will also be encouraged to use and develop the skills you have learnt within therapy and activities to help you through this period.

You will be encouraged to comply with our community and social expectations. If you don't you may be stopped from accessing some activities.

Community and social expectations:

- Be respectful to others.
- No bullying behaviours (name calling, fighting and excluding peers).
- Violence to others or property will not be accepted.

- Attending the education sessions on your timetable. (For those not in education, taking part in purposeful activities as part of your treatment plan)
- Going to bed on time, without disruption - staff will support young people who experience difficulties at bed time.
- Attend to your personal hygiene and keeping your bedroom tidy – staff will support you with this.

A typical day at the Westwood Centre

Monday – Friday

7.30am	Wake up
8.15am	Breakfast
9am	Morning meeting
9.30am	Education/ Therapeutic interventions
10.30am	Break
11am	Education/ Therapeutic interventions
12 noon	Lunch
1pm	Education/ Therapeutic interventions
3pm	Recreation time following education / Therapeutic interventions
5pm	Dinner
5.30pm	Recreation time
7.45pm	Supper
8pm	Recreation time
10.30pm	Individual plans around bedtime

Saturday and Sunday

8am	Breakfast (until 11.30am)
10.45am	Wake up call
12 noon	Lunch
5pm	Tea
7.45pm	Supper
11pm	Bedtime as per intervention plans

Feedback

We'd like to know what you think about the wording of this leaflet – is the information useful, is there anything missing that you wanted to know or anything you didn't understand? Please let your care team know.

We're updating our patient and carer information all the time and while we won't always be able to make every change people suggest, all ideas will be considered.

Do you have concerns or complaints?

If you have concerns or complaints about a service, please tell a member of staff. You can also call our patient advice and liaison service (PALS) on Freephone 0800 052 0219 or email tewv.pals@nhs.net.

Information in other languages and formats

We want to make sure you can read and understand the information we provide to you. If you would like this leaflet in another language, large print, audio or Braille, please ask a member of staff.

Staff can find this information at T:\Patient and Carer Information\Tees\CYPS

Service users and carers can also view this information on our website under services/Teesside/Children and young people's services



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