

Greentrees

Patient Information Leaflet

Shining a light on the future



What is Greentrees?

Greentrees is a Psychiatric Intensive Care Unit (PICU) based at St Nicholas Hospital. It is a 14 bedded unit for both male and female service users from the North of Tyne area and is designed to meet the needs of those in mental health crisis.

Our contact details are below:

Greentrees PICU
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT

Telephone: 0191 223 2400

Patient's payphone: 0191 285 6316

Why do I need to be here?

You have been admitted or transferred to Greentrees because you have been assessed and detained under the Mental Health Act (1983). Your current mental health needs are best managed in a secure environment such as Greentrees.

Whilst on Greentrees your care team will provide further assessment of your mental health and any risks that were present when you were admitted here.

These risks could include any of the following:

- Violence and aggression
- Self harming behaviours
- Risk of absconsion
- Increased levels of vulnerability

As well as continuing the assessment of your mental health and the associated risks, staff will also offer you a variety of interventions, some of which are listed below.

- Medication
- Psychological interventions such as talking therapies
- Activities of daily living – personal hygiene, laundry, cooking and cleaning
- Provision of activities such as the use of the gym, cooking sessions, arts and crafts.
The Activity Co-ordinator can also help plan other activities

Arriving at Greentrees

When you arrive on the unit, staff will show you around the ward and will introduce you to the ward's team, as well as other service users. You will be allocated a Key Nurse who will meet with you regularly throughout the week to discuss any concerns or worries that you have and help you work through these.

You will also be allocated a nurse for each shift throughout the day. They will support you in dealing with any immediate concerns.

Your Care Team

The team on Greentrees consists of many different professionals who are all working to get you through your period of crisis and help with your transition back to either an acute ward or discharge.

Professionals within the team include the following:

- Consultant Psychiatrist
- Junior Doctors
- Ward Manager and Nursing staff
- Support Staff
- Occupational Therapist
- Activity Co-ordinator
- Pharmacist
- Social Worker

Greentrees security

You will have your own room whilst on Greentrees in order to try and make you feel as comfortable as possible. In your room you will be able to keep a variety of personal belongings, however due to the secure nature of the unit there will also be items that are not allowed in your room and may need to be kept in a locker.

Items not allowed in your room:

- Glass objects
- Sharps such as razors
- Hair straighteners
- Lighters
- Deodorants/aerosols
- Mobile phones, laptops, recording devices.

Ward staff can add to this list.

Visits

Visiting times are as follows:

10am – 12noon

3:30pm – 8pm

We ask that visits are booked in 24 hours in advance as there is only one room available for visits.

It may be necessary for your visits to be supervised. If this is the case the nurse in charge will let you know prior to your visit.

Having your say

We are aware that the ward environment can be quite difficult for some people, particularly given the restrictions and safety measures that are in place. It is important for us to hear your feedback whether it's good or bad.

If there are any concerns that you want to highlight the following options are available for you.

- Community meetings
- Complete and return a 'Points of You' card
- Informal complaints procedure
- Formal complaints procedure
- Patient and Advice and Liaison Service Tel: 0800 032 0202
- Complaints Department Tel: 0191 245 6679
- You can complete a feedback form electronically by visiting the Trust Website www.ntw.nhs.uk (click on the 'Contact Us' tab)

Communication needs

Staff can arrange an interpreter if you need one.

If you have any other form of communication needs please do not hesitate to inform staff and we will take steps to ensure these are addressed.

Useful contacts

- Northumberland, Tyne and Wear NHS Foundation Trust Tel: 0844 811 5522
- Patient and Carer Engagement Team Tel: 01670 501 816
- Patient and Advice and Liaison Service Tel: 0800 032 0202



Further information about the content or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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