

# The forensic medium secure service

## Newton Lodge



A welcome information booklet for service users



# Contents

**Welcome** **Page 4**

**What is Newton Lodge?** **Page 6**

**South West Yorkshire Partnership NHS Foundation Trust** **Page 8**

**The multi-disciplinary team (MDT)** **Page 9**

**What to expect** **Page 11**

**Recreation and activities** **Page 14**

**Service user involvement** **Page 16**

**Recovery** **Page 17**

**The Care Programme Approach** **Page 20**

**The Mental Health Act** **Page 21**

**Families and carers** **Page 24**

**Visiting** **Page 25**

**My MDT** **Page 27**

# Welcome

*from all service users at Newton Lodge*

This information booklet is designed to give you an overview of the service and what to expect when you come to Newton Lodge. First of all, Newton Lodge is not a prison; it is a hospital where you will receive help and support from a number of different professionals to help you recover.

There are various wards for people at different stages of their treatment and care and lots of ways you can keep busy whilst you are here. Staff are experienced in working with people who are going through a difficult time in their lives and support people to participate in therapies and activities such as sports, education and hobbies. Other service users are generally warm and receptive and staff are helpful and caring.

At Newton Lodge you will receive the support you need to achieve your goals and aspirations. It will hopefully be your first step towards your future independence and recovery.

*“When I first came here I thought my life was over. Newton Lodge has given me the confidence to go on.”*



# Welcome

*from all staff at Newton Lodge*

**At Newton Lodge we recognise that we have a responsibility to provide you with high quality treatment and care; we also have a responsibility to work together to achieve the best outcomes possible. We want you to be involved and informed throughout your recovery journey here at the hospital.**

We aim to ensure that all service users feel valued; empowered and supported during their time at Newton Lodge.

This information booklet is part of our commitment to working in partnership with all our service users. It aims to provide you with information about the services you will receive which we hope you will find helpful. It has been developed and inspired through our work with service users and we hope it will play a small part in ensuring your stay at Newton Lodge is as positive an experience as possible.

*“I’ve met some fantastic people whilst at Newton Lodge and they have really helped me recover and given me hope for the future.”*



# What is Newton Lodge?

**Newton Lodge is a regional medium secure hospital; it is part of South West Yorkshire Partnership NHS Foundation Trust and is based on the Fieldhead site in Wakefield.**

The service provides specialist mental health care to people from across the Yorkshire region that require assessment and treatment in hospital under the Mental Health Act (1983) within a medium secure environment.

The hospital is a medium secure unit which has certain physical security measures such as a high perimeter fence and locked doors along with staff who have specialist knowledge and skills.

Service users are admitted to Newton Lodge from a variety of places including prisons, the courts and other psychiatric hospitals. Some of our service users have come into contact with the criminal justice system, whilst others may have been admitted as a result of risky behaviour linked to their mental health problem.

Service users admitted to Newton Lodge are cared for within a specialist, purpose built environment.

*“A calm and relaxing environment - very helpful.”*

## Care pathways

We recognise that all of our service users have different needs and requirements.

Within the hospital there are three specialist care pathways, each having a different focus and philosophy to address the specific needs of service users at a particular stage in their treatment and recovery.

### Male mental health pathway

Our male mental health pathway provides comprehensive care with a stepped approach to assessment and treatment. Within the pathway we have dedicated wards for assessment, active recovery and enhanced recovery. These are:

- Bronte - psychiatric intensive care unit (PICU)
- Hepworth ward - admission and assessment
- Priestley ward - active recovery
- Waterton ward - enhanced recovery

### Women's pathway

Our specialist pathway for women offers a gender specific service within a dedicated ward environment that gives our service users the highest level of dignity and care. Our aim is to treat women as experts of their own needs, lives and experiences. The women's pathway is located on:

- Johnson ward - admission, assessment and recovery

### Learning disability pathway

Our learning disability pathway provides specialised, individually tailored treatment programmes within a structured routine that

encourages engagement in all aspects of therapy and life skills.

Our dedicated clinical team ensures the same high standard of care throughout the different stages of your recovery, rehabilitation and re-integration into the community. The wards on the learning disability pathway are:

- Appleton - admission and assessment
- Chippendale - recovery

## Assessment

Following admission, your needs are fully assessed and a plan of care and treatment is developed to meet your unique needs.

Each of the admission and assessment wards within the hospital focus on meeting the needs of service users experiencing an acute phase of their mental health problem. Usually someone will be admitted to one of these wards so that their needs can be fully assessed and to enable staff to build a therapeutic relationship.



## Recovery, treatment and care

Following a period of assessment, you will progress to another ward to continue your treatment and rehabilitation. Here, focus is placed on working with you to promote recovery, increase independence and work towards a future transfer or discharge from the service.

You are expected to have a shared responsibility for your recovery by actively engaging with your clinical team, attending meetings and participating in planned therapeutic interventions and activities.

To promote wellbeing, you will be encouraged to make positive lifestyle choices, maintain a healthy diet, develop a good sleep pattern and take regular exercise.

The service also provides care for service users whose mental health problem has not responded to previous treatment approaches and interventions. In addition, we offer psychiatric intensive care areas for service users who require a higher level of care and support for a period of time.

# Newton Lodge is part of South West Yorkshire Partnership NHS Foundation Trust.

We work hard to make sure you receive the best possible care and treatment available. Our service strives to continually improve and deliver excellence to all our service users.



## Our vision

To provide outstanding physical, mental and social care in a modern health and care system

## Our mission

We help people reach their potential and live well in their community

## Our values

We put the person first and in the centre

We know that families and carers matter

We are respectful, honest, open and transparent

We improve and aim to be outstanding

We are relevant today and ready for tomorrow



# The multi-disciplinary team (MDT)

**Every service user at Newton Lodge has an identified clinical team of dedicated mental health professionals who work in partnership with you to meet your needs. This multi-disciplinary team is known and referred to as the 'MDT'.**

The MDT make important decisions about your care, treatment and management. Each professional within the team contributes and takes on a different role within this process. The MDT meets on a weekly basis to review your progress; these meetings are called clinical team meetings (CTMs).

## Your MDT includes:

### Consultant Psychiatrist – the 'responsible clinician'

Each service user has a named consultant psychiatrist, also referred to as your 'responsible clinician' or 'RC'. This person has overall responsibility for your care in hospital. Your responsible clinician will make a medical diagnosis, prescribe psychiatric medication and co-ordinate your treatment plan. In addition to the consultant psychiatrist, there may be other doctors working within your team. You will have the opportunity to meet with your consultant psychiatrist to discuss your progress and treatment at a weekly ward round.

### Nursing

All wards at Newton Lodge have a designated team of nurses, led by a ward manager. The teams include registered mental health nurses, registered learning disability nurses and unregistered health care support workers. All have different levels of experience and skills.

The nursing team aims to provide you with the best care on each ward. You are allocated a named primary nurse who will work with you to develop care plans that meet your needs and support your recovery.

### Psychology

A member of the psychology team is aligned to each ward and MDT. You may be referred to the psychologist for specialist assessment and therapy. Psychologists use a range of questionnaires and tests to help with the assessment process and diagnosis but are not able to prescribe medication. They may recommend specific psychological treatment interventions such as attending individual psychotherapy or therapeutic group work. Psychology sessions often involve talking about thoughts, feelings and behaviours that can be problematic or cause distress. Psychologists work collaboratively with service users to address a large range of problems including depression, worry, anxiety, trauma, phobias, self-harm, suicidal thoughts and 'hearing voices'. Psychologists also help service users and other mental health professionals to understand and address risk and offending behaviours so that mental health care is focused on the whole person.



## Forensic social work

All service users at Newton Lodge are allocated a named forensic social worker. The role includes contributing to your MDT assessment and care plan, providing support to aid recovery, delivering therapeutic interventions and preparing reports for legal hearings. Forensic social workers also have specialist knowledge and responsibilities for other aspects of your care including safeguarding adults, contact with children and victim liaison. Your forensic social worker may also be an Approved mental health professional (AMHP) and undertake additional duties under the Mental Health Act.

Forensic social workers work with external professionals and agencies involved with your care and support to identify your care pathway and ensure a smooth and successful transfer between services or discharge to the community. Your forensic social worker also helps to ensure the MDT works in partnership with your relatives and carers. This may include direct work or interventions along with psycho-social education and support. With your agreement, your forensic social worker will contact your family following admission and will stay in touch with them throughout your stay in hospital.

Forensic social workers provide a critical 'social perspective' within your recovery, treatment and care.

*“My experience of Newton Lodge is that it is a relaxing and therapeutic environment.”*

## Occupational therapy

Occupational therapy looks at the link between what people do and their health and wellbeing. 'Occupation' means the daily activities a person undertakes that are meaningful and important to them. This can include necessary tasks and routines such as looking after yourself, engaging in enjoyable leisure or recreational activities and achieving productive goals within employment and education.

Occupational therapists focus on you as an individual, assessing your strengths and needs. They will work with you at an appropriate pace to understand how your health difficulties impact on your ability to fulfil activities and roles that are important to you, for example personal care, leisure activities and work. They can help you to develop or maintain your skills and independence in activities of daily living, for example preparing a meal, and establish a satisfying balanced routine to enable you to get the most from life.

Your occupational therapist will help you to identify and participate in meaningful activities and access education or employment. They can support you to set realistic goals, develop coping strategies and maintain interpersonal relationships, restoring the highest possible level of independence and emotional wellbeing.

The therapy and education team includes occupational therapists, technical instructors, occupational therapy assistants, an education tutor, horticultural therapist and other specialist practitioners.

# What to expect

## Admission

Many service users report feeling apprehensive or worried when they are first admitted to hospital. This is not uncommon and will improve as you settle in.

When you arrive on the ward you will be welcomed by a member of staff who will show you around and introduce you to everyone. Staff will be happy to answer your questions, explain the ward routines and help you to settle in.



## Property

Storage within the hospital is limited and you may be asked to send excess clothing and belongings home wherever possible.

We would discourage you from keeping valuable items or large amounts of money in your bedroom and can arrange for valuables to be securely deposited with the hospital bank.

For your security and in order to comply with hospital policy, service users are not permitted to have more than £50 in their possession at any one time.



## Patient affairs

On admission, you will be asked to provide some basic information regarding your financial circumstances to the hospital patient affairs office. This is to ensure that there is minimal disruption to your income and enable a bank account to be opened if required. The hospital bank service is available at regular times during the week.

If you need help to manage your financial affairs or require an appointee please speak to a member of your MDT.



## Banned and controlled items

As Newton Lodge is a medium secure hospital we have strict procedures about what you can bring and use within the service. To ensure everyone's safety, potentially dangerous and contraband items are either prohibited or restricted on wards and clinical areas. These are called 'banned and controlled items':

### Examples of banned items include:

- Matches and lighters
- Weapons
- Knives and sharp implements
- Alcohol
- Illegal street drugs
- Cigarettes and tobacco
- Chewing gum
- Steel toe capped boots
- Copied DVDs and CDs
- Metal containers
- Petroleum products
- Opened bottles



### Examples of controlled items include:

- Cutlery
- Razors and shaver heads
- Medication
- Tin cans and tin foil
- Aerosols and corrosives
- Pot, ceramic and glass
- Plastic bags
- Tools and scissors
- Computers, laptops and smart pads or tablets
- Mobile telephones
- Recording devices and cameras
- Pornography
- Batteries
- Jewellery
- Money



Banned and controlled items are subject to change and each ward has different procedures based on individual risk assessments.

Please speak to a member of your nursing team for further advice.

## Search procedure

To safeguard all service users and staff, our security procedures involve both personal and room searches. Random personal searches are conducted regularly by trained staff and should not cause any discomfort or alarm - the process will be fully explained to you beforehand.

There will also be searches of your bedroom and belongings, if you would like to be present during these please inform a member of ward staff. Periodically staff may also need to undertake searches on wards or other parts of the hospital.

If you have any questions regarding our search procedure or would like more information your ward manager would be happy to provide advice.

*“I love life at Newton Lodge - my days are short but good and I look forward to each day.”*

## Smoking

Smoking is not permitted within the hospital or grounds.

Smoking is a potential fire risk and is not allowed anywhere inside the building including bathrooms and bedrooms.

To ensure everyone's comfort and safety, we respectfully ask that this is followed at all times.

We offer a range of services to help you stop smoking and manage any nicotine withdrawal symptoms or cravings. A member of your nursing team would be happy to discuss these with you.

## Facilities and amenities

Each ward has a dedicated lounge, kitchen, dining area, courtyard, laundry facilities, interview room and office.

**Catering:** Specialist diets are available for service users with specific religious, cultural, health needs or lifestyle preferences.

**Diamonds shop:** Newton Lodge has a small shop which sells a range of snacks, drinks, toiletries and other sundries.

**Telephones:** Pay phones are available on each ward and service users can request use of a mobile phone through their MDT. On occasion your clinical team may need to monitor your calls if there is a risk to yourself or others.

**Cleaning services:** Bedrooms, bathrooms and communal areas are cleaned regularly by our ward orderly team. Recycling facilities are available on all wards.

**Mail:** Personal mail is delivered to all service users on each ward. For your safety and security, any packages or parcels will need to be opened in the presence of ward staff.

*“I am a good person who made a big mistake.”*

# Recreation and activities

There are a wide range of therapeutic and recreational facilities available at Newton Lodge. All service users are provided with a structured programme of meaningful activity and individualised therapy to meet their interests and needs.

## Recreation and facilities include:

- Gymnasium
- Gardening and horticulture
- Information technology
- Sports hall
- Library
- Walking groups
- Pottery
- Music
- Art and crafts
- Catering and cooking groups
- Education courses, including literacy (reading & writing) and numeracy (maths)



*“I love playing badminton and doing art and crafts.”*

*“I have learned a lot of life skills since being here at Newton Lodge.”*



## Social activities

A range of social activities take place on wards. These are led by the particular interests of the service users, for example, games consoles, film nights, relaxation sessions, pool, bingo, cooking clubs, health promotion groups, creative artwork and social evenings can all be arranged.

The service holds various seasonal events for all service users and staff to participate in, for example, a gala or fete in the summer and a festive event during the Christmas period.

There are a range of other facilities on the Fieldhead site which you can access with the agreement of your MDT and providing you have the appropriate level of community leave. These include:

- The Oasis café which offers light refreshments.
- A canteen which serves hot and cold meals.
- Vending machines where you can purchase snack foods and drinks.

Service users, carers and families are welcome to use these facilities.

## Language and interpretation services

We can arrange for translation and interpretation if English is not your first language and you need help to communicate with your MDT.

## Pastoral and spiritual care

The Trust offers a range of spiritual and pastoral care services and there is a multi-faith room located within the service which provides a quiet space for worship, prayer, peaceful contemplation and reflection.

During your stay in hospital we will encourage and support you to continue with your chosen religion or faith.



# Service user involvement

There are lots of opportunities for service users to get involved including the 'One Voice' dialogue group, ward based community meetings and regular focus groups and workshops where service users and staff are consulted on a wide range of relevant topics and service developments.

Service users who act as involvement leads or 'representatives' are also invited to attend management meetings and other regional events along with service users from other secure mental health services across Yorkshire and Humber. Each ward has identified service user involvement representatives who are supported by staff. All service users are encouraged to contribute to service developments, provide feedback and 'get involved'.

If you would like to get involved and have a say in how the service operates, please speak to your ward service user representative or a member of your MDT.



## Standards of behaviour

There are regular community meetings on each ward where service users and staff can discuss ward protocols and issues of communal living.

For everyone's safety and to ensure all our service users enjoy the best possible experience in hospital, all service users should follow agreed standards of behaviour:

- You should not enter other service users bedrooms
- No bullying or harrassment
- No play fighting
- Loaning, exchanging, buying or selling of goods or money is not permitted
- Respect others at all times

## Safeguarding

The service is fully committed to providing a safe and supportive environment for service users and all staff complete safeguarding training to recognise adult abuse.

If you feel worried, unsafe, bullied or frightened at any time during your stay in hospital please speak to a member of your MDT. Your concerns will be taken seriously and procedures will be followed to protect and safeguard our service users.



# Recovery

**At Newton Lodge we see recovery as the individual journey taken by a service user to build a meaningful and fulfilling life.**

The recovery approach to mental health emphasises every individual's personal potential for recovery. We recognise that recovery means different things to different people. We asked service users from across the unit to express their own ideas about this. Recovery may include:

- ...making changes to my life and learning new skills*
- ...learning how to cope better with my mental health problems*
- ...taking more control and making my own decisions*
- ...greater freedom to live life*

The process of recovery is a personal journey with its own ups and downs, highs and lows. We do not think that any one specific outcome marks the point of recovery. It is important that we all accept that things can and will change and we all feel better on some days than we do on others.

## **The journey is the reward...**

Recovery is about restoring hope and building

*“I share lots of thoughts and experiences with staff to get over my problems and to get through my care.”*

a positive role and identity. Everyone is encouraged to take responsibility for their own lives.

We aim to work with service users to promote social inclusion and maximise independence, although we must balance these goals with the need to protect others from harm. We do this by working with a variety of other agencies including safeguarding children services, national offender management and victim contact services.

Recovery is at the centre of everything we do at Newton Lodge. Our services and care pathways are all based on a recovery approach. Our main aim is to help individuals on their journey to build a meaningful and fulfilling life.

*“I have found out that I should stay away from drugs and alcohol so that I stay well.”*



## Treatment and therapeutic interventions

A wide range of treatments and therapeutic interventions are available to you depending on your needs. These include:

- Anger management
- Offending behaviour
- Thinking skills and problem solving
- Mental health awareness
- Substance misuse
- Managing violence and aggression
- Daily living skills
- Family work and interventions
- Community skills
- Relapse prevention
- Anxiety management
- Psycho-social interventions

You are expected to take part in treatment interventions and are encouraged to identify personal recovery goals. A range of tools are used to support this including My Shared Pathway; Recovery Star and Wellness Recovery Action Plans. Our ethos is to work in partnership with you to enable you to move through a pathway and leave secure care.



*“All the sessions have been excellent.”*

## Transfer and discharge

Our dedicated care pathways help to ensure that you do not spend a moment longer than necessary in secure care. How long you need to remain in hospital will depend on the progress you make and how quickly you recover.

Transfer to other services and discharge to the community will be carefully planned by your clinical team to ensure you receive care and support to meet your needs. Your MDT will support you to plan for and manage these transitions effectively.

*“I have learned how to stay well and understand my illness.”*

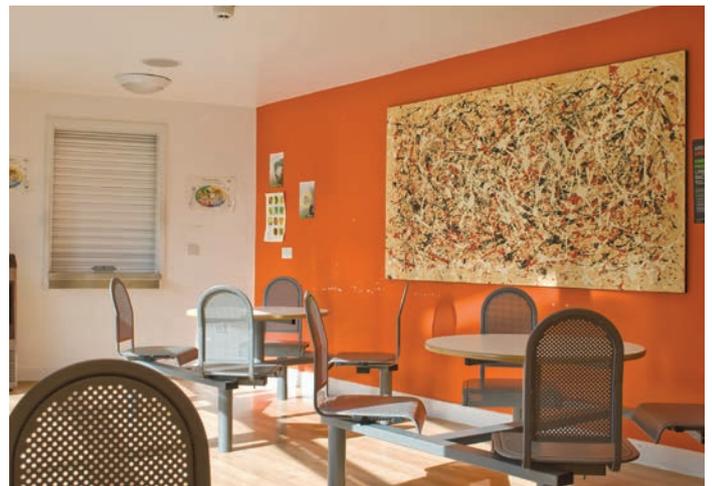
## Wellbeing

We offer a range of services to support your wellbeing and meet your physical health care needs including:

- Primary care team (GP and practice nurses)
- Dietitian
- Physiotherapy
- Smoking cessation
- Pharmacy
- Health and exercise practitioner

The primary care or nursing team can also refer you to other services if required including:

- Chiropody/podiatry
- Dentist
- Optician
- 'Well Woman' and 'Well Man' clinics



*“On the whole a pleasant experience with improvements in my mental health.”*

If you *Believe*  
In yourself  
*Anything*  
Is possible



# The Care Programme Approach (CPA)

**CPA is the framework used within mental health services to assess your health and social care needs, plan and deliver care and ensure this is regularly reviewed.**

Every service user at Newton Lodge will be on the CPA and will have an identified care co-ordinator who is responsible for organising regular review meetings and ensuring the CPA process is implemented effectively.

*“I now have my life back thanks to Newton Lodge.”*

## What is a CPA review?

Every service user will have regular CPA meetings or 'reviews'. The CPA review is when your needs will be discussed and a care plan to meet these needs agreed. Service users have the opportunity to be fully involved in planning their CPA review, this includes agreeing who to invite (this may include an advocate or relative) and how the meeting is organised.



## When will I have a CPA review?

There will be an initial CPA review 12 weeks after your admission; further reviews will then take place every 6 months.

## Who will be at the meeting?

Members of your MDT will attend along with any external professionals involved in your care, for example a community social worker, community psychiatric nurse or probation officer. Carers and relatives can also attend if you wish.

You can choose who you would like to chair your review meeting. You can either chair the meeting yourself or if you prefer your responsible clinician or another member of your MDT can do this. We will support and arrange this with you.

## What will happen at my CPA review?

After everyone at the meeting has been introduced, each professional working with you will provide a progress report which will have been shared with you before the meeting. There will be an opportunity for both yourself and visitors to contribute to the discussion and ask any questions.

A care plan will be agreed to meet your needs which will be reviewed again at your next CPA meeting. After the meeting you will receive a copy of your care plan.

The CPA process remains in place throughout your admission and is very important in planning your care, treatment and future transfer or discharge.

# The Mental Health Act

**The Mental Health Act is the legislation under which a person can be admitted, detained and treated in hospital for a mental health problem without their consent.**

At Newton Lodge, all of our service users are detained and treated under the Mental Health Act.

Being admitted to hospital under the Mental Health Act is commonly known as 'being sectioned'.

In order for someone to be detained under the Mental Health Act they must be suffering from a 'mental disorder' which requires assessment or treatment in hospital. This includes psychosis; affective or mood disorders (for example depression, bipolar and hypomania); personality disorders; and organic disorders such as dementia.

Someone with a learning disability can only be detained in hospital under the Mental Health Act if their learning disability is associated with abnormally aggressive or seriously irresponsible behaviour. The Act does not apply to individuals with a drug or alcohol related problem alone.

The Code of Practice for the Mental Health Act (2008) provides guidance to everyone concerned with the implementation of the Act, including service users, carers and relatives.

Your rights will be read to you on a monthly basis or at times when your section or treatment changes.

If you wish to receive more information about the Mental Health Act please contact a member of your MDT.

## Community leave

Leave from hospital is authorised by your responsible clinician in consultation with your MDT. If the Ministry of Justice are involved in your care then your responsible clinician will also need to seek their approval.

Leave requests should be discussed with your MDT, your primary nurse will then develop a care plan with you which will be agreed at your CTM.

## Advance statements

Service users are encouraged to discuss their treatment needs with their MDT and record their wishes by completing an advanced statement.

## Appeals

The Mental Health Act provides various safeguards and rights to individuals detained in hospital. One of these rights is the right to appeal against their detention in hospital to either a mental health tribunal or the hospital managers. You have the right to instruct an independent legal representative to assist you in your appeal.



## Mental Health Tribunals

You can apply to the First-tier Tribunal (Mental Health) if you're detained as a patient in a psychiatric hospital under a section of the Mental Health Act and want to be discharged. The tribunal's role is to review cases and direct discharge where the legal criteria for this are met. The tribunal is independent and will listen to both sides of the argument before making a decision. Following an appeal to the tribunal a meeting or 'hearing' will take place at the hospital. The tribunal panel, the MDT and the service user, along with their legal representative and anyone who the service user would like to represent their interests (usually a family member or advocate) attend the hearing.

### The tribunal panel consists of three members:

- A Judge.
- A tribunal doctor.
- A lay member with expertise in mental health.

The tribunal panel will hear evidence from all those present at the hearing. They will also consider reports provided by the MDT, the pre-hearing examination by the tribunal doctor and any independent psychiatric reports available. Collectively the tribunal panel make a decision whether a service user should remain detained under the Mental Health Act or be discharged from hospital.

*“Having been in prison I got my freedom back once I was in hospital.”*

## Hospital managers' hearing

The hospital managers at hearings are an independent group of people employed by the Trust to ensure the Mental Health Act is correctly applied and that service users' rights are upheld.

When a service user appeals, a meeting or hearing is arranged and a panel of three hospital managers consider reports and hear evidence from the MDT, the service user and their legal representative to decide whether the legal criteria for continued detention in hospital are met.



## The nearest relative

The Mental Health Act gives a person who is identified as your 'nearest relative' certain rights and powers, including the right to request your discharge from hospital. The Act sets out a hierarchical list of people who are eligible to be someone's nearest relative which is dependent on your unique personal circumstances.

It is important to note that your nearest relative is defined by law and may not be the same person as your next of kin.

## Advocacy

Service users have access to an Independent mental health advocate (IMHA) or Independent mental capacity advocate (IMCA). Advocates can help support you to represent your views; raise concerns or make a complaint; access your records and attend meetings with you. In some circumstances an advocate can also act on your behalf or make decisions 'in your best interest' if you are unable to do this yourself due to your mental health. Advocates regularly attend all wards and you can access the advocacy service both directly or through a member of your clinical team.

*“People are here because they are unwell.”*



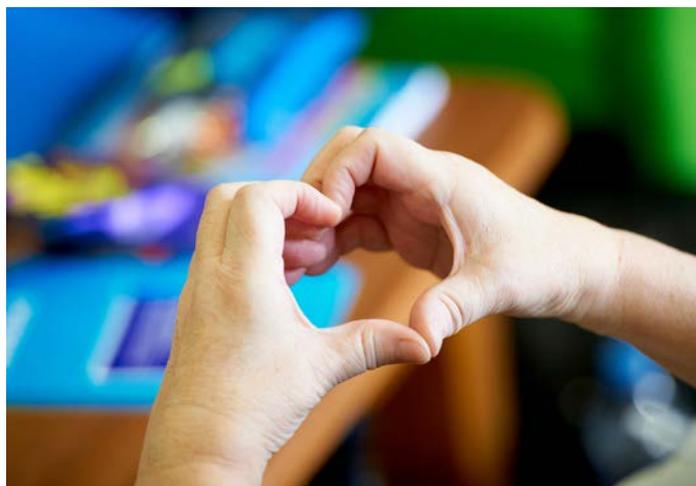
# Families and carers

**We actively encourage service users to involve their carers and family in their care and treatment. Support from relatives and friends can often help people in their recovery journey and assist them during their time in hospital.**

Having a family member or friend in hospital can often be upsetting and stressful. To support your carer and family we have staff carer champions on each ward and hold regular carers' dialogue groups and engagement events providing information on a range of relevant topics and issues.

These sessions also provide an opportunity for carers to share their experiences with others and receive support within a safe environment - the forensic social work team can provide further information to you or your friends and relatives.

*“No matter how bad things get never lose hope; there is always light at the end of the tunnel.”*



*“Hold on to your dreams because they can still be yours.”*

*“A great place to stay when in need, thank you.”*



# Visiting

**At Newton Lodge we recognise the importance of staying in touch and maintaining relationships with family and friends.**

## Booking a visit

All visits must be planned in advance around your care, treatment and activity sessions. Please give us 24 hours notice so that we can make any necessary arrangements. Visits are not permitted during meal times and different wards may have specific visiting procedures. Dedicated rooms are available to provide privacy for your visit.

Up to three visitors are permitted at any one time. Should you wish to receive more than three visitors please discuss this in advance with the nurse in charge of your ward.

Visits are actively encouraged, however, on rare occasions visits may have to be cancelled or rearranged at short notice. If this happens you will be provided with an explanation by the nurse in charge of the ward.

All visitors are required to bring identification on their initial visit to the service; this is to safeguard you, other service users, your friends and relatives.

To arrange a visit please speak to a member of your nursing team.

*“I now have community leave which means I have more freedom.”*

## Contact with children

Newton Lodge has a specific procedure to follow before a child is able to visit or have contact with their relative. This involves the forensic social worker meeting with the family and child/children to discuss the contact and ensure any necessary arrangements can be made.

Once this has been discussed and agreed by the MDT, a care plan will be agreed to ensure visits are as enjoyable and positive as possible. All child visits to Newton Lodge take place in a dedicated, comfortable family visiting room away from the ward area.

If you have a close relative who is under 18 years old and you would like to have contact with them during your stay in hospital, please contact your forensic social worker.

## Remember

**There are lots of other important ways to stay in touch with family and friends including telephone contact and sending a card or letter!**



## Confidentiality

Regardless of illness or disability, everyone has a right to privacy. This means that we will not usually disclose information to anyone without your consent. For further information on confidentiality and data protection, please see a member of your MDT.

## Compliments and complaints

Your feedback is welcome.

If you wish to comment on, compliment or complain about any of the services provided by the Trust, please ask a member of staff for details of how to do this. If you need advice or assistance in making your views known please contact our customer services team:



0800 587 2108



customer.servicesSWYT@nhs.net



Customer services  
South West Yorkshire Partnership  
NHS Foundation Trust  
Block 10 Fieldhead  
Ouchthorpe Lane  
Wakefield  
WF1 3SP

*“Newton Lodge has been a better experience than prison.”*



## Our website

The Trust's website contains information about the organisation and its services and about mental health and learning disabilities and how to look after your wellbeing.

You can also sign up as a member of the Trust on our website and view our latest news.



[www.southwestyorkshire.nhs.uk](http://www.southwestyorkshire.nhs.uk)

# My MDT

Record important names and contact details below

**Address:** Newton Lodge, Ouchthorpe Lane, Wakefield, WF1 3SP.

**Ward:**

 Telephone:

**Consultant Psychiatrist:**

 Telephone:

**Primary Nurse:**

 Telephone:

**Forensic Social Worker:**

 Telephone:

**Occupational Therapist:**

 Telephone:

**Psychologist:**

 Telephone:

**Forensic Case Manager:**

 Telephone:

**Probation Officer:**

 Telephone:

**Community Team:**

 Telephone:

**Other:**

 Telephone:



With **all of us** in mind.