

# St Oswald's Young Adults Service Your Guide



## Our Team

Carole Dixon is our Children and Young Adults Service Manager and Lynne Young is the Social Care Lead.

Your day-to-day Care Team is made up of:

- Team leaders
- Deputy team leaders.
- Registered nurses
- Nursery nurses
- Care support workers
- Physiotherapist
- Chaplain

We are supported by a Children and Young Adults Service Administrator, Administration/Reception Assistant, a Housekeeping Team and Volunteers. We share our medical, complementary therapy, maintenance and catering services with the adult unit.



Our Team

## All About Us

St Oswald's provides a short break service for young adults within a 'home-from-home' environment. Care and support is provided by specialist staff who aim to provide a warm and friendly atmosphere. We are committed to ensuring that you receive the highest quality care.

Based in Gosforth, Newcastle upon Tyne, our purpose built facility provides accommodation for up to six children and young adults at any one time.

## What will happen when you arrive?

On arrival a member of the Care Team will have a chat with you and your family. This will include an assessment and update of your needs so that we can care for you properly during your stay with us.

We'll strive to work with you closely to make sure that we maintain your daily routine.

When staying for a planned break, it is entirely up to you how you spend your time.

## Introduction to working with you

As part of your introduction to the service we will plan your care with you and with your permission, discuss daily routines with your main carers.

You will be allocated a Primary Worker who will record all the plans made and be your contact member of staff during your stay. This will not mean that they will provide all your personal care but they will be responsible for ensuring that all staff understand your needs.

## Who will be looking after you?

Our Care Team includes nurses, a physiotherapist, care support workers, and nursery nurses. One of our staff members will be assigned to you every shift to help maintain your daily routine.



Other members of our team include doctors, a chaplain, a physiotherapist and complementary therapist who all work together to make you stay as comfortable as possible. We also offer a Family Support Service to all our families - please ask a member of staff for more details.

## Planning Ahead

Your stays will be planned in advance. You'll be informed in advance of the dates of your stays to enable your carers to make plans. Health and social care professionals work with us to agree how many nights you will stay with us throughout the year.

## Medical Cover

St Oswald's medical team provides day-to-day cover. We have access to a consultant but should we need advice about you, we will also ask your own medical team.

However, we are not a hospital and should you become acutely unwell while staying with us, we will follow your emergency care plan.

## What facilities do we have?

### Bedrooms

We're able to look after six children and young adults each night on the unit. Each bedroom has a TV, DVD player, music system and an internal telephone line that allows incoming calls from family and friends.



Each room has a bed settee should you wish to have a friend stay over.

Every bedroom has a shared en-suite bathroom. This includes a height adjustable bath, toilet and sink.



All bedrooms have a ceiling track hoisting system which allows easy access from bed to chair, and a direct route to the bathroom. Bedrooms also have a visual or audio monitoring system so staff can observe you during the night.

You're more than welcome to bring along personal items such as DVDs, laptops and mobile phones. You can bring anything else including duvets or other preferred bedding for your comfort.

Please bring suitable clothing for seasonal weather. A checklist will be enclosed with your first confirmation of stay letter.

### Young Adults Room

This multi purpose room includes a comfortable and relaxing sitting area, a computer area, beverages point and television/media area. There is a Mi-Hub entertainment centre, Kinect games unit, Blu-Ray player and a tablet computer.



This area has its own garden that has direct access from the sitting area.

## Multi-purpose sensory room

This room is extensively fitted out with a range of 'sensory' equipment, designed to provide you with fun and pleasure as well as stimulation and relaxation.

A laundry is also available, this includes a washing machine, dryer and iron. The washing machine is for domestic use only.

## Young adults social group

A Young Adults social group takes place once a month with the aim of bringing young people together to socialise and take part in activities. It also offers peer support - and lots of fun!

Previous social groups have included clay pigeon shooting, a fishing trip, pamper nights, Christmas parties and a trip to Battlezone Laser.



## What's outside?

The gardens at St Oswald's are looked after by volunteer gardeners. They ensure that there is always something to see when you look out of the window. There is a sensory garden with plants of different textures and smells as well as a summer house and sun awning.

Adjacent to the Young Adults Room there is a garden with a patio area, this area is for the use of young adults and their visitors. Vegetables are grown in the garden and we also have a hedgehog house, bird box and bat box.



## Chaplaincy

Davina Radford is the Chaplain at St Oswald's and you will regularly see her around the unit. Davina is available to everyone, those with religious beliefs and those of no particular faith. Davina is here to help with your spiritual care.

Davina holds regular services in the Chapel and spends time on the unit talking to children and young adults and their families.

Your own clergy or religious leaders are welcome to visit at any time. There is a leaflet about our Chaplaincy service in your welcome pack.

## Volunteers

St Oswald's has a large volunteer workforce who give their time, skills and expertise to help staff to care for those who use our services.

You will meet volunteers on the unit who help with cleaning and working in reception as well as supporting the staff in caring for you.

## Important information...

Whilst using the facilities at St Oswald's there are a few guidelines that we ask you to adhere to:

### Activities and Recreation



There'll be opportunities for you to go on outings during your stay. We will pay for activities but if you request a particular activity, you may be asked to contribute to the cost. Support workers will discuss activities with you to ensure that we find things to do that you enjoy. You may want to bring a small amount of pocket money for personal use.



### Medications

There is a secure medicine cupboard in each bedroom. Please ensure that you bring enough medication to last your stay, that it is in date and in the original packaging. You can administer your own medication or the care staff team can do this for you.

### Keys



There are keys for the medicine cupboards in your bedroom. These will be given out on arrival. There is a locked cupboard in the bedroom for your personal belongings.

### Computers

There are computers and gaming consoles available in the unit. There is WIFI access so please bring your own laptop with you if you wish. We ask that you are mindful of what you access on your laptop in a public area due to the presence of young children and others who may be offended.



St Oswald's has policies on the use of computers and accessing social networking sites, for example, Facebook and Twitter. These policies apply when using all computers and mobile phones whilst staying with us. This will be explained to you and a copy is in your Welcome Pack.





## Alcohol

There is an Alcohol Policy which is strictly adhered to. This will be explained to you and a copy of this is in your Welcome Pack.



## Smoking

There is a designated smoking room, for **patients only**. This room is located on the Inpatient Ward. Please ask staff if you would like to use this room.



## Car Parking

All young adults will be allocated a large car parking space, allowing easy access to the building and a safe transfer. Car parking is free of charge.



## Pat Testing

All electrical equipment belonging to you will require a safety check on your first stay and yearly thereafter. Staff will visually check your equipment at every stay to ensure that it remains in a state of good repair.



## Fire Safety

Fire safety and evacuation procedures, should there be a fire, will be discussed with you at the beginning of your stay. Staff receive regular training on what to do should the fire alarm sound.



## Security

CCTV and controlled access protect the building 24 hours a day. You should not let anyone else into the building. Please let staff know if you are expecting visitors.



## Meals and Confectionery

You will be offered a healthy and varied diet whilst staying with us, in accordance with your medical needs. If you request take away meals, you will be expected to pay for these.

Sweets, crisps, pop and other confectionery are available at our main Adult Reception.

## Visitors

Your friends and family will be welcome to visit you while you're staying in the unit.

If you would like friends to visit whilst you are resident with us, please negotiate this with the Care Team.



## Telling it like it is

### Your thoughts

St Oswald's are committed to providing 'a quality time for everyone' and are constantly looking for ways to improve the services offered to you, your family and friends. Any suggestions or comments as to how we could improve our services are very welcome.

A Feedback Bank box is located in reception. Please complete the accompanying slip, either anonymously or including your contact details – whichever you prefer. We will acknowledge all identifiable suggestions.

All suggestions received are given to our Clinical Information and Admin Manager for collation, where they are given consideration and - where possible – your ideas will be implemented and improvements will be made.

## Accessing your information

You can legally apply to see all the health information or personal data we hold about you. If you'd like to do so, please fill in our request form (ask a member of staff for help if you would like) and send it to Helen Eadington, our Corporate Services Director, at the address on the back of this leaflet. A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to records should be met within 40 days. However, as per our policy, we aim to respond within 21 days where possible.

## Complaints

We hope you'll have no cause for complaint, but should this be the case, please make it known to a member of our care team. We'll always do our best to resolve any problems or issues that you might have.

However, if you're not satisfied with this response, a formal written complaint should be made to our Chief Executive.

We have a formal complaints policy which will be followed in the case of all written complaints. A copy of this is in your Welcome Pack.

On receipt of a complaint, we'll acknowledge it in writing within two working days. The complaint will be investigated within 15 working days (exceptional circumstances may take 20 working days).

If you need to make a formal complaint, please contact:

The Chief Executive  
St Oswald's Hospice  
Regent Avenue  
Gosforth  
Newcastle Upon Tyne  
NE3 1EE  
Tel - 0191 285 0063

Or alternatively;  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
National Contact Centre Tel -  
0300 061 6161  
Email - [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website [www.cqc.org.uk](http://www.cqc.org.uk)

We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.

If you would like to know more about our work, please visit our website:

[www.stoswaldsuk.org](http://www.stoswaldsuk.org)



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