Feedback, compliments or complaints

If you want to make a comment, suggestion, compliment or complaint about the service you can:

- Talk to those directly involved in your care
- Ask a member of the team for a feedback form
- Feedback via our website: www.cnwl.nhs.uk/feedback
- Contact PALS (Patient Advice and Liaison Service) on 020 3214 5773 or email: pals.cnwl@nhs.net
- PALS (for Chelsea and Westminster Hospital): 020 3315 6727 or email: pals@chelwest.nhs.uk
- PALS (for St Mary’s Hospital, Paddington): 020 3312 7777 or email: pals@imperial.nhs.uk

Useful numbers

- **CNWL (Out-of-Hours Urgent Advice Line): 0800 0234 650**
- **Admiral Nurse Service** (Nurses who provide support for carers who have relatives with dementia): 020 3219 091, cnw-transomcnwreferral@nhs.net
- **Samaritans**: 08457 90 90 90
- **Alzheimer’s Society**: 0300 222 11 22
- **Sane** (Mental Health Charity): 0845767 8000
- **Mind** (Mental Health Charity): 020 8519 2122

This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

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Arabic

هذة الورقة متوفرة أيضاً باللغات أخرى والأحرف الطبعة الكبيرة وبطريقة مرئية للأفراد الذين يعانون من نقصية.

Farsi

این متن به همراهی با نسخه‌های دیگری بارگذاری شده و در چاپ منتشر شده است.

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waweyn, fara indhoolaha (Braille) iyo hab dhegaysi ah markii la soo c消失d.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

Este documento também está disponível e pode solicitarse en outros idiomas, letra grande, braille y formato de audio.

Spanish

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabetie Braille’a lub w formacie audio.

Turkish

Belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.
About us
We provide mental health assessment and treatment for people over the age of 65 who are inpatients at either St Mary’s Hospital or Chelsea and Westminster Hospital.

We work alongside the physical health treating teams in the hospital who have asked us to become involved in your care. Our team includes doctors, nurses and occupational therapists.

Why do we become involved in your care?
The team looking after you will ask us to become involved in your care if they feel you may have some of the following conditions, alongside your physical health symptoms, that may be directly affecting your recovery:

• Psychosis
• Depression
• Memory problems
• Psychological distress
• Delirium
• Addiction problems

The assessment process
You will be seen by a member of our team who will chat to you about your symptoms. You may be asked questions about how your problem is affecting you, this may be physically or emotionally.

We may complete a memory test with you. This is nothing to worry about and is a standardised part of our assessment process.

Following the assessment
What will happen after assessment is dependent on your needs. We may:

• Recommend that you are referred for counseling, start medication or have more tests or a combination
• Refer you for more involvement with community based mental health teams on your discharge from hospital
• Come to review your care again during your admission and give advice to the clinical team looking after you.
• Contact your GP to see you on discharge and monitor any medication we have started.

Medication
If we feel you would benefit from starting medication we will gain your consent first before starting this. We will provide both written and verbal information about the medication and also discuss alternative options with you, if available.

Talking to others
At times it may be necessary for us to contact your family to discuss how you have been. We will gain your permission before doing this.

We will write to your GP once we have stopped seeing you, if you do not want our assessment to be sent to your GP then please inform a member of the team.

Consent and confidentiality
Our involvement in your care can generally only occur with your consent. If you no longer wish us to be involved in your care, you can inform any member of your team and we will withdraw our involvement.

Our team is bound by professional codes of practice and we are legally required to protect your confidentiality at all times. We may however disclose information to other professional bodies such as the Police if we feel others or yourself are being placed at any risk.