Understanding what your named nurse can do for you
Information for service users and carers
What is a named nurse?

Within the first 72 hours (Three working days) that you are in hospital a trained mental health nurse will be identified from the ward team to take a special interest in your care, treatment and wellbeing.

Your named nurse will introduce themselves to you and discuss your care needs.

Why do I need to have a named nurse?

The Patient's Charter states that every patient must be provided with a named nurse responsible for their care.

What is my named nurse responsible for?

- Coordinating the care you receive during your stay in hospital
- Working with you to create a written plan of nursing care called a ‘care plan’. This clearly outlines the individualised care and treatment you will receive whilst in hospital based on your needs
- Providing you with relevant information about the care and treatment you receive, ensuring that your views as an individual are respected and that your cultural, spiritual, physical and emotional needs are addressed
- Acting as a link with other professionals and services during your stay in hospital, e.g. contacting advocacy if this is your wish
- Offering an advocacy role by giving you the opportunity to discuss your wishes prior to the weekly medical ward review, to ensure your views are accurately represented and to support you
- Talking to your family or friends about your care (with your consent), helping them to gain a better understanding of your care, treatment and needs
- Informing you about all treatment options available to you
• Encouraging you to take an active role in your own care and treatment, acknowledging any difficulties you may have with this
• Helping you and your family or friends to discuss new ways of coping with concerns and offering information that may be useful to you
• Planning for your discharge from hospital. This starts from an early stage of your stay. Your named nurse will be working with you to ensure that this runs as smoothly as possible.

**How often will I see my named nurse?**

Your named nurse will see you on a one to one basis at regular intervals (at least twice a week) during your stay in hospital.

**What do I do if my named nurse is off duty?**

If your named nurse is unavailable for any reason please speak to any of the other nurses on the ward about any problems, worries or concerns that you may have.

If your named nurse is absent from the ward area due to sickness or holiday, a second nurse will be identified to act as a stand in for your named nurse.

**What happens if I move to another ward?**

There may be times when due to your individual needs, you will be required to move to a different ward during your time in hospital. If this happens a new named nurse will be allocated to coordinate your care in liaison with your previous named nurse.

**What do I do if there are problems?**

If you feel that you cannot work with your named nurse for any reason, then please approach the ward manager or the deputy ward manager who will talk through any issues with you to reach a satisfactory solution.
What about confidentiality?
At all times, healthcare records are treated with respect and the information they contain is protected in accordance with the Data Protection Act (1998). This Act is designed to protect your rights and ensure confidentiality. In consultation with you, your information will be shared with people involved in your care. However, information cannot be kept confidential if in doing so it could pose a risk to yourself or others.

How do I give feedback about the service?
If you have a concern, please feel free to speak with a member of the team in the first instance if you wish. Alternatively, the Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. You can contact SED on:

Tel: 0300 555 0535 or 01384 325014 Fax: 01384 324567 Email: SED@dwmh.nhs.uk Address: SED, Second Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS

If you require this leaflet in another language or format such as large print, braille or easy read please contact the communications team on 01384 325022 or email communication@dwmh.nhs.uk.

Useful information

Your named nurse

Your consultant

Your ward

Your care coordination

Your ward manager

Leaflet Control
Ref: SO33a Issue Date: January 2016
Version: 3 Review Date: January 2017