

BAIT

Behavioural Analysis and Intervention Team



Information for patients

Shining a light on the future



A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

Who are we?



BAIT are a team of people trained to work with adults with learning disabilities who also have serious challenging behaviour.



We also work with families and carers.

What do we do?



We work with people who hurt themselves or others when they are upset.

We try to find out what makes people upset, angry or sad and try to help.



To do this we may need to talk to you and to other people.

How will we help?



We can...

Talk about what is important to you.

Talk to you about what you want to change.



Help others to look after you in the way you want.



Ask you or others to write down what happens each day. This will help us to understand your behaviour.



Together we will write a plan called a Behaviour Support Plan to help others to understand how to support you.

Appointments



A member of our team will contact you by phone or letter within 10 working days.

Consent



We will talk to you about what we can do to help.



We will ask you if you are happy for us to work with you.



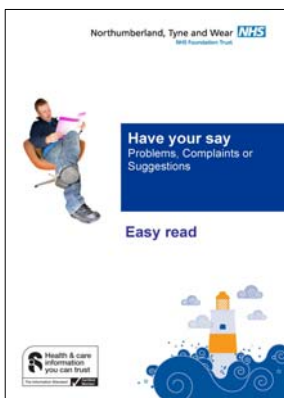
You can say **yes**



You can say **no**

It's up to you

Problems, complaints or suggestions



Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let one of our team know your idea.

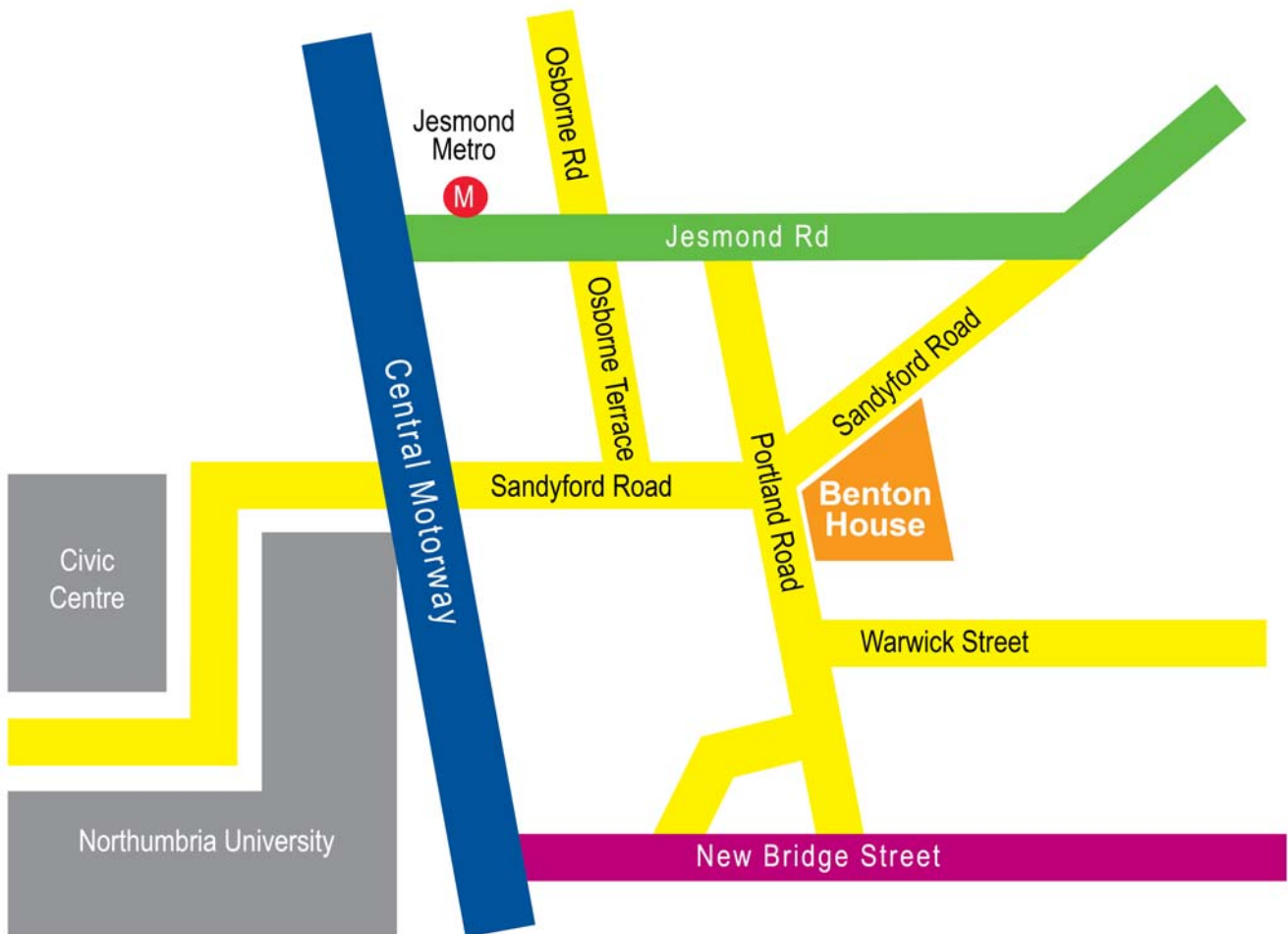
Contact details

Newcastle BAIT
First Floor
Benton House
136 Sandyford Road
Newcastle upon Tyne
NE2 1QE
Tel: 0191 210 6881
Fax: 0191 210 6882

Office hours: Monday to Friday 9am – 5pm

A map and travel details are at the back of this leaflet.

Map of Benton House



Entrance: from Sandyford Road, off Portland Road

Nearest bus: Arriva – 6, 306, 308
Go North East – 58, 307, 309, 310
Stagecoach – 38

Nearest Metro: Jesmond Metro

For further information Contact Nexus Traveline
Tel: 0871 200 22 33 or Website: www.traveline.info/



Further information about the content, reference sources 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, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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