INTRODUCTION

Area 61 is our Teenage and Young Adult (TYA) Unit for young people aged 16 to 24 with cancer and is part of the TYA Service at the University Hospitals Bristol NHS Foundation Trust. The Unit opened in 2014 and is situated in the Bristol Haematology and Oncology Centre (BHOC). It is one of several Teenage Cancer Trust units around the country – these are principal treatment centres which provide specialist age-appropriate care and facilities for young people.

This brochure will introduce you to the services available to you and the people you might meet during and beyond your treatment.

“The TYA Unit has a ‘home like’ feel, allowing you to feel as comfortable as possible while receiving the best care you need.”

Kimberley, TYA Patient

DO I HAVE A CHOICE IN WHERE I’M TREATED?

The short answer... yes!

The long answer... All young people who are diagnosed with cancer have the right to be treated in a principal treatment centre like Bristol.

If you come to Bristol, you will be treated in Area 61.

If you decide not to come to Bristol, you will have your treatment at another ‘Designated’ TYA Hospital in the South West (unless you require a specific treatment which is only available at a particular hospital). All the ‘Designated’ TYA Hospitals have close links with the team in Bristol.

Wherever you have your treatment, you will always have access to a dedicated TYA Nurse Specialist and the Bristol team will know about you and your treatment so that extra help can be offered if you need it.
ABOUT AREA 61

INPATIENT UNIT
Area 61 is built over two floors with one floor dedicated to inpatients, featuring five large single en-suite rooms. Each room has a sofa bed for family or friends to stay overnight along with TV/DVD and plenty of storage space. And yes, there is free WiFi (we thought you might be wondering).

DAY CARE UNIT
This is for day patients whose treatment is short and who do not need to stay overnight. Along with three treatment pods, two consulting rooms and a procedure room, there is a social space with sofas and a small kitchen area where you can relax as you wait for clinic. This is also where you can find the TYA Team office. Please feel free to use the other social spaces on Area 61 and get involved with any activities on the unit (provided treatment allows).

SOCIAL AREAS
Social areas are provided primarily for young people who are patients. Family and friends may use these spaces when accompanying you.

THE CHAT ROOM
The chat room is a large social space where you and your family and friends can chill out, meet other young people and families, and take part in the activities and workshops on offer. There are facilities for gaming, films, a pool table, table football, sofas, a large dining area and a kitchen. This is where the Youth Support Co-ordinator will organise activities, workshops and projects for you to enjoy.

Also on the inpatient unit you’ll find a Gaming/DVD room, a ‘Snug’ room for when you’d like to curl up with music or a good book, and a Quiet Room. You can use these rooms at any time, but if you’ll be out if sight it’s a good idea to tell your nurse where you will be.

KITCHEN
Within Area 61 we are very fortunate to have a kitchen space with facilities for patients and visitors to make drinks and snacks – there is also a microwave for preparing hot food. We ask you to use the kitchen and appliances safely and responsibly, so that all our patients and their visitors can benefit from this facility.

Important: The hospital cannot be held responsible for any accidents or incidents that happen because of any misuse of the kitchen or any of the appliances (or from eating something that you have cooked for yourself!)
SOCIAL ACTIVITIES

There is a weekly programme of activities and events facilitated by the Youth Support Coordinator. These include activities both on and off the unit, so when you feel well enough there is loads for you to enjoy and lots of opportunities for you to try new things and meet other young people.

YOU MIGHT ENJOY...

• DJ/Music workshops
• Thorpe Park
• Arts and crafts
• Longleat Safari Park
• Cupcake decorating
• The Clothes Show Live
• Indoor golf sessions
• Harry Potter WB Studios
• Circus Skills
• Christmas Panto
• Look Good Feel Better workshops
• Find Your Sense of Tumour weekend at Center Parcs
• Gigs at the Royal Albert Hall
• Ellen Macarthur Cancer Trust sailing trips

“Area 61 is relaxed, homely and family like”

James, TYA Patient
MOBILE PHONES
Mobile phones are allowed on the unit but we do ask that you keep them on silent or on vibrate mode. We ask that you are mindful of others around you when using your phone and respect people’s privacy and need to rest.

VISITING
Visiting times are flexible and your friends and family are welcome to visit you any time, however we do ask that you are considerate of other young people staying on the unit and try not to make noise overnight. Between the hours of 10pm and 7am visiting is restricted to allow patients time to rest.

SMOKING
Smoking is not allowed in any of the hospital buildings but there are dedicated smoking shelters within the hospital grounds. If you’d like support regarding reducing or stopping smoking, please speak to one of the team.

DRUGS AND ALCOHOL
Drugs and alcohol are not permitted anywhere on Hospital property. If you have any concerns and would like further information or support, please speak to one of the team.

OUT OF AGE PATIENTS
Occasionally, due to demands within the hospital, it may be necessary for patients 25 years and over to be cared for in the short term on Area 61. While on the unit these patients are able to benefit from the facilities in their bedroom but are asked to refrain from using the social spaces which are provided for young adults aged 16-24.

PRACTICAL STUFF
GETTING HERE
You’ll find Bristol Haematology and Oncology Centre (BHOC) on Horfield Road, Bristol. Postcode: BS2 8ED. It is also signposted as Zone D.

There is a small hospital car park and limited parking in nearby car parks. Discounted parking permits for these car parks are available. Speak to the Receptionist in BHOC to find out which car parks are included and to purchase a parking permit. Alternative parking is available at Trenchard Street car park and Cabot Circus car park.

ACCOMMODATION
Young people may travel from all over the South West to receive treatment in Bristol. We understand that you might want your family or close friends nearby to support you. CLIC Sargent and SACO have some free local self-catering accommodation which you may be able to access depending on availability. Speak to a member of the TYA Team to find out more.
SHOPS AND CASH MACHINE
A corridor on Level 3 links Zone D (BHOC) to Level 2, Zone A (BRI). This is close to where the cash machine and on-site shops are located. There are a number of shops in the BRI (Zone A) including Marks & Spencer, Boots and WHSmith. BHOC is located near to the city centre just 10-15 minutes walk from the main shopping areas.

FOOD & DRINK
There are loads of great cafes and restaurants within walking distance of the hospital and accommodation. It’s one of the good things about being in the middle of the city! If you’re looking for something in particular why not chat to your nurse or other young people on the Unit - it’s a great ice-breaker!

WHAT WE CAN EXPECT FROM EACH OTHER
We expect you and your family/friends to help us by following some basic rules, which are in place to help everybody get on together and keep you and your visitors safe:

• Please respect other people and their property
• Do not use inappropriate language and/or behaviour and consider other people around you at all times
• Please bring your own headphones with you whenever possible, which we may ask you to use after 10pm
• Visitors’ beds and bedding to be tidied away during the day by 10am
• Please respect the staff and their decision-making. Decisions are made in the best interest of all patients and their needs
• Violent or aggressive behaviour towards staff, other patients/families and property on the unit is not acceptable
When using the kitchen:

• Please remember to wash your hands (in the round sink) before doing any food preparation, and before you eat.

• Please follow the food guidelines or restrictions you have been given for your type of treatment – ask one of the nurses or the dietician if you are not 100% sure if something is OK for you to eat or drink.

• Please keep the kitchen TIDY and CLEAN.

• Do NOT leave any food cooking in the microwave or toaster and go into another room – PLEASE stay in the Chat Room if you are doing any cooking! However boring it can be in hospital, we would rather not have a visit from the fire service for a bit of excitement!
AREA 61
TYA UNIT
PHILOSOPHY

OUR PURPOSE
To provide age appropriate care to 16 to 24 year olds with cancer, supporting them and their loved ones through their treatment and cancer journey. Teenagers and Young Adults are at the heart of everything we do.

OUR VALUES
RESPECT
We respect each other as individuals with regard to age, disability, gender, position, race, religion and sexual orientation. We do this through recognising the unique needs of teenagers and young adults, their families and carers.

RESPONSIBILITY
We encourage individuals to participate in all aspects of their care. We acknowledge that our patients have different needs and requirements and we embrace Trust protocols and professional codes of conduct in order to remain accountable at all times.

HONESTY
We encourage openness and honesty in all elements of our communication and practice.

INNOVATION
We strive to be responsive, creative and flexible, aiming to grow through improvements in efficiency, productivity, and quality. We share best practice locally and nationally, trialling new developments in research and optimising best practice and care.
SUPPORT

THE TEENAGE AND YOUNG ADULT (TYA) SERVICE
We know that the needs of teenagers and young adults with cancer are both complex and individual, and are not the same as the needs of children or older adults.

We have a specialist team of professionals who will support you throughout and beyond your cancer diagnosis and treatment, and respond to your emotional, social and practical needs, remembering that you are a young person and an individual. The TYA Team will work in a positive, flexible, creative way to meet your needs and recognise your priorities. They will also support your family, friends, partner, colleagues, teachers... basically anyone who is affected by what you are going through.

We see the young person first, cancer diagnosis second. All members of the team involved in your care will be happy to answer any questions that you may have, or find the best possible person to do so. You will also be given a logon to the IAM (www.tyaiam.co.uk) so you can instantly access information and advice resources. This will also allow you to flag any concerns or questions to the team. We have a wide range of information booklets on different subjects available, but if you would like something in particular please ask.

HERE ARE SOME OF THE PEOPLE YOU’RE LIKELY TO MEET:

TEENAGE CANCER TRUST LEAD NURSE
The TYA Lead Nurse can help with any problems you may encounter with your care or with the service.

Their role is to lead the TYA service and ensure that high standards of care are adhered to at all times. If you have any comments or feedback about your care and/or the development of the service please get in touch.

Contact: 07827 270638

TEENAGE CANCER TRUST NURSE SPECIALIST
The TYA Nurse Specialist can provide advice, support, advocacy and signposting to other services for you and your family. The Nurse Specialist also has an active role in providing education and training for staff in caring for this unique group of patients.

Contact: 07827 896110
TEENAGE CANCER TRUST YOUTH SUPPORT COORDINATOR (YSC)
This role is non-medical and provides you with individually tailored support, activities on and off the unit and any extra advice or information you may need. They are here to listen if you’d like to talk about your experiences of cancer, however they are also here for you to talk to about anything else that affects you and your wellbeing – things like sex and relationships, body image and self-esteem, careers and work experience, drugs and alcohol... so whether you want a chat, a distraction, or a change of scenery, have a chat with your YSC!

Contact: 07917 210607

CLINIC SARGENT YOUNG PERSON’S SOCIAL WORKER
Your Social Worker is able to provide a wide range of support to you and the people who are important to you, to help you cope with the emotional impact of cancer. They will help you deal with any concerns you may have around your finances (help with accessing grants and benefits), employers, school, college, university, and housing. Your Social Worker may also be able to help with practical issues such as getting to and from hospital, parking and accessing accommodation nearby. Whatever is worrying you, you can have a chat with your Social Worker and they’ll do what they can to help.

Contact: 07795 641775

CLINICAL PSYCHOLOGIST
Clinical Psychologists provide support and psychological assessment for young people with cancer. This support may be offered to you, and your family, if you are feeling very anxious or distressed about what having cancer means to you or the treatments you are undergoing. If you are feeling anxious or distressed, please speak to a member of the TYA Team about the support available. If your team thinks that you would benefit from a referral to a Clinical Psychologist, this will only be made after discussion and agreement from you.

MACMILLAN TYA WELLBEING COORDINATOR
We know that if we support people to maximise their physical and mental well-being, this helps them get through treatment as best they can, improves long-term outcomes and also helps them with any other challenges that life may bring in future.

The Wellbeing Co-ordinator can offer you 1:1 and group sessions to support you in maximising your wellbeing in ways which matter to you. This role works closely with occupational therapy, physiotherapy and dietetic services and the rest of the TYA team to help you be the best you can be through cancer and beyond.

Contact: 07760 165967
WHO CAN I SPEAK TO IF I HAVE ANY MORE QUESTIONS?

We hope this information will help to answer some of your questions. If you need any more information please ask the staff looking after you.

For further information, please see the TYA service website:  
www.uhbristol.nhs.uk/tya

USEFUL NUMBERS:

**Area 61 Teenage Cancer Trust**
Inpatient Unit:
0117 3421133 ext 21133

**Area 61 Teenage Cancer Trust**
Day Unit:
0117 3427198 ext 27198
Switchboard: 0117 923 0000

HERE ARE SOME WEBSITES AND HELP LINES THAT YOU MIGHT ALSO FIND USEFUL:

www.teenagecancertrust.org
Provides information about cancer, events and activities you can get involved with and an online support network that puts you in touch with other young people with cancer.

www.jtvcancersupport.com
This website contains video diaries from other young people about their experiences with cancer.

www.uhbristol.nhs.uk
This is the main hospital website.

www.macmillan.org
A useful website with information about types of cancer, investigations and side effects of treatment.

www.clicsargent.org
CLIC Sargent provides clinical, practical, financial and emotional support to help young people cope with cancer and get the most out of life. From diagnosis onwards they aim to help the whole family deal with the impact of cancer and its treatment, life after treatment and, in some cases, bereavement.
Feedback

University Hospitals Bristol has an integrated ‘PALS’ and complaints service, known as the Patient Support and Complaints Team. We can provide the following help to patients, relatives and carers:

- Non-clinical information and advice
- A contact point for patients who wish to provide a compliment or general feedback about our services
- Support for patients with additional support needs and their families/carers
- Management of complaints

You can contact us:

- By phone on 0117 342 1050
- By post to Patient Support & Complaints Team, University Hospitals Bristol
- At the Welcome Centre, Queens Building, Bristol Royal Infirmary, Upper Maudlin Street, Bristol, BS2 8HW
- By email: pals@uhbristol.nhs.uk

This leaflet has been produced by the staff of TYA South West Teenage Cancer Trust Unit with the help of young people and the Teenage Cancer Trust.