

# Newcastle Psychiatric Liaison Service

Personalised patient information

## **What do the Psychiatric Liaison Team do?**

The Psychiatric Liaison Team provides assessment of mental health, and treatment of any mental health problems, to people attending a general hospital. Although we are employed by the mental health trust and not the general hospital, we work very closely with the general hospital team.

## **Who are we?**

We are mental health professionals: specialist medical doctors (called 'psychiatrists'), registered mental health nurses, clinical psychologists, other specialist mental health professionals, and administrative staff.

We are a 24 hour service based at the Richardson Unit in the Leazes Wing of the RVI.

The hospitals we cover are:

- Royal Victoria Infirmary
- Freeman Hospital

We have been asked to see you by your general hospital team, who remain the team responsible for your overall care.

## **During our involvement you may be asked to:**

- Take part in your assessment, so that we can agree with you what needs you may have and how we might help them be met.
- Give permission to us to speak to others (for example, your family).
- Give permission for us to share information with others concerned with your care.

People who know you well, such as your family, can always speak to us; we will listen to them but will not normally share any information with them about you without your consent.

## Interpreters

If you require an interpreter, please let your referrer know so that one can be arranged for you.

## When you are seen we will always try to do the utmost possible to respect your privacy and dignity

- You can be seen in a private area, if one is available.
- You can choose whether or not a relative, friend or advocate accompanies you.
- We will encourage you to be involved in decisions about any treatment offered.

## You may be offered:

- An appointment to see us again, in the near future.
- Information and a choice of possible interventions by agencies that will be able to support any plan agreed with you.

## After the assessment:

- The plan is written in this leaflet; this may be called a **care plan** when it is in your medical notes.
- Relevant information you gave to the psychiatric liaison staff will be given to the hospital team looking after you.
- You have the right to receive copies of any letters written to your GP.

## Our postal address is:

Newcastle Psychiatric Liaison Team  
Richardson Unit  
Leazes Wing  
Royal Victoria Infirmary  
Newcastle upon Tyne, NE1 4LP

## Our telephone number is:

0191 282 4842 or 0191 282 0045

# The Stress Bucket

We use the stress bucket to explain how everyday stress can build up and up and feels too much sometimes. When we reach the limit of the bucket, stress overflows. We try and cope the best ways we know how. We know that some people have more to manage in life and their buckets can often feel very full.

Different stressors drop into the bucket like water and fills it up.



The Stress Bucket by Braddan and Turkington (2002)

# My Bucket

1. What stress has been coming into my bucket in the last few days?



2. What's already in my bucket that feels stressful?



3. What are my less helpful or harmful ways of coping?

4. What ways might help me cope better with my stress?

## My safety plan

Thinking about what your stressors are and how they impact you can help you make plans to keep yourself safe in the future.

What are my triggers and warning signs that my stress/  
distress is overflowing?

Getting through right now.

What will help me in the next few minutes and hours?

What do I need?

Making the situation safer.

Can I make the situation safer around me e.g., not having  
more medication around than I need.

What lifts my mood?

What calms me down?

What distracts me?

Who are the people that support me?

Family/Friends

Professionals

Emergency Professional support.

## Your plan of care which has been agreed upon is:

## Professionals who I can contact:

Your GP.....

**Samaritans** Tel: 116 123 (24 hours)

If you want urgent advice from a mental health professional or it is an emergency, then you can contact your local Initial Response/ Crisis Team at any time, 24 hours a day every day of the year:

- **Cumbria**  
Freephone **0800 652 2865** Text number for people who are Deaf and/or have communication difficulties - **07795 656 226**
- **Newcastle and Gateshead**  
Freephone **0800 652 2863** Text number for people who are Deaf and/or have communication difficulties - **07919 228 548**
- **Northumberland and North Tyneside**  
Freephone **0800 652 2861** Text number for people who are Deaf and/or have communication difficulties- **07887 625 277**
- **Sunderland and South Tyneside**  
Freephone **0800 652 2867** Text number for people who are Deaf and/or have communication difficulties - **07889 036 280**



## Useful organisations and websites

### **Hub of Hope**

[www.chasingthestigma.co.uk](http://www.chasingthestigma.co.uk)

If you or a loved one is struggling with any mental health concern, we urge you to start with the Hub of Hope, to find the most relevant and readily available support near you, when you need it. With more than 1,800 local, regional, grassroots and national services currently listed, and that number growing each day, the Hub of Hope is the UK's go-to mental health support signposting tool.

### **Shout**

Shout 85258 is a 24/7 UK text messaging service for times when people feel they need immediate support. Struggling to cope? Text SHOUT to 85258

### **Calm Harm App**

The urge to self-harm is like a wave. Learn to ride the wave with the free Calm Harm app using these activities: Comfort, Distract, Express Yourself, Release, Random and Breathe.

### **Papyrus – prevention of young suicide**

0800 0684 141 open 24/7 or text 0786 003 9967

### **Changing Lives**

[www.changing-lives.org.uk](http://www.changing-lives.org.uk)

A nationwide charity helping people facing challenging times to make positive change.

### **The Silver Line Helpline**

[www.thesilverline.org.uk](http://www.thesilverline.org.uk) Telephone: 0800 4 70 80 90

A free confidential telephone support for older people, provided by Age UK.

### **If U Care Share**

[www.ifuchareshare.co.uk](http://www.ifuchareshare.co.uk) Telephone: 0191 387 5661

Provide a range of services fundamental to our three main aims of prevention, intervention and supporting those bereaved by suicide.

## **Anxious Minds**

[www.anxiousminds.co.uk](http://www.anxiousminds.co.uk)

You can drop-in anytime for a cup of coffee and a chat at our Recovery Centres and everyone who registers for Counselling gets an assessment appointment within a couple of weeks.

## **Recovery College Collective – ReCoCo Newcastle**

[www.recoverycoco.com](http://www.recoverycoco.com)

Peer-led educational courses, workshops and recovery support.

## **SomeOne Cares**

[www.someonecares.org.uk](http://www.someonecares.org.uk) Telephone: 0191 257 8094

SomeOne Cares offers a free counselling service for survivors of abuse, specialising in childhood sexual abuse, rape and sexual assault.

## **Cruse Bereavement Support**

[www.cruse.org.uk/get-help](http://www.cruse.org.uk/get-help) Helpline: 0808 808 1677

Grief is a natural process, but it we know it can be devastating. You are not alone. We are here to support you.

## **Crisis Skylight Newcastle**

For people at risk of homelessness, telephone: 0191 220 0622 or [enquiries.newcastle@crisis.org.uk](mailto:enquiries.newcastle@crisis.org.uk)

## **Newcastle Integrated Domestic Abuse Service (NIDAS)**

24 hour confidential helpline for anyone in Newcastle.

Telephone: 0191 214 6501

[www.newcastleidas.co.uk](http://www.newcastleidas.co.uk) or [nidas.team@thirteengroup.co.uk](mailto:nidas.team@thirteengroup.co.uk)

## **Gateshead Domestic Abuse Team – Gateshead Council**

For advice and support, please contact our Domestic Abuse 24 hour helpline 0191 433 3333

## **Andy's Man Club**

[www.andysmanclub.co.uk](http://www.andysmanclub.co.uk)

At Andy's Man club is a judgment-free, confidential space where men can be open about the storms in their lives. We aim to achieve this through weekly, free to attend peer-to-peer support groups for men aged over 18.

## **Drug and Alcohol Services**

### **George Street Social**

Telephone: 0191 691 5280

Provides a safe place for people in all stages of recovery, as well as the general public to enjoy an alcohol-free social space.

### **PROPS**

[www.props.org.uk](http://www.props.org.uk) or telephone: 0191 226 3440

Family recovery service, improving the lives of families affected by alcohol and drug use.

### **Newcastle Treatment and Recovery (NTaR)**

Referral by email: [NTARreferrals@cntw.nhs.uk](mailto:NTARreferrals@cntw.nhs.uk) or by telephone: 0191 206 1117

### **North Tyneside Recovery Partnership (NTRP)**

Referral by telephone: 0191 640 0180

### **Gateshead Recovery Partnership**

Contact them on 0191 594 7821 or [grp.referrals@cgl.org.uk](mailto:grp.referrals@cgl.org.uk)

### **Northumberland Recovery Partnership**

Telephone: 01670 798 200

## **NHS Talking Therapies**

### **NHS Talking Therapies Newcastle**

Telephone: 0191 282 6600 or refer online at  
[www.vitahealthgroup.co.uk](http://www.vitahealthgroup.co.uk)

### **NHS Talking Therapies North Tyneside**

Telephone: 0191 295 2775 or refer online at  
[www.northumbria.nhs.uk/talkingtherapies/](http://www.northumbria.nhs.uk/talkingtherapies/)

### **NHS Talking Therapies Northumberland**

Telephone: 0300 3030 700 or refer online at  
[www.mhm.org.uk/talkingtherapises-northumberland](http://www.mhm.org.uk/talkingtherapises-northumberland)

### **NHS Talking Therapies Gateshead**

Telephone: 0191 283 2541 or online at  
[www.gatesheadtalkingtherapies.nhs.uk](http://www.gatesheadtalkingtherapies.nhs.uk)

## **Consent and confidentiality**

We will usually only see you if you have given your explicit consent. Similarly, you are free to opt out of seeing us at any time. Anything you say is treated in strictest confidence and will only be shared with other members of the team and with other people involved in your health care, such as your GP.

Members of the team work within professional Codes of Conduct and follow NHS Policies that ensure confidentiality is maintained at all times. The only exception to this would be if the Team believed that there was a significant risk you would seriously harm yourself or others, or information was obtained about possible harm to vulnerable people such as children.

If you have any concerns at all about confidentiality please speak to any member of the team.

## **Patient and carer information**

There is a range of patient and carer information on the Trust's website – [www.cntw.nhs.uk/resource-library](http://www.cntw.nhs.uk/resource-library) – which includes information on mental health and wellbeing, information on medicines, side-effects and how to manage them and mental health act information leaflets in 28 languages.

There are also 23 self help guides written by NHS clinical psychologists with contributions from service users and healthcare staff. Titles cover Depression and Low Mood, Stress, Controlling Anger, Panic, Sleeping Problems and Anxiety.

[www.cntw.nhs.uk/selfhelp](http://www.cntw.nhs.uk/selfhelp)

## What if I have a comment, suggestion, compliment or complaint about the service?

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

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)
- scan this QR code with your phone, this will take you directly to the Points of You survey.

SCAN ME



## Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

## North of Tyne

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre.  
Tel: 0191 246 7288

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