

Psychiatric Liaison Team Northumberland and North Tyneside

Personalised Younger Persons
Patient Information



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Introduction

This leaflet provides you with information about the Psychiatric Liaison Team (PLT). If you are not sure about anything in this leaflet please ask a member of staff.

What does 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. The general hospital team will ask us to review you if they have any concerns relating to your mental health. We can then provide an assessment and offer you support.

Who you may meet:

- Specialist medical doctors (called 'Psychiatrists')
- Registered mental health and learning disability nurses
- Specialist Nurses in younger persons or addictions
- Clinical support workers
- Peer supporters
- Administrative staff

What to expect during our assessment:

- There are usually two members of staff that will come to speak to you about your mental health. We will talk through what needs you may have and how we might help.
- The team may ask to speak to your family/carers, educational support, regular care providers or social workers as part of your assessment to help support you on discharge.
- We will always ask your permission to share information with others involved with your care.

Interpreters

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

Privacy and dignity

- When you are seen we will always try to do the utmost as 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.

What happens next?

- You will be offered a follow up appointment either with your regular care team if you have one, or the Universal Crisis Team. This will be discussed with you in more detail at your assessment.
- We will complete a safety plan with you which is written in this leaflet.
- Relevant information you gave to the psychiatric liaison staff will be given to the hospital team looking after you to help support you.
- We will write to your GP and other agencies involved in your care to update them; we will also ask if you would like a copy of this letter.

How to contact us?

We are a 24 hour service based at Northumbria Specialist Emergency Care Hospital (NSECH) and also provide support to other hospitals within Northumbria Healthcare.

Postal address:

Psychiatric Liaison Team
Northumbria Specialist Emergency Care Hospital
Northumbria Way, Cramlington
Northumberland, NE23 6NZ

Our telephone number is:

0191 607 2171

1. People I wish to be involved in my care:

2. Professionals who I can contact/helplines and support:

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

- Northumberland and North Tyneside - Tel: **0800 652 2861**
- Deaf service users text **07887 625 277**

3. Who can I talk to or spend time with for support? (e.g. friends, family, teachers, colleagues, clubs, helplines)

4. What can I do myself to take my mind off my problems? (e.g. listen to uplifting music, watching TV, going for a walk, reading, colouring in, mindfulness, etc)

5. Your discharge plan:

Recommended telephone support services:

childline

ONLINE, ON THE PHONE, ANYTIME

Childline 24/7 support on 0800 1111

NHS
Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Northumberland CYPS available Monday-Friday 9am-5pm on 01670 502 700 or contact the Universal Crisis Team out of hours on 0800 652 2861.

NHS
Northumbria Healthcare
NHS Foundation Trust

North Tyneside CAMHS available Monday-Friday 9am-5pm on 0191 219 6685.

Text messaging services:

YOUNGmINDS

Young Minds Crisis Messenger: text YM to 85258

shout
85258

Shout text messaging service: text SHOUT to 85258 if you are experiencing a mental health crisis and need urgent help, text for free.

Other useful services:

Northumberland

- Carers Northumberland: 01670 320 025
- Northumberland Recovery Partnership: 01670 798 200
- Talking Matters Northumberland: 0300 3030 700
- Social Services: 01670 536 400

North Tyneside

- North Tyneside Carers' Centre: 0191 643 2298
- North Tyneside Recovery Partnership: 0191 640 0180
- Talking Therapies: 0191 295 2775
- Social Services: 0191 643 2777

For all

- Someone Cares: 0191 257 8094 (Mon-Fri 9.30am-5pm)
- Samaritans: 116 123 (24hr)
- CRUSE Bereavement: 0808 808 1677
- Young Minds Parental Helpline 0808 802 5544 (9.30am-4pm)

Consent and confidentiality

We will ask you for your agreement (consent) to any plan of treatment or intervention.

There are times when we can still share information without your agreement. We will tell you if we are going to share information about you, and what that information is.

At all other times we will keep information about you confidential

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

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/
- telephone the Complaints Department on 0191 245 6672
- email 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/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

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

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

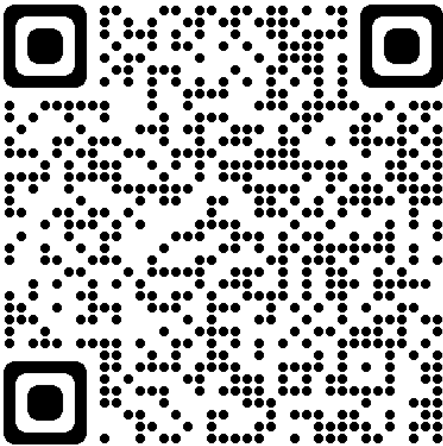
Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



You can also scan this QR code to access the Your Voice survey online.

Please enter the team/ward code: NSHL



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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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