

Northumberland and North Tyneside Psychiatric Liaison Team

Personalised patient information

What is the Psychiatric Liaison Team?

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 Northumbria Specialist Emergency Care Hospital (NSECH)

The hospitals we cover are:

- Alnwick Infirmary
- Berwick Infirmary
- Blyth Community Hospital
- Haltwhistle War Memorial Hospital
- Hexham General Hospital
- North Tyneside Hospital
- Northumbria Specialist Emergency Care Hospital (NSECH)
- Wansbeck General 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 if you want 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.

How to contact us

Our postal address is:

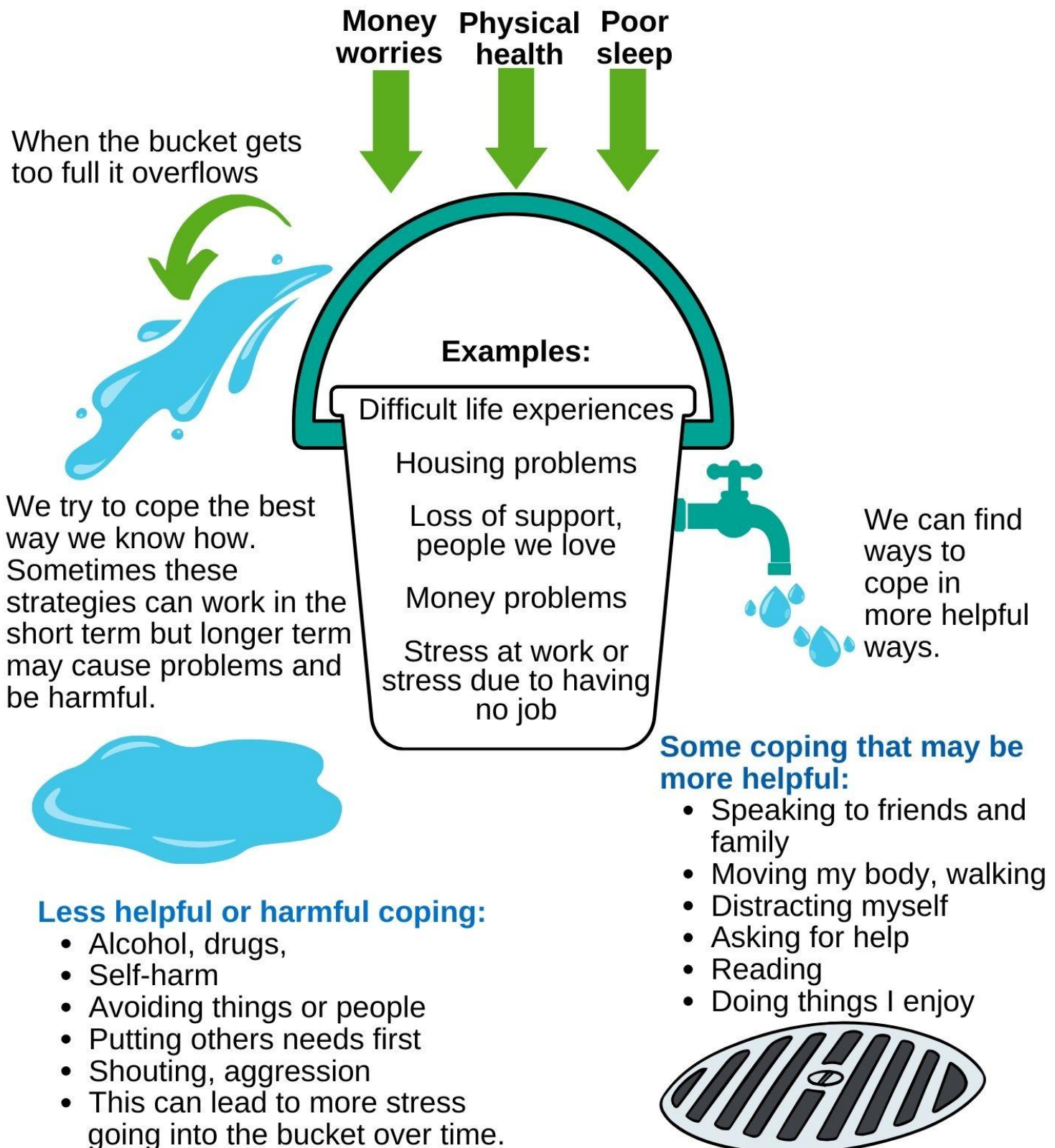
Psychiatric Liaison Team
Northumbria Specialist Emergency Care Hospital
Northumbria Way, Cramlington
Northumberland, NE23 6NZ

Our telephone number is: 0191 607 2171

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.

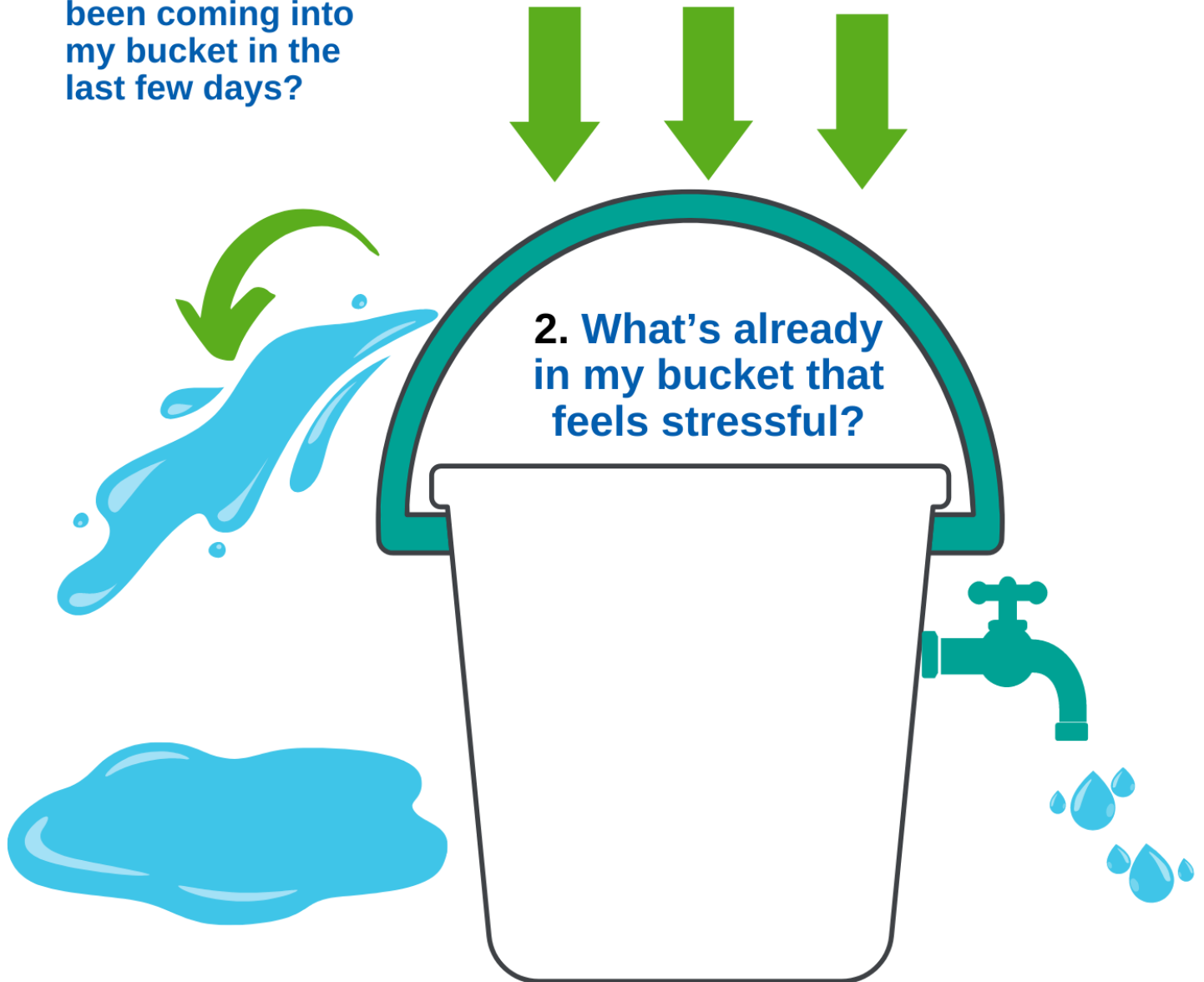
Different stressors drop into the bucket like water and fills it up.



The Stress Bucket by Brabban and Turkington (2002)

My Bucket

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



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:

The names of those involved in your assessment are:

Professionals who I can contact:

- **Your GP**
- Community Mental Health Team
- Social Workers
- Other useful contacts:

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

Call NHS 111 and select the mental health option.

You'll speak to a mental health professional who will listen and help you find the right support.

If you are Deaf or have communication difficulties, you can contact us in a crisis by:

- Texting 07860 064 775
- Using www.signvideo.co.uk/nhs111
- Contacting 18001 111 using the Relay UK app

The team **does not** provide an emergency service such as a 999 response.

Useful organisations and websites

- **Anxiety UK:** 0344 477 5774, Text 07537 416 905 (Mon-Fri 9.30am-5.30pm)
A national charity helping people with anxiety.
- **CALM:** 0800 58 58 58 (5pm-midnight, 365 days a year)
CALM Campaign Against Living Miserably, mental health support whatever you are facing.
- **Combat Stress (Veterans):** 0800 138 1619 (24hr)
Mental Health Services for Veterans
- **Crisis Text Line:** Text 'SHOUT' to 85258 (24hr)
A free confidential 24/7 messaging service for anyone in the UK who needs support.
- **Ifucareshare:** 0191 287 5661 (Mon-Fri, 9am-5pm)
www.ifucareshare.co.uk
Listen and support emotional well-being in young people and those affected by suicide.
- **MIND:** 0300 123 3393, (Mon-Fri, 9am-6pm)
We're Mind, the mental health charity. We're here to make sure no one has to face a mental health problem alone.
- **Rape Crisis Helpline:** 0800 035 2794 (Mon-Thurs 6pm-8.30pm, Fri 11am-2pm)
Help and support after rape, sexual assault, sexual abuse or any form of sexual violence.
- **Samaritans:** 116 123
Works to make sure there's always someone there for anyone who needs someone. Available 24 hours a day, 365 days a year.
- **SANEline:** 0300 304 7000 (4.30pm-10.30pm 365 days a year)
Provides an out-of-hours helpline offering emotional support, guidance and information to anyone affected by mental illness.
- **Someone Cares (survivors and supporters of abuse):**
0191 257 8094
A free counselling service for survivors and supporters of abuse, specialising in childhood sexual abuse, rape and sexual assault.

Northumberland

- **Carers Northumberland:** 01670 320 025
A charity which provides information and advice to unpaid carers. They can support carers in accessing help for the person they care for, reduce their feelings of social isolation and empowering them to have a voice.
- **Northumberland County Council (Housing):** 0345 600 6400
Provide information about housing services and benefits, and guidance for landlords and tenants.
- **Northumberland Recovery Partnership:** 01670 798 200
A dedicated service for anyone experiencing problems with drugs and alcohol.
- **NHS Northumberland Talking Therapies:** 0300 3030 700
Offers free psychological treatment for people aged 16 and over who have a GP in Northumberland. Provides one-to-one talking therapy for depression, anxiety, stress, and other mental health related problems. Also offer Couples Therapy for Depression.
- **Safe Haven: 01670 336 139 (2pm-10pm, 365 days a year)**
Compassionate, practical, out-of-hours support for people over 18+ years in mental health crisis in Northumberland.
Address: The Bothy, 14 Laburnum Terrace, Ashington, Northumberland, NE63 0XX
Website: www.everyturn.org/crisis-support/safe-havens
- **Social Services:** 01670 536 400

North Tyneside

- **Children and Adolescent Mental Health Services (under 18):** 0191 219 6685
- **Cruse Bereavement:** 0191 276 5533
Provide bereavement support and information.
- **Housing Advice:** 0191 643 2520 (Out of Hours 0191 200 6800)
- **North Tyneside Carers' Centre:** 0191 643 2298
Provide a confidential support service to carers, from information, advice and guidance to emotional support and training, we're here.

- **North Tyneside Recovery Partnership:** 0191 640 0180
NTRP is a dedicated service for anyone in North Tyneside, who is experiencing problems with drugs and/or alcohol. The service does not have any age restrictions therefore is able to provide support to those of all ages. We are here to help you get well and stay well.
- **NHS North Tyneside Talking Therapies:** 0191 295 2775
We provide evidence-based psychological treatment for anyone experiencing a common mental health condition that impacts on their daily life. These may include stress, depression, anxiety, panic, obsessive compulsive disorder (OCD) and post-traumatic stress. We can also provide specialist support for people with long-term conditions such as COPD, heart disease and diabetes to help with anxiety and/or depression related to this.
- **Social Services:** 0191 643 2777
- **Safe Haven:** 0191 217 3203 (2pm to 10pm, 365 days a year)
Compassionate, practical, out-of-hours support for people over 18+ years in mental health crisis in North Tyneside.
Address: The Anchorage, 80-84 Park Road, Wallsend, North Tyneside, NE28 6QY
Website: www.everyturn.org/crisis-support/safe-havens

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. This includes information on mental health and wellbeing, medicines, side-effects and how to manage them, and mental health act information leaflets in 28 languages:

www.cntw.nhs.uk/resource-library

A range of useful information and support resources for carers:

www.cntw.nhs.uk/carers

Self help guides

We have 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, Anxiety and many more:

www.selfhelp.cntw.nhs.uk

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 Tel: 0191 245 6672
- email complaints@cntw.nhs.uk

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 from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback
- scan this QR code with your phone, this will take you directly to the Your Voice survey, then enter code **NSHL**.



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



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 telephone 0191 246 7288

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