

Cumbria Psychiatric Liaison Service

Personalised patient information

**The information contained in this booklet
is important – please keep it safe.**

What do the Psychiatric Liaison Team do?

The Psychiatric Liaison Team supports people in a general hospital who need help with their mental health. We assess mental health needs and provide treatment for any problems that arise during their stay.

Our team also includes the Reach Out Delirium Service, which identifies people at risk of delirium and offers assessment and support throughout their admission.

Although we are employed by the mental health trust, not the hospital itself, we work very closely with the hospital team.

Who are we?

We are mental health professionals:

- Specialist medical doctors (psychiatrists)
- Mental health nurses
- Clinical psychologists
- Occupational therapists
- Other specialist mental health professionals
- Administrative staff

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

The hospitals we cover are:

- Cumberland Infirmary
- West Cumberland Hospital

We are based at:

- **East Team:** Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY
- **West Team:** West Cumberland Hospital, Homewood Road, Hensingham, Whitehaven, CA28 8JG.

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.

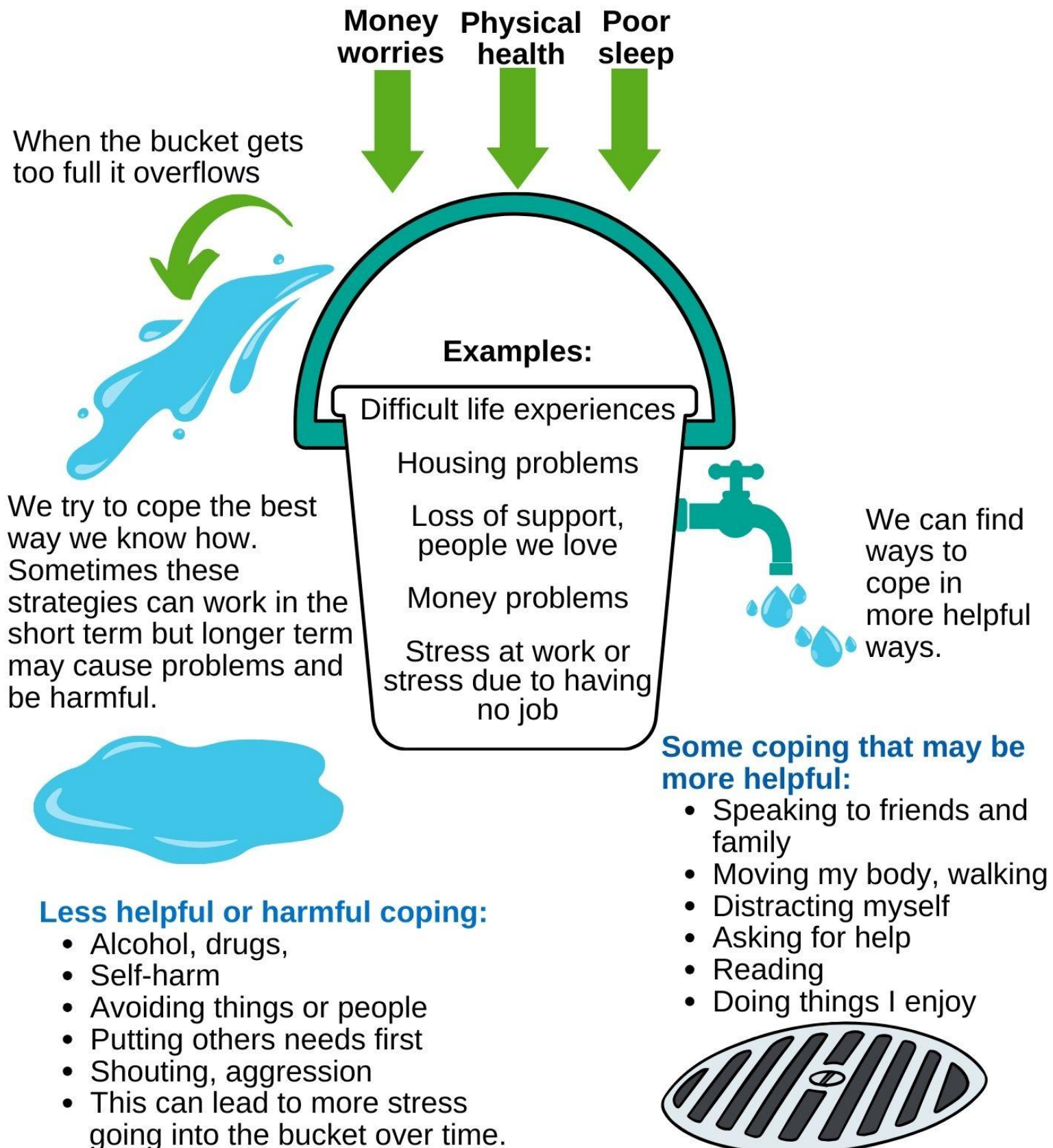
How to contact us

- **East Team:** Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY.
Telephone: 01228 603 982
- **West Team:** West Cumberland Hospital, Homewood Road, Hensingham, Whitehaven, CA28 8JG.
Telephone: 0194 668 545

The Stress Bucket

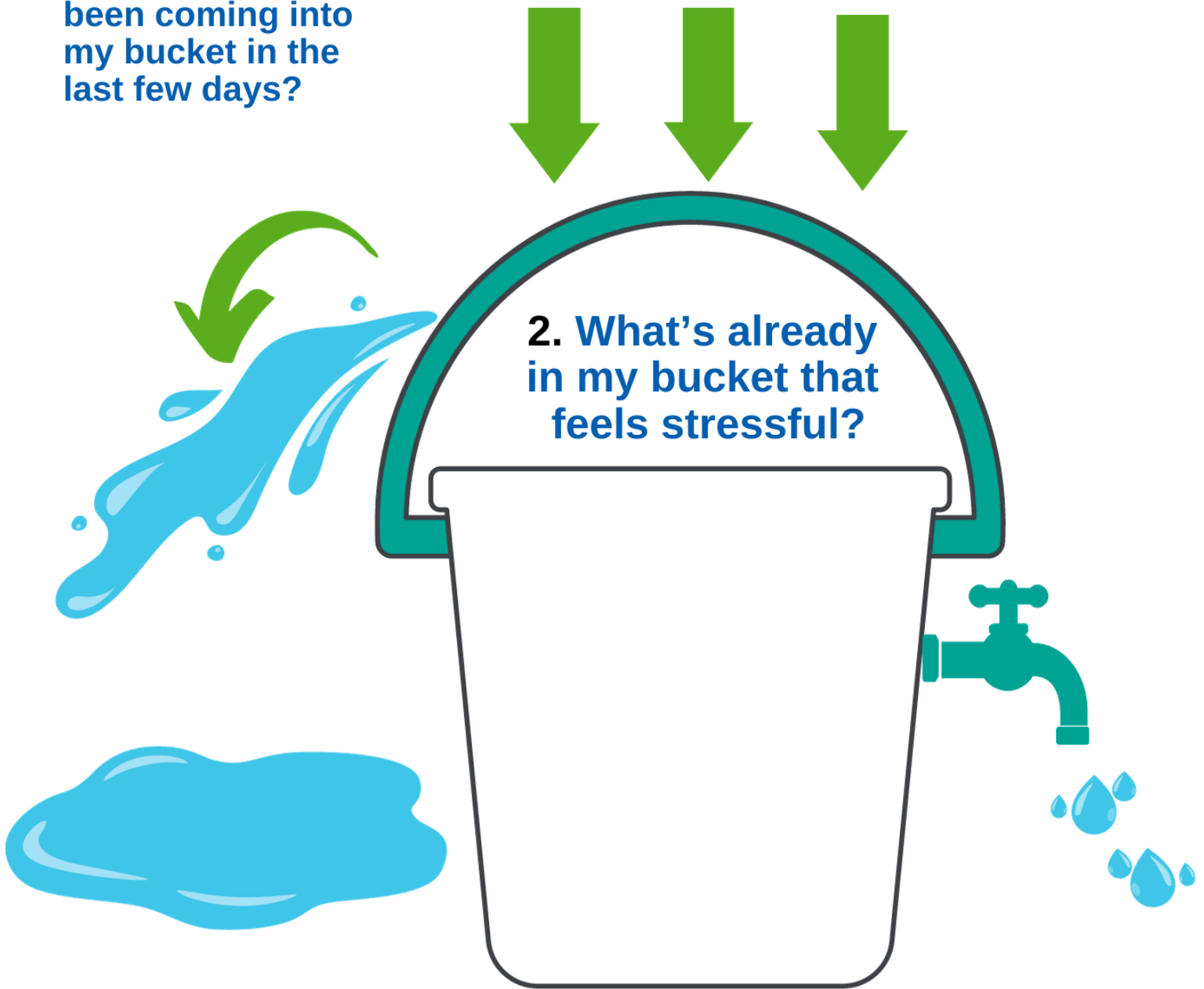
We use the stress bucket to explain how everyday stress can build up and up and feels too much sometimes. When we reach the limit of the bucket, stress overflows. We try and cope the best ways we know how. We know that some people have more to manage in life and their buckets can often feel very full.

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



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?

1. How will I know things are getting worse?

2. 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)

Useful apps and websites

- Stay Alive
- Headspace
- Clear Fear
- www.stayingsafe.net
- www.cntw.nhs.uk/relaxation

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

4. Where can I go if I'm feeling unsafe? (e.g. family home, shops, cafes, family or friends' homes, Samaritans drop in centre, alcohol, substance support groups)

5. Making my environment safe:

6. Professionals who I can contact

- 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.

7. The names of those involved in your assessment are:

8. Your plan of care which has been agreed upon is:

Helplines and support

Recovery Steps Cumbria (Alcohol and Substance Misuse)

Telephone: 01900 512300

CRUSE (Bereavement Support) Telephone: 0808 808 1677

Victim Support (Domestic Abuse Support)

Telephone: 0300 303 0157

Cumbria Alcohol and Drug Advisory Service

Telephone: 0800 245 5658

NHS North Cumbria Talking Therapies

Telephone: 0300 123 9122

Relate (relationship counselling) Telephone: 0191 232 9109

Samaritans Telephone: 116 123

Saneline (emotional support) Telephone: 07984 867 708

MindLine (mental health support) Telephone: 0300 561 0000

The Bridge Way (Sexual Assault Support)

Telephone: 0808 118 6432

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 on 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 can be found at 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 one's 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

Telephone: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Telephone: 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 to 4.30pm, Monday to Friday

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



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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