

Newcastle Psychiatric Liaison Team

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.

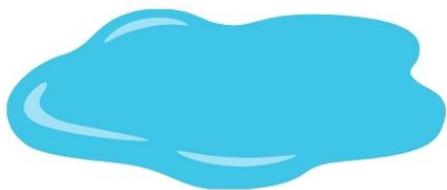
Money worries **Physical health** **Poor sleep**



When the bucket gets too full it overflows

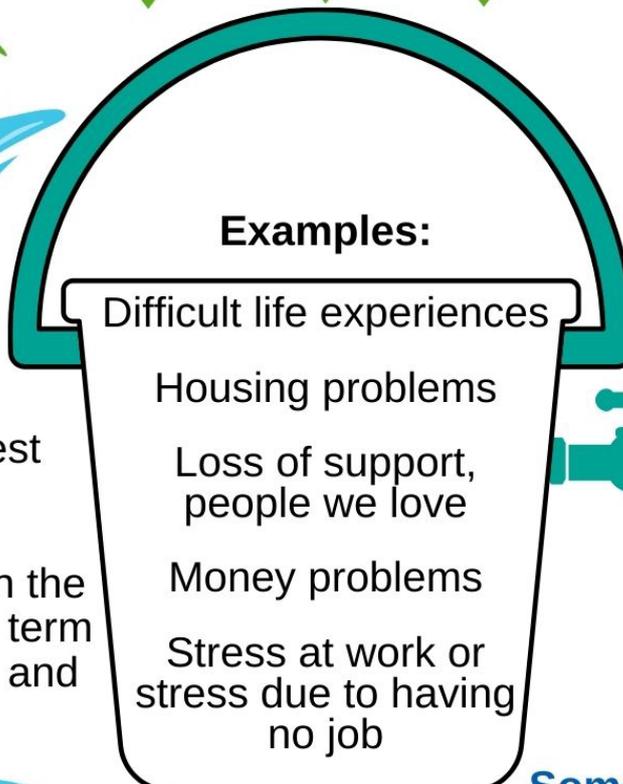


We try to cope the best way we know how. Sometimes these strategies can work in the short term but longer term may cause problems and be harmful.



Less helpful or harmful coping:

- Alcohol, drugs,
- Self-harm
- Avoiding things or people
- Putting others needs first
- Shouting, aggression
- This can lead to more stress going into the bucket over time.



We can find ways to cope in more helpful ways.

Some coping that may be more helpful:

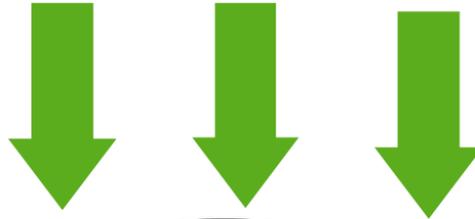
- Speaking to friends and family
- Moving my body, walking
- Distracting myself
- Asking for help
- Reading
- Doing things I enjoy



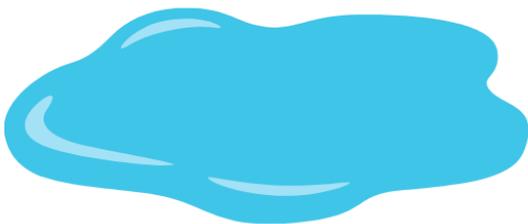
The Stress Bucket by Brabban and Turkington (2002)

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:** 116 123 (24 hours)
- **Community Mental Health Team:**

- **Social Worker/Others:**

If you need 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

Hub of Hope

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 services currently listed, the Hub of Hope is the UK's go-to mental health support signposting tool.

Safe Haven: George Street Social

Telephone: 0300 131 2000 (2pm to 10pm, every day of the year)
Provides a safe place for anyone over 18 in all stages of recovery, as well as the general public to enjoy an alcohol-free social space.
Address: 45-51 George Street, Newcastle, NE4 7JN
Website: www.everyturn.org/crisis-support/safe-havens

Shout

Shout 85258 is a 24/7 UK text messaging service for times when people feel they need immediate support. 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

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

The Silver Line Helpline

www.thesilverline.org.uk Telephone: 0800 4 70 80 90

Free confidential telephone support for older people.

If U Care Share

www.ifuchareshare.co.uk Telephone: 0191 387 5661

A range of services vital to our three main aims of prevention, intervention and supporting those bereaved by suicide.

Anxious Minds

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

Peer-led educational courses, workshops and recovery support.

SomeOne Cares

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 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

Newcastle Integrated Domestic Abuse Service (NIDAS)

24 hour confidential helpline for anyone in Newcastle.

Telephone: 0191 214 6501

www.newcastleidas.co.uk or 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

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

PROPS

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 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

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

NHS Talking Therapies North Tyneside

Telephone: 0191 295 2775 or refer online at
www.northumbria.nhs.uk/talkingtherapies

NHS Talking Therapies Northumberland

Telephone: 0300 3030 700 or refer online at
www.mhm.org.uk/talkingtherapises-northumberland

NHS Talking Therapies Gateshead

Telephone: 0191 283 2541 or online at
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. 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?

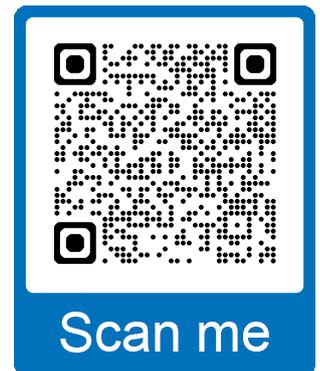
If you want to make a comment, suggestion, compliment or complaint you can:

- 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 is to complete a short online survey at www.cntw.nhs.uk/yourvoice or scan the QR code →
- 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



Our team code is: **LPRVI**

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. 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

9.00am to 4.30pm, Monday to Friday

An answerphone is always available for you to leave a message outside office hours.



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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