

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff or e-mail cwp.info@nhs.net

আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর বৃদ্ধির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

The information in the leaflet was valid at date of production on 11/06/19 and is due for review on 11/06/21.

A-WLPHW-19-801

We welcome any suggestions and feedback so we can monitor and improve our service. If you would like to provide feedback please send them to Liaison Psychiatry, Arrows Park Hospital, CH49 5PE or email cwp.liaisonpsychiatryaph@nhs.net

If you would like to complain about your care or treatment you can contact our **Patient Advice Liaison Service (PALS)** on 0800 195 4462 (free phone)



www.cwp.nhs.uk

© Copyright CWP NHS Foundation Trust (2019)

NHS

**Cheshire and Wirral
Partnership**
NHS Foundation Trust

Wirral Liaison Psychiatry Service

Service user and
carer leaflet for
hospital wards

Helping people to be
the best they can be

What is the Wirral Liaison Psychiatry Service?

The Wirral Psychiatry Liaison Service is based in Arrowe Park Hospital. We assess people aged 16 years and over who have presented at A&E, or who are inpatients at Arrowe Park or Clatterbridge hospital and are experiencing problems with their mental health. Our team of Mental Health Professionals (mainly nurses but also psychiatrists and clinical psychologists) cover the hospital 24 hours-a-day 7 days-a-week to provide mental health assessments and help hospital staff best support you.

Why do I need to be referred to the Wirral Liaison Psychiatry Service?

Hospital staff will talk to you about a referral to the Liaison Psychiatry Service. This is because they are concerned about your mental health and feel that you may benefit from a wider assessment of your psychological and social needs. The Liaison Psychiatry Service will help gain a better understanding of the links between your physical and mental health.

How long will I have to wait?

We will aim to come and see you as soon as possible after the ward staff have made a referral, usually within 48 hours. Ward staff can ask for an urgent assessment if they feel it is necessary.

What happens when I see a mental health professional for the Wirral Liaison Psychiatry Team?

We will always aim to conduct the assessment in a private room if there is one available. Assessments can take as long as needed and will depend on your individual circumstances. By listening to you we can build up an accurate picture of your current situation. It is important that you can give us as much information as possible. We may also, with your consent, ask your family members or friends their views. Assessments may be carried out by one or two members of the team. Sometimes we have students with us. If you would prefer not to have a student present at your assessment, please let us know.

We hope that you find the assessment process helpful. During the assessment, the mental health professional will work with you to come up with a plan of what happens next. This may be liaising with hospital staff so they can best support you. It may also be referring you to other mental health services, signposting you to other sources of support and advice, or offering you a follow-up discussion with the Liaison Psychiatry Team to discuss medication or have some brief psychological therapy. This could be while you are in hospital, or once you have been discharged in an outpatient clinic. The mental health professional that does your assessment will go through these options with you, and work together with you to come up with a written plan.

Confidentiality

The assessment will be shared with ward staff on needs to know basis so they can best support you whilst you are in hospital. We will also write to your GP. We will offer a copy of this to be sent to you if you wish. Details of your assessment will not be shared with anyone who does not need to know but it may be useful to share information with other health professionals involved in your care. If there is a risk to yourself or others, we may have to break confidentiality to other relevant parties (e.g. other mental health teams, police, or local authority).

Useful contacts and websites

Samaritans (24hour helpline for anyone who wants to talk)	Call 116 123 Email jo@samaritans.org
CALM (for men only, 5am-midnight)	Call 0800 55 55 55 Webchat www.thecalmzone.net
HOPELineUK (for people under 35, mon-fri 10am-10pm, weekends 2pm-10pm)	Call 0800 068 41 41 Text 07786 209697 Email pat@papyrus-uk.org Website www.papyrus-uk.org
Response Wirral (local support service including counseling for 13 to 19 year olds)	Call 0151 666 4123 Email response@wirral.gov.uk Website https://teenwirral.com/response-0
The Silver Line (for older people)	Call 0800 4 70 80 90
Talking Together Wirral (Local NHS talking therapies)	Call 0515 649 1859 Website www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/
Wirral Mind (local support including counselling and mental health information)	Call 0151 512 2200 Website www.wirralmind.org.uk/
Well-being Empowering Brighter Futures (Community support service)	Call: 0151 653 3771 Website: http://www.wellbeingempoweringbrighterfutures.org/
Tomorrow's Women Wirral (support service for women)	Call 0151 647 7907 Website www.tomorrowwomen.org.uk/
Wirral Change (support services for Black and Minority Ethnic (BME) communities in Wirral)	Call 0151 649 8177 Website www.wirralchange.org.uk
The Open Door Centre (Mental health support for those aged 15-30)	Call 0151 639 4545 Website http://theopendoorcentre.org/contact-us/
Cruse Bereavement (helpline and support for those who are bereaved)	Call 0844 477 9400 Website www.crusebereavementcare.org.uk
National Domestic Violence helpline (24hr domestic abuse helpline)	Call: 0808 2000 247 Web www.nationaldomesticviolencehelpline.org.uk
RASA Merseyside (support for those who have been raped or sexually assaulted as adults or children)	Call 0151 666 1392 Email helpline@rasamerseyside.org Website www.rasamerseyside.org/
Wirral Ways to Recovery (support and advice for drugs and alcohol)	Call 0151 556 1335 Web www.changegrowlive.org/content/wirral-ways-recovery
National Debt line (free debt advice)	Call 0808 808 4000 Website www.nationaldebtline.org/
Citizens Advice Wirral	Call 0300 330 0111 Website https://citizensadvicewirral.org.uk/
Wirral Housing Support	Call 0151 666 5511 Website www.wirral.gov.uk/housing/help-your-home/housing-related-support