

CARE PLAN

You were seen today by
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The plan from your assessment is given
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COMMENTS, COMPLIMENTS AND COMPLAINTS

We welcome any suggestions you have about the quality of the service. Please send your comments, compliments or complaints to:

The Chief Executive
Cheshire and Wirral Partnership NHS Foundation Trust
Trust Board Offices, Upton Lea,
Countess of Chester Health Park,
Liverpool Road
Chester CH2 1BQ

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, e-mail info@cwp.nhs.uk or write to:
Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwp.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টেস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ডিকানায়ে লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwp.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઈલ અથવા વિશાળ ફંટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwp.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्युपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: info@cwp.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwp.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tîp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwp.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Feedback

We welcome any suggestions you have, please send your **comments, concerns, and compliments** to: **PALS, Patient and Carer Experience Team**, Trust Headquarters, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see www.cwp.nhs.uk

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The information in the leaflet was valid at the date of production **Jan 20** and is due for review in **Jan 23**

Leaflet code: **C-HALS-17-730**

Hospital Alcohol Liaison

Information leaflet for service users and carers

INTRODUCTION

What does it mean when a staff member suggests I see a member of the Alcohol Liaison Service?

Everyone who attends hospital as a patient is asked about their alcohol use. Patients are offered a referral to our team when they indicate they may be drinking above the recommended levels made by the government.

THE SERVICE

Alcohol Liaison is a specialty which provides comprehensive alcohol assessment and recovery options to patients attending general hospitals, whether they attend out patient clinics, accident & emergency departments or are admitted to in-patient wards.

Our aim is to support patients to address their alcohol use and to reduce the amount of alcohol related attendances to the general hospital.

We are a friendly team with a non-judgemental attitude, made up of professionals with a wide range of experience in the field of substance misuse

CONFIDENTIALITY

Information held by the service is treated in accordance with Cheshire and Wirral partnership NHS foundation trust confidentiality policy. www.cwp.nhs.uk. Please ask for more details if you would find this helpful.

WHAT WE DO

- Offer you a detailed assessment of your alcohol use, social needs and treatment goals. You may bring a carer or relative with you if you wish
- Time is provided to discuss your problems with a specialised alcohol practitioner.
- This professional will want to spend time listening to your difficulties and ask you about your emotional and physical health, family and home circumstances and your past.
- With this professional, you will work through what further help you may need. This may mean referring you to a specialist community team
- This person will let your GP know of the plan.

FACTS

- More than one in ten visits to accident and emergency (A&E) departments are because of alcohol related illness or injury. There were 1,008,850 hospital admissions related to alcohol between 2012-2013
- We have hundreds of referrals to our service every year and support a large amount of people in achieving their goals
- Alcohol now costs the NHS £3.5bn per year

HELPFUL NUMBERS AND WEBSITES:

Samaritans

For those experiencing despair, distress or suicidal feelings
08457909090
www.samaritans.org

MIND

08457660163
www.mind.org.uk

WDP – New Beginnings

Chester: 0300 303 4549
Ellesmere Port: 0300 303 4550

Citizen's Advice Bureau

0844 8269690
www.cwcab.org.uk

Relate, the relationship people

03001001234
www.relate.org.uk

FRANK

Confidential drugs information and advice 24 hrs a day
0800776600
www.talktofrank.co.uk

Drinkline National Alcohol Helpline

Confidential alcohol counselling and information service
08009178282

Age Concern

0800 00 99 66
www.ageconcern.org.uk
You have a right to be treated with respect and dignity whatever your reason for coming to hospital

BEHAVIOUR TOWARDS STAFF

Our service supports the government's campaign to stop violence against NHS staff. Wilful, violent behaviour towards staff or premises will be reported to the police and will be dealt in accordance with trust policy