

Sunderland 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 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 Sunderland Royal Hospital. The hospitals we cover are:

- Sunderland Royal Hospital
- Sunderland Eye Infirmary
- ICAR (Intermediate Care and Rehabilitation – Houghton le Spring)
- St Benedict's Hospice

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.

How to contact us

Our postal address is: Sunderland Psychiatric Liaison Team, B floor, Sunderland Royal Hospital, Kayll Road, Sunderland, SR4 7TP

Our telephone number is: 0191 541 0145

Helpful contact numbers

- **Initial Response Team/Crisis Team**
0800 652 2867
- **Together in a Crisis**
(practical and emotional support for people in Crisis): 0300 131 0333
- **Sunderland Psychological Wellbeing Service**
0191 566 5450
- **WEAR Recovery** (Change, Grow, Live) drug and alcohol support)
0800 234 6798
- **Wearside Women in Need** (domestic abuse support):
0800 066 5555
- **Shout** (Crisis text service):
85258
- **Andy's Man Club** (men's mental health)
www.andysmanclub.co.uk
- **Sexual Assault Referral Centre (age 16+, 24 hours)**: 0330 223 0099
- **Samaritans**: 116 123
- **Saneline** (OOH mental health helpline, 7 days a week, 4.30-10.30pm)
0300 304 7000
- **MindOut (LGBTQ)**
www.mindout.org.uk
- **Switchboard (LGBT+ helpline)**: 0300 330 0630
- **Sunderland Council**
0191 520 5555
- **Citizens Advice**
0800 144 8848
- **Cruise (Bereavement Support)**: 0808 808 1677
- **Sunderland Carers Centre**
0191 549 3768
- **If You Care, Share (suicide bereavement support)**
0191 387 5661
- **Age UK**: 0191 514 1131
- **Alzheimer's Society**
07585 381 336
- **BASIS Sunderland (Homeless Drop In)**
0191 567 0033
- **Combat Stress (veterans)**
0800 138 1619
- **Autism in Mind**
0191 570 0047

Sunderland Psychiatric Liaison Team Safety Plan

Contributors to safety plan:

Triggers/warning signs of a crisis

Individual coping strategies

Connecting with friends and family

Social prescribing options/peer networks

Professional/emergency supports

Reducing access to means/making your environment safer

PLT Discharge Plan

Helpful Apps and resources

- **Calm Harm - free app - age 12+**
App that helps to resist or manage the urge to self-harm. You can choose a range of activities to help manage the urge to self-harm.
- **Feeling Good - offers in app purchases - age 12+**
Adapted from mind coaching used in Olympic sports to develop and guide your vision of a better future.
- **Thrive - free app - age 12 +**
Build resilience to stress, anxiety and depression
- **Stay Alive - free app - all ages**
This app is full of useful information to help you stay safe. You can use it if you are having thoughts of suicide or if you are concerned about someone else.
- **Virtual Hope Box - free app - all ages**
Simple tools for helping with coping, relaxation, distraction and positive thinking.
- **Smiling Minds - free app - all ages**
Free mindfulness and meditation app for guided meditation
- **SAM – self-help app for the mind - free app - age 12+**
Provides a range of self-help techniques organised into several main wellbeing themes.
- **Worry Tree - offers in app purchases - all ages**
This app helps you to record manage and problem solve your worries and anxiety based on cognitive behaviour therapy techniques.
- **Daylio - offers in app purchases - all ages**
Self care journal with goal mood and happiness tracker, enables you to keep a private diary without having to type a single line.
- **Kooth - website only aimed at young people**
www.kooth.com
A confidential emotional wellbeing platform for young people.
- **Family Lives - website only**
www.familylives.org.uk
Family Lives provides targeted early intervention and crisis support to families.

Patient and carer information

There is a range of patient and carer information on the Trust's website – www.cntw.nhs.uk

If you don't have internet access you can:

- telephone us on 0191 246 7288. An answerphone service is in operation outside of office hours.
- visit us at St Nicholas Hospital. We are open for anyone to call in on weekdays from 9.30am-12 noon and 1pm-4.30pm, no appointment is needed.



Self Help Guides – www.cntw.nhs.uk/selfhelp

23 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...



Mental Health Act – www.cntw.nhs.uk/resource-library

A series of Mental Health Act information leaflets in 28 languages.



Resources Search – www.cntw.nhs.uk/resource-library

Search our resources library for self-help guides, patient information, mental health and wellbeing guidance and other literature that you may find useful.



Medication – www.choiceandmedication.org/cntw

A range of patient information leaflets which provide information about medicines, side-effects and how to manage them.

A **Medicines Helpline** for CNTW service users and carers is available on 0191 245 6604 or by email at medinfo@cntw.nhs.uk (available 9am to 5pm)

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.

What if I have a comment, suggestion, compliment or complaint about the service?

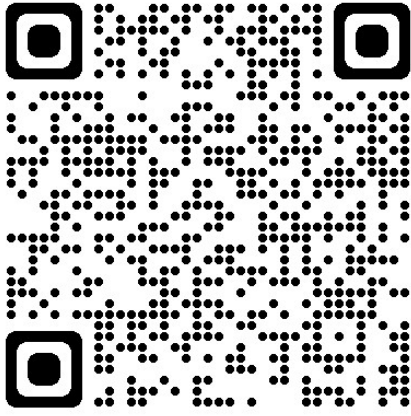
If you want to make a comment, suggestion, compliment or complaint you can:

- 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 Please note that information sent to the Trust via email is sent at your own risk

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 Please use the team code **SSHL** when completing the survey.
- complete a Your Voice survey, available from staff.



You can also scan this QR code to access the Your Voice survey online. Sunderland Psychiatric Liaison Team code - **SSHL**

- other options for sharing your feedback and experience
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 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

South of Tyne

Tel: 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 – 4.30 pm, Monday to Friday

An answerphone is available at all times 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 (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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