CARE PLAN

You were seen today by …………………………………

The plan from your assessment is given below ……………………………………………………
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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.

Hospital Alcohol Liaison

Information leaflet for service users and carers

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 March 17 and is due for review in Mar 19

Leaflet code: C-HALS-17-730
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 cost 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

Turning Point (Community Drug and Alcohol Service)
Chester: 01244409418
Ellesmere Port: 01513506500

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.