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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-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, પ્રેઇલ 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.

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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, Arrowe Park Hospital, CH49 5PE or email cwp.liaisonpsychiatryaph@nhs.net

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



www.cwp.nhs.uk

Wirral Liaison Psychiatry Service

Service user and carer leaflet for A&E

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 attended A&E, or who are inpatients 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?

A&E staff will talk to you about a referral to the Liaison Service. This is because they feel that you may benefit from a wider assessment of your psychological, physical and social needs.

How long will I have to wait?

It can sometimes take time to be seen for an assessment and it can be difficult to predict how long you will have to wait. We try our best to see you within an hour of being referred to the team and will try to let A&E staff know an estimated time for assessment. If you are receiving medical treatment we will usually wait until this has been completed before the assessment takes place. If you feel that you are unable to wait, please do let a member of A&E staff know who will be able to discuss this with you. If you decided not to see us, you will still receive your medical care as normal. Staff will only consult our team against your wishes if they think that you are not able to think clearly at that time, or if they consider you or someone else to be at risk of harm.

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

There is a private assessment room in A&E where most assessments take place. They can take as long as needed and will depend on your individual circumstances. By listening to you we can try and understand what led to you coming to A&E and 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 please let us know.

We hope that you find the assessment process helpful. We will work with you to come up with a plan of what happens next. This maybe referring you to other mental health services, signposting you to other sources of support, or offering you a follow-up appointment with the team to discuss medication or have some brief psychological therapy. We will go through these options with you, and together come up with a written plan.

We are unable to prescribe any medication when you are in A&E. If you are already on medication or medication is recommended, then we will write to your GP to ask them to discuss this further with you. If appropriate, you may be invited to outpatient clinic to discuss medication with a psychiatrist. Our team is unable to directly admit you to a mental health hospital. However, if we feel that you need this level of care, we will liaise with other mental health teams who can provide some follow-up support at home, or if needed, arrange an admission to a mental health ward.

Confidentiality

The outcome of the assessment will be shared with A&E staff. We will also write to your GP detailing the assessment and plan. This is important so they can follow up with you after you leave A&E. 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://webmerseyside.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