

MENTAL HEALTH LIAISON (MHL)

Introduction

We hope that this will provide helpful information about the MHL Team. If you are unsure about anything please ask them when they make contact.

What is the Mental Health Liaison Team?

We are a team of mental health professionals who have specific expertise in helping people who may have mental health issues who present to A&E.

The team consists of nurses and doctors who look after the mental health of patients in:

- Worcestershire Royal Hospital - Worcester
- Alexandra Hospital - Redditch

Who is it for?

Anyone over the age of 16 years who has presented to A&E with issues around their mental health can be seen by the team. This includes self-harm and depression.

What happens if you are referred to our service?

If you have been seen in A&E overnight, then the staff will have given you this leaflet to take home with you.

The team will endeavour to contact you by telephone in the first instance to discuss things. If you are un-contactable, an initial assessment will be offered with our team, via a letter sent to your home address to enable you to 'opt in' for a full mental health assessment. Appointments generally take place at A&E.

What will happen at assessment?

The assessment is an opportunity to talk about your problem, to talk about how it affects your life and to begin to get help.

We may also need to discuss your care with social services or similar agencies, if we think it would be helpful.

A written summary of the assessment will be sent to your GP and to any professional you identify as already providing you with care or treatment.

What happens after assessment?

What happens after assessment depends upon your needs. We could involve family or carers in the discussion, if you wish.

If you continue to require on-going input from mental health services, we will refer you for this in your area. Sometimes you may be best managed by your GP.

Consent and confidentiality

Anything you say is treated in strictest confidence and will be kept within the team, but may be shared with others involved in your health care such as your GP.

Exceptions, that would require disclosure would be:

- If the Team believed that there is a significant risk that you would seriously harm yourself or others
- If information was obtained about possible harm to vulnerable people such as children or the elderly.

Interpreters

If you require an interpreter please us know when we make contact.

Useful Contacts- please consider contacting for further advice

- MIND Line 0845 766 0163 Monday – Friday 9am – 5pm. Confidential service offering information, support and understanding.
www.mind.org.uk
- Rethink advice service 0208 7840 3188 Monday – Friday 10am – 1pm. Provides confidential, independent and impartial expert advice and information.
<http://www.rethink.org>
- Samaritans 08457 909090 24hrs Samaritans provide confidential, non-judgemental, emotional support.
www.samaritans.org.uk
- SANEline 08457 678000 7pm – 11pm 365 day a year. Out of hours helpline offering emotional support and information
www.sane.org.uk
- NHS '111' - when you need medical help fast, but it's not a 999 emergency.
- National self-harm network www.nshn.co.uk
- Pathways to Recovery: (which includes Substance Misuse, Alcohol Misuse and Young Persons Substance Misuse Services)

Freephone: 0808 178 3295

Kidderminster: 01562 823211

Redditch: 01527 61010

Worcester: 01905 721020

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day. If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743