

For Further Information about the  
Liaison Mental Health  
Service  
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# Liaison Mental Health Service

FOR PEOPLE WHO HAVE DELIBERATELY  
HARMED OR INJURED THEMSELVES

**Patient Information**

### ***What is the Liaison Mental Health Service?***

We are a specialist service of which:

- Offers a specialist assessment for all people who attend the Royal Shrewsbury Hospital and the Princess Royal Hospital after deliberately harming or injuring themselves;
- Works with staff in hospital and community to ensure that there is the right follow-up service available for those who need it;
- Offers short-term psychological therapy to those who are motivated to start to work on their problems after they have been discharged.

### ***What is 'Deliberate Self-Harm/Injury'?***

It's a broad term that covers a person's own actions which lead to personal harm or injury. The most common form of Deliberate Self Harm is overdosing on pain killers or other prescribed tablets but it can also include cutting, burning and hitting. For many people it happens after they have been drinking alcohol.

### ***Who is the service for?***

Any person between the ages of 16 and 64 can be seen. Those who are between the ages of 16 and 18 who are still in full or part-time education can be offered a service by the local Child and Adolescent Mental Health Service. Those who are 65 or over will be seen by the Older Adults Liaison Team before leaving the hospital.

### ***Where is the Liaison Mental Health Service based?***

Clinical Nurse Specialists carry out the assessments in both of the hospitals. Short-term psychological sessions can take place at Telford or Shrewsbury.

### ***When will I see the Specialist Nurse?***

The service usually operates seven days a week from 9am to 5pm. The Specialist nurse will meet with you as soon as you are fit enough to be interviewed. Most people are seen when they are still in hospital but it is possible to make an appointment after discharge.

### ***Is the service confidential?***

Yes, the service maintains confidentiality whilst letting staff know about the outcome of the assessment. Records are maintained on a database under the strict guidelines of the Data Protection Act (1998). Everyone has the right to request access to written information. The service will offer each client, a copy of all letters written about them by one health professional to another. Staff have professional responsibilities (e.g. Children's Act, Mental Health Act) to inform relevant authorities of harm or danger.

### ***What if I am not happy with the Service?***

If you are dissatisfied or have queries about your care, the best approach is to raise your worries with the staff so that they can work towards putting things right at the time. Contact numbers are listed overleaf if you need to discuss your care at a later date.

The Patient Advice and Liaison Rep (PALS) who work in the hospital are also available to help. There is also a formal complaints procedure which helps you to take up your concerns with the Chief Executive or Manager.