

**For Further Information about the
Liaison Mental Health Service
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Shropshire County 
Primary Care Trust

Liaison Mental Health Service

**FOR PEOPLE WHO HAVE DELIBERATELY
HARMED OR INJURED THEMSELVES**

Staff Information

What is the Liaison Mental Health Service?

The Liaison Mental Health Service is a specialist service which has three primary aims:

1. To offer a comprehensive risk psychosocial assessment of all patients presenting at the Princess Royal Hospital, Telford and the Royal Shrewsbury Hospital who have deliberately harmed or injured themselves.
2. The service aims to liaise with medical, nursing and other disciplines, both in the hospitals and the community, on the assessment, care management and referral-on of patients who have been treated.
3. The service offers brief psychological interventions to patients who are motivated to begin the process of addressing their problems following discharge from hospital.

Where is the Liaison Mental Health Service based?

The service is managed from the Department of Psychological Therapies, based in Shrewsbury. Clinical Nurse Specialists are based at each of the local general hospitals in Shropshire. Two Clinical Psychologists provide short-term intervention at both Telford and Shrewsbury sites.

How can a referral be made?

The referrer can telephone or bleep workers in order to discuss someone, or if unavailable, can leave contact details on an answer phone. The service also attempts to be proactive and daily contact is maintained with the majority of medical wards so direct verbal referrals can be made.

When does the service operate?

The service usually operates at both the district general hospitals every day of the week including weekends. There are occasions on weekdays when cover is not available for staff absence.

What age group is covered by the service?

Any person between the ages of 16-65 years of age can be referred. Those people aged between 16-18 years of age who are in full or part time education can be offered a more appropriate service via their local Child and Adolescent Mental Health Service. Those who are 65 or over will be assessed by the Older Adult Liaison Team.

Is the service confidential?

Yes, the service maintains confidentiality between the person and worker whilst informing the referrer and significant others of the outcome of the assessment. When carrying out a risk assessment, we are aware of our obligations under the Mental Health Act. The service also adheres to the strict guidelines outlined in the Data Protection Act (1998) that focus on patient sensitive information. All patients have the opportunity to request access to any written information about them which is held on file (subject to a formal request being submitted) on a computer database. In line with the NHS Plan (Chapter 10), where clients agree, letters written by one health professional to another about a client should be copied to the client.

Child Protection

The Liaison Mental Health Service has a responsibility in safeguarding children when they become aware of, or identify a child at risk of harm. This may be as a result of the service's direct work with those adults who have accessed the service. The Liaison Mental Health Service will liaise with child welfare services, especially when there are concerns about responding appropriately both to the duty of confidentiality and the protection of children.

Complaints/PALS

Within Shropshire County Primary Care Trust, all staff will respond to concerns and issues raised directly with them. They are supported in this role by the PALS Co-ordinator who is available to see patients who may choose to talk to someone not directly involved in their care. You can contact the Patients Advice and Liaison service by: Calling the free phone number: 0800 032 1107 or calling direct on 01743 492 181.

You can also email Soma Moulik at soma.moulik@shropcomm.wmids.nhs.uk .