



**Mental health liaison team
At Diana Princess of Wales Hospital**

**Diana Princess of Wales Hospital - Operations Centre
Scartho Rd, Grimsby DN33 2BA
01472 808549**

**C/O Access Team - Harrison House
Peaks Lane, Grimsby, DN32 9RP
01472 252366**

Some frequently asked questions

Why have I been given this leaflet?

You have been given this leaflet as the staff who are looking after you have requested that our team conduct a mental health assessment.

Who are we?

The team is based within the hospital and consists of experienced mental health staff who are skilled working with people who present with potential mental health problems. The team is made up of mental health support workers and psychiatrists.

What do we do?

The team support individuals who are attending the hospital and experiencing mental health problems or who may have harmed themselves.

We do this by carrying out an assessment of your needs. The staff will actively liaise with other agencies; if you are currently in receipt of local mental health services, we can speak to your worker(s) to inform them of your situation.

Following your assessment the team we will discuss with you what support might be available to address your particular problems. This can include local mental health services, primary care counselling, substance misuse services and Citizens Advice.

The team; will work with the medical staff to ensure that both your physical and emotional needs are attended to. We want to help you with your problems and will work with you to decide how best to achieve this.

You may be asked to provide an alcohol meter reading. Don't worry - this is only to make sure you receive the appropriate help at the appropriate time and will not result in you being refused help.

How long will my assessment last?

The assessment will last approximately up to one hour, depending on circumstances presented and the time taken to liaise with appropriate agencies. Where possible, and only with your permission, we might wish to speak with a family member, partner or carer.

Do I have to see someone from the team?

We are here to help you. We'll explain the assessment and offer you reassurance. However, if you feel strongly that you do not wish to see us, we can discuss this with you.

What if I left the hospital without waiting for an assessment?

1. The hospital will determine your level of risk and your mental capacity
2. The police may be called to check on you and may return you for an assessment; sometimes against your wishes if you are deemed an immediate risk to life
3. The mental health liaison team will not follow up on your referral should you self-discharge and you will be handed back to your GP
4. If you already receive support from local mental health services, they will be informed of your presentation.

Can I self-refer for support at a later date?

If after leaving the department you decide you would like further support, you can:

- Contact and discuss with your GP
- Contact the North East Lincolnshire Single Point of Access (SPA)
Call (01472) 256256 selecting option 3 for mental health - 24/7
- Self-refer to Open Minds - free, confidential counselling
Call (01472) 625100 - Mon-Fri 9am-5pm
Online navigocare.co.uk/open-minds

Contacts you may find useful

24/7 North East Lincolnshire Single Point of Access

Call: 01472 256256 (option 3 for mental health)

NAViGO Patient Advice and Liaison Service (PALS) - Feedback

Call: 01472 583040

Email: navigo.pals@nhs.net

Addaction - drugs & alcohol support

Viking House, 55 Church Street

Grimsby, DN32 7DD

www.addaction.org.uk

Call: 01472 806890

Citizens Advice NEL

16 Town Hall St, Grimsby, DN31 1HZ

www.advicenel.org.uk

Call: 03444 111 444

Cruse Bereavement Care

www.cruse.org.uk

National helpline: 0808 808 1677

Harbour Place

The Hope Centre, Grimsby, DN32 7QL

www.harbourplacegrimsby.org.uk

Call: 01472 355234

Lincs Line (Mental health helpline)

Call: 0808 800 1010

Monday-Friday, 5pm-9am

NHS Direct

Call: 111

Non-emergency police

Call: 101

Samaritans

55 Alexandra Road, Grimsby

DN31 1RD

www.samaritans.org

Call: 116 123

Silver Line - older adults helpline

24/7 confidential and free helpline

www.thesilverline.org.uk

Call: 0800 4 70 80 90

Victims Support Humberside

10 Town Hall St, Grimsby, DN31 1HN

www.victimsupport.org.uk

Call: 0300 303 1976

Women's Aid Grimsby

www.womensaidnel.org

Call: 01472 575757

Safespace - Crisis cafe

We are here, we will listen, we will help in your time of need.

No need to call. Just pop in for tea and a chat.

Wednesday-Friday 6:30pm-1:30am

Find us at: NAViGO House, 3-7 Brighowgate, Grimsby, DN32 0QE

