

## ACTION PLAN

You were last seen today (date):

Name:

Job title:

We will inform your GP of the agreed action plan and if appropriate, speak to other healthcare professionals. We will inform you when we will be doing so.

## YOUR PLAN

## FURTHER INFORMATION

Kettering General Hospital team:  
01536 491707

Northampton General Hospital team:  
01604 545045



**Northamptonshire Healthcare NHS  
Foundation Trust  
Sudborough House  
St Mary's Hospital  
Kettering  
NN15 7PW  
Telephone: 01604 682682  
[www.nhft.nhs.uk](http://www.nhft.nhs.uk)**



If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লফিলটেট যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে

0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Je šią skrajutę norite gauti kitu formatu ar kalba, kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.

#weareNHFT



**Northamptonshire Healthcare**  
NHS Foundation Trust



Northamptonshire  
County Council

# ACUTE LIAISON MENTAL HEALTH TEAM

## YOUR ACTION PLAN

INFORMATION LEAFLET  
FOR SERVICE USERS,  
SUPPORTERS AND  
CARERS

[nhft.nhs.uk](http://nhft.nhs.uk)



MAKING A  
DIFFERENCE,  
FOR YOU,  
WITH YOU

## WHAT IS THE ACUTE LIAISON MENTAL HEALTH TEAM?

We are a specialised mental health team made up of psychiatrists, psychologists, nurses, social workers, and occupational therapists, based at Northampton General Hospital and Kettering General Hospital.

We offer a compassionate, person-centred and non-judgemental service to patients aged 18 and over, experiencing mental health problems, who are attending A&E or are in-patients at the general hospitals.

We work with other services including primary and secondary care mental health services, S2S (Substance to Solution). As well as other relevant service providers who we think may be able to help you.

## HOW CAN I ACCESS THE SERVICE?

The hospital staff caring for you at the General Hospital may think that it would be helpful for you to be treated by the team. They will usually discuss this with you first.

## WHAT HAPPENS IF I AM REFERRED?

We will visit you to do an initial assessment. During this, we will discuss any concerns you have. You can also have a family member or carer with you for support.

Together we will work through what further help you may need and draw up a plan of care. This is the 'action plan' at the back of this leaflet.

We will also continue to offer support and advice to you and your medical team whilst you are in hospital. Where appropriate we may also arrange further support for when you are discharged from hospital.

## WHEN IS THE SERVICE AVAILABLE?

A&E department: 24/7 for assessment.  
Wards: 8:30am until 4:30pm Monday to Friday.

Emergency ward-based assessments are available outside of this time.

## FEEDBACK

We welcome any suggestions you have. Please send your comments, concerns, compliments and complaints to:

Patient Advice and Liaison Service (PALS)  
Tel: 0800 917 8504  
Email: [pals@nhft.nhs.uk](mailto:pals@nhft.nhs.uk)

## CONFIDENTIALITY

Information held by the service is treated in accordance with Northamptonshire Healthcare NHS Foundation Trust's confidentiality policy available at [www.nhft.nhs.uk](http://www.nhft.nhs.uk). Please ask for more details if you would find this helpful.

## USEFUL CONTACTS AND WEBSITES

Age UK: [www.ageuk.org.uk](http://www.ageuk.org.uk)  
01604 611200 / 0800 169 6565

Alzheimer's Society: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
0300 222 1122

Carers: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)  
01933 677907 / 0300 123 1053

CATSS (Crisis Telephone Support Service):  
0800 917 0464

Citizens Advice Bureau:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
0344 111 444

CRUSE - bereavement care:  
[www.cruse.org.uk](http://www.cruse.org.uk)  
0844 477 9400 / 07772 428532

FRANK - confidential drugs info and advice:  
[www.talktofrank.com](http://www.talktofrank.com) / 0300 123 6600

MIND - Mental Health Charity:  
[www.mind.org.uk](http://www.mind.org.uk)  
01604 634310 / 624951  
01536 523216 / 01933 223591  
0300 123 3393

National Debt Line:  
[www.nationaldebtline.org](http://www.nationaldebtline.org)  
0808 808 4000

Relate: [www.relate.org.uk](http://www.relate.org.uk)  
01604 634400 / 0300 100 1234

Samaritans: 08457 90 90 90

Substance to Solutions (S2S): 01604 211304

Total Voice - advocacy: [www.voiceability.org](http://www.voiceability.org)  
020 3355 8846