

Access and Liaison Integration Service (ALIS)



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For people experiencing acute mental health distress, and their carers

The Access and Liaison Integration Service (ALIS) provides assessment and support for people experiencing acute mental health distress and their carers.

The team, made up of different health professionals, can support people at acute hospitals, in their own home, at GP surgeries and police stations.

If you are experiencing a crisis, the service can provide:

- a mental health assessment, including Mental Health Act assessment where necessary
- advice and support
- finding the right support for you
- support for those who care for you.

The team provides care that is tailored to you.

Who can access the service?

The service is for people who are having a mental health emergency as the main problem.

Service users who are an inpatient in one of the acute hospitals could also be referred by the medical team involved in their care.

Carers can also contact the service with urgent concerns. There is a single referral line for the whole county. The service can be contacted on **0300 123 9015** and operates 24 hours a day.

What will happen after the assessment?

As an ALIS service user or carer you can expect:

- to have your needs assessed
- to be partners in care and expect proactive and assertive support from all staff
- to jointly agree a plan of care
- to include further support as required
- to have a physical health screen
- to be offered supportive interventions as needed

Contact us

This factsheet has been produced by the Access and Liaison Integration Service (ALIS)

We are a 24-hour service and if at any point you need our help and support, you or a family member can contact us on **0300 123 9015**



Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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