

Alcohol Liaison Service

Medicine Department



Patient information leaflet

Alcohol Liaison Service

Who are we and what do we do?

We provide a service for patients admitted to the Royal Surrey County Hospital with alcohol related problems. This includes nurse-led assessment for hazardous, harmful and dependent alcohol use, 1:1 support and advice, support in accessing community services, referral to appropriate professionals and advice on inpatient treatment. There are no age restrictions linked to the service.

In addition, we provide two out-patient clinics a week, on Monday morning and Friday afternoon and we accept referrals from within the hospital for an appointment. The clinic offers motivational interviewing with Cognitive Behavioural Therapy (CBT) based interventions and relapse prevention strategies. Appointments can be booked via the Appointment Centre:

Telephone: 01483 464002

Our service provides staff training around alcohol screening, brief interventions and management of acute withdrawal symptoms.

We can also offer advice and guidance to family, carers and friends who support people who may be having problems with alcohol use.

Who can be referred to the Alcohol Liaison Service?

Any person assessed as having or potentially having an alcohol related problem during their presentation at the hospital.

In-patients with dependant alcohol use as evidenced by signs of withdrawal e.g. anxiety, sweating and tremor.

In-patients whose admission is alcohol-related, for example, alcohol induced seizures, liver disease, cardiac disease or injuries.

National support

Alcoholics Anonymous (AA)

- Helpline: 0800 917 7650 (Freephone)
- Website: www.alcoholics-anonymous.org.uk

Samaritans

- Telephone: 116123 (Freephone 24 hours)
- Website: www.samaritans.org

Drinkline:

- Telephone: 0300 123 1110
(Freephone, weekdays 9am–8pm, weekends 11am–4pm)

UK SMART Recovery –Self-management and recovery training

- Website: www.smartrecovery.org.uk

Alcohol Change UK

- Website: www.alcoholchange.org.uk

Drinkaware

- Website: www.drinkaware.co.uk

NHS support

- Website: www.nhs.uk/live-well/alcohol-support
- NHS One You: www.nhs.uk/oneyou/be-healthier/drink-less/
- NHS free-phone 111 (24/7 365 days)

Citizen Advice Bureau (CAB)

- National advice line: 03444 111 444 (Monday–Friday 09.00–17.00)
- Website: www.citizensadvice.org.uk

Surrey support

i-access in partnership with Catalyst – Drug and Alcohol Service

- Telephone: 0300 222 5932 (Monday-Friday 09:00–17:00)
- Website: www.surreydrugandalcohol.com

Catch 22 – Young people’s substance misuse service (age 11–21)

- Telephone: 0800 622 6662 (Freephone, 24 hours)
- Text: 07595 088 388
- Website: www.catch-22.org.uk

Surrey Drug and Alcohol Care (SDAC)

- Telephone: 0808 802 5000 – helpline
(Freephone from landlines/mobiles 24 hours)
- Website: www.surreydrugcare.org.uk

DrinkCoach

- Website: www.drinkcoach.org.uk

Guildford Homeless outreach and support team – HOST

(Monday–Friday 08:00–18:00, Weekends 09:00–17:00)

- Telephone: 01483 302495
- www.riverside.org.uk

Guildford Action day service – supporting homeless and isolated people

Beverley Hall, 71 Haydon Place, Guildford, GU1 4ND
(Monday–Friday 08:00–16:00)

- Telephone: 01483 560003
- Website: www.surreycommunity.info/guildfordaction

Guildford night shelter

The Number 5 Project, 3-5 York Road, Guildford, GU1 4DR

- Telephone: 01483 303646

Woking Homeless Outreach Service – York Road Project (YRP)

- Telephone: 01483 728739 (Monday–Friday 09:00–17:00)
- Telephone: 07525 121314 or 07525 121751

Woking Day Service – supporting homeless people

- The Prop, 30 Goldsworth Road, Woking, GU21 6JT
(Monday–Friday 07:30–16:00)
- Telephone: 01483 728739

Woking night shelter – York Road Project

- 1 York Rd, Woking GU22 7XH
- Telephone: 01483 728739

Hampshire support

Inclusion – Drug and Alcohol Service

- Telephone: 0300 124 0103
- Website: www.inclusion.org/inclusion-recovery-hampshire

i-talk – support for people suffering from anxiety and depression

- Telephone: 023 8038 3920
(Monday–Thursday 08.00–18.00, Friday 08.00–16.30)
- Website: www.italk.org.uk

West Sussex support

West Sussex drug and alcohol wellbeing network (DAWN) provided by Change, Grow, Live (CGL)

- Telephone: 0300 303 8677
- Website: www.changegrowlive.org

Mental health support – national and local

Mind – support for better mental health

- Infoline: 0300 123 3393
(Monday–Friday 09.00–18.00, except bank holidays)
- Textline: 86463 (Monday–Friday 09:00–18:00, charges apply)
- Website: www.mind.org.uk

Surrey and North East Hampshire Mental Health Crisis Helpline

(Monday–Friday 17:00–09:00, Weekends and Bank Holidays 24 hours)

- Telephone: 0300 456 83 42
- SMS text: 07717 98 90 24

Mental Health Safe Havens

Open Monday–Friday 18:00–23:00 / Weekends and Bank holidays
12:30–23:00

- **Guildford:** Oakleaf Enterprise, 101 Walnut Tree Close, Guildford, GU1 4UQ
- **Woking:** The Prop, 30 Goldsworth Road, Woking GU21 6JT
- **Aldershot:** The Wellbeing Centre, 121-123 Victoria Road, Aldershot, GU11 1JN

Family, friends and carer support – local

Action for carers Surrey

- Telephone: 0303 040 1234
- Website: www.actionforcarers.org.uk

Catalyst family and friends support

- Telephone: 01483 590150 (Monday–Friday 09.00–17.00)
- Website: www.catalystsupport.org.uk

Contact details

Referrals can be made in person to the Alcohol Liaison Service, Monday to Friday, 8am–4pm:

- **Telephone:** 01483 571122 ext 6623
- **Email:** rsc-tr.AlcoholLiaisonService@nhs.net
- **Mobile:** 07790 943148
- **Bleep:** 71-4220

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: November 2018

Future review date: November 2021

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PIN181126–1002

