

# Liverpool University Hospital Aintree site

in partnership with

**Samaritans Liverpool and Merseyside**



Liverpool University Hospitals  
NHS Foundation Trust

**SAMARITANS**

Liverpool & Merseyside

- ▶ Aintree Hospital has over 700 inpatient beds serving a population of 330,000 in North Liverpool, South Sefton and Kirby.
- ▶ The Hospital provides care and treatment for people living in some of the most deprived areas of the country.



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- ▶ The trust is part of the Cheshire and Merseyside Major Trauma centre Collaborative and receives all the major trauma cases for the area.
- ▶ The Emergency Department provides treatment for over 80,000 patients per year.



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- ▶ Samaritans are always available, round the clock, every single of the day of the year for anyone who needs us.
- ▶ Samaritans are available at all times, providing emotional support for people who are going through a difficult time, including, but not exclusively, those which may lead to suicide.
- ▶ Samaritans reach out to high risk groups and communities, to reduce the risk of suicide, and with the aim of preventing our callers from seeing suicide as an option.



- ▶ Since July 2018, Samaritans Liverpool and Merseyside and Liverpool University Hospitals Aintree site have worked together to provide emotional support to the patients and staff of the Hospital.
- ▶ Samaritans Liverpool and Merseyside work in cooperation with the Emergency Department to provide emotional support to some of our most vulnerable patients who often require a ‘listening ear’ to alleviate distress during their visit.



- ▶ Liverpool University Hospital Aintree site provide guidance to the Samaritans on the Hospital policies and procedures with emphasis on DBS checks, personal safety and safeguarding.
- ▶ Through our joint working we now have an established process for volunteer recruitment, including attendance at the Trusts' Induction Day.
- ▶ A Memorandum of Understanding is in place and there is also regular liaison between the two Leads for the service to ensure the smooth running of the partnership. We believe this has been pivotal to the ongoing success of the partnership.



- ▶ As both of our services are dedicated to saving lives, we will continue to work together in suicide prevention and promoting better mental health and wellbeing to patients and staff.
- ▶ This joint strategy can only strengthen both of our services and offer excellent care to all sections of our communities.
- ▶ By directly reaching out to groups at high risk of suicide through outreach work, Samaritans hope to increase awareness of their service to those who would not ordinarily access them.



- ▶ The success of the partnership has been in developing a joint working relationship which includes promotion and publicity to raise awareness of the service.
- ▶ The outreach is promoted throughout the Emergency Department and will be on the Trusts' website.
- ▶ Samaritans have also created a digital advert that displays the opening times for face to face drop in at the local Liverpool Branch.
- ▶ We have also worked together to strategically place a number of Samaritans 'crisis signs' at high risk areas of the Trust premises.





- ▶ The vision of this partnership is that fewer people will die by suicide.
- ▶ As a direct result of our joint working we are delighted to announce that we will shortly be launching the first dedicated **Samaritans Phone** placed in the Emergency Department waiting room.
- ▶ This phone will offer a free and direct line to the Samaritans Helpline that is available 24/7 every single day of the year.
- ▶ We are planning a high publicity event to promote the service in the Spring.



- ▶ Through our partnership we hope to influence public policy and raise awareness of the challenges of reducing suicide.
- ▶ We will do this by promoting and publicising the work we are doing.
- ▶ We also aim to develop strategic partnerships and programmes through identifying and working with relevant authorities, agencies, organisations and individuals.



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