

# Intensive Care Unit (ICU) Family Liaison Service

**This leaflet explains about the ICU Family Liaison Service (FLS). If you have any further questions, please contact us on the details overleaf. We support families whose loved ones are in all the ICU areas (CTICU, GICU, NICU, HDU) at the hospital.**

## What is the ICU Family Liaison Service?

The ICU FLS is trained nurses whose focus is to provide holistic family support. Having a loved one in ICU can be worrying and we are here to help you navigate this journey. Some ways that we can help:

- Finding out more about your loved one and making sure the ICU team is updated about anything you think is important.
- Giving you more time to talk through things that are worrying you and working with you to find out different ways we can help.
- Helping you keep connected with your loved one through virtual visiting and messages/photos, to complement face to face visiting. This can be important if you find visiting St George's difficult, perhaps because you live far away or have young children or elderly relatives to look after.
- Facilitating smooth communication, including feeding back your questions and concerns to the ICU staff.
- Connecting you with both internal and external services if you need help.
- Working closely with the ICU teams to maintain high standard family support.

**Please note:** The ICU FLS will not provide clinical updates about your loved one, this remains the role of the clinical team on the ICUs.

## Who can attend / receive the service?

This service is available to all patients on the ICUs at St George's Hospital. We do accept referrals from clinicians, as well as self-referrals. Whenever possible, we will seek patient consent prior to contacting families. If a patient lacks capacity to consent, we will contact families in the patient's best interests.

## Where do I need to go?

You do not need to attend the hospital to access this service. We predominantly work in supporting families via telephone and email contact.

## Useful sources of information

Intensive care patient and family support charity: <https://icusteps.org/>

Emotional support self-referral for over 18-year-olds, living and registered with a GP in England: <https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

## Contact us

If you have any questions or concerns please email us on: [family.liaisonICU@stgeorges.nhs.uk](mailto:family.liaisonICU@stgeorges.nhs.uk). Alternatively, you can call us via the hospital switchboard on **020 8672 1255** and ask for **ICU Family Liaison Service**.

This is a Monday to Friday 9am to 5pm service, outside these hours please leave us an email / message and we will get back to you on the next working day. If your query is urgent, you can contact directly the ICU where your loved one is for support.

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

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## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)



### NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

**Web:** [www.nhs.uk](http://www.nhs.uk)

### NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Tel:** 111

### AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

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