

Contact us

Care and Custody (Health):

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A guide to our service



A partnership between Care and Custody Health,
Cheshire and Wirral Partnership NHS Foundation Trust and
North West Boroughs Healthcare NHS Foundation Trust.



The Cheshire Integrated Health and Liaison & Diversion Service comprises:

- **Care and Custody (Health)**
- **Cheshire and Wirral Partnership NHS Foundation Trust**
- **North West Boroughs Healthcare NHS Foundation Trust**
- **Liaison and Diversion**

The partnership combines our strengths, specialisms and quality in police custody healthcare, liaison and diversion, and rehabilitation. The partnership will deliver a high-quality, safe and effective service, and we believe that we are stronger together.

Our staff will provide person-centred care in a variety of settings including police custody, courts and the community. We believe in the principle of **‘no decision about me, without me’** and will work to provide co-produced solutions for the service users that we engage with.

Our skilled, professional staff will provide compassionate expertise, personal recognition, and a positive attitude to the challenges that those within the criminal justice system face.

Within police custody suites, **Care and Custody (Health)** will provide a fully-embedded service, meaning that service users will have access to a dedicated healthcare professional 24-hours-a-day, seven-days-a-week, 365-days-a-year.

Our Liaison and Diversion team will seek to address the full range of mental vulnerabilities of service users to the highest standards, support navigators will link service users to their local community services, and support their engagement in their on-going rehabilitative journey.

In short, we will provide the right support, in the right place, at the right time.

Our strategic leadership will be based on partnership principles, inviting both commissioners and partners to our Strategic Improvement Board. Each member of staff will utilise SystmOne, a mobile single case management system which will both provide a high level case recording, as well as the ability to provide accurate, wide ranging data and drive on-going service improvement. As this service is new, our positive approach to continuous learning and improvement will be shared at all levels of the partnership.

This partnership recognises the opportunity that it has to make a real difference in the lives of the service users who engage with us and believe that every interaction is a chance to offer opportunities that can improve their health and well-being and promote positive, sustained change, that will benefit the lives of our service users and the communities in Cheshire.

The service is commissioned by the Police and Crime Commissioners Office and NHS England.