



FOR IMMEDIATE RELEASE

**Swanswell wins the 2009 *Global Business Excellence Awards* for
*Outstanding Hospital Liaison Service***

10 March 2010 – Swanswell, a national charity that helps people overcome drug, alcohol and other problem behaviour has won the award for their hospital liaison service in Coventry and Warwickshire.

Swanswell's hospital liaison service allows medical staff to identify patients whose admission is related to their alcohol use or those who may be drinking at harmful levels. Once identified, Swanswell works with the hospital staff to give the patient ongoing and seamless care.

Caroline Hammond, Swanswell Senior Practitioner, is based at Coventry Hospital. She liaises with ward staff to identify every admission that may be related to alcohol and at a suitable moment she will introduce herself to the patient and make them aware that help is available when they are ready. *'We have made huge strides in reducing repeat admissions for alcohol-related conditions and the training we provide for ward staff, other healthcare professionals and our own Swanswell workers is second to none. The earlier we can get involved in trying to help people the better.'*

A recent review of the service for a 9 month period showed that 85% of those referred to the service were not readmitted to hospital for alcohol-related issues during that time.

Andrew Areoff, Chair of the Judges said: *"Customer care is vital to any organisation, but none more so than when your customers are experiencing alcohol and drug misuse*

issues. Swanswell have demonstrated that they're willing, and able, to go that extra mile which is demonstrated by the quality of support provided through their hospital support service. With such a great success rate, in terms of clients not being re-admitted for alcohol-related conditions, the service must be considered highly effective and a real asset to the community it serves. It's comforting to see an organisation like Swanswell leading the way in terms of client service and support."

Debbie Bannigan, Swanswell Chief Executive, said: *"Alcohol-related hospital admissions have increased since last year. Our hospital liaison service aims to support people to do well and stay well. It's great to know that the work we do so well is being recognised. We're happy to share our knowledge with other providers who'd like to deliver this kind of service."*

[ENDS]

Notes for editors

For more information or supporting photographs, contact Emilly Savage:
Swanswell
Suite 5, Hilton House
Corporation Street
Rugby
Warwickshire
CV21 2DN

Tel: 01788 559 400

Email: emilly.savage@swanswell.org

About Swanswell

At Swanswell, we believe that everyone deserves the chance to change and to be happy. We help them to remove the things that stand in their way, whether physical, emotional or practical. So, as their lives improve, they can feel well, do well, and stay well. With over 41 years experience, Swanswell is an established provider of services that help and support people in tackling their alcohol or drug related difficulties, enabling them to lead

happy and more independent lives. Swanswell has a reputation for innovation and is a leading developer of new services which help people to change their behaviour for the better.