

5<sup>th</sup> May 2020

## City and Hackney Clinical Commissioning Group (CCG)

### CAMHS Services Status and Referrals Update

**Dear GP and other professional referrers,**

Following previous correspondence we are writing to you on behalf of City and Hackney CCG to provide you with an update regarding the current status of our CAMHS and emotional wellbeing services in the borough.

All of our services are open to urgent referrals and some of our services are open to routine referrals. Services are also continuing to see the most vulnerable on their caseload and there is also crisis provision for CYP who may need to access urgent crisis support.

We are aware that there has been a decrease in referrals to our CYP Mental Health services; a likely consequence of some apprehension for both CYP, parents and referrers to refer to services given the current circumstance.

If you do have any concerns about the emotional wellbeing of a CYP on your caseload please do not hesitate to contact the relevant service for advice or to make a referral.

All services are operating a duty system and you can contact a professional within working hours (Mon-Fri 9am-5pm), you can find the contact numbers on the table below.

Details of service statuses and contact information can be found below:

Service	Update	Contact	Referral Form
<b>CAMHS Extended Crisis Service</b>	<p>The service is working closely with colleagues in the community to offer crisis assessment &amp; intervention outside the hospital wherever possible. In hours, young people are diverted where possible to Homerton Row, and out of hours to the Coborn.</p> <p>The service can provide crisis assessment in the community for any young people who present to ED and do not require medical treatment.</p> <p>Out of hours, the service is providing an on-call service, coming into ED on request to offer assessments. The working pattern has changed from 11am-11pm to 9am-9pm.</p>	<b>0203 222 5600</b> Mon-Fri from 9am – 5pm.	No referral form needed
<b>Specialist CAMHS (moderate-severe mental health needs 0-18 years old)</b>	<p>The service is currently prioritising referrals which require an immediate crisis response. The service will triage other referrals where there is concern regarding risk or severity with telephone consultation and offer remote interventions if needed, including therapeutic support and medication. Referrals are being accepted only if made by professionals (e.g. GPs, health visitors, school staff...).</p>	<b>0203 222 5600</b> Mon-Fri from 9am – 5pm.	<a href="#">Referral form</a>

	<p>If not urgent the service will signpost other referrals to appropriate online support resources or other agencies. Prevision to open to new routine (not urgent) referrals from 11<sup>th</sup> May. The service is not currently accepting routine referrals for Neurodevelopmental (ADHD/ASD) assessment where there are no current risk concerns. Interventions are being conducted over the phone or online with active cases.</p>		
<p><b>Eating Disorders Service (0-18 years old)</b></p>	<p>From 27<sup>th</sup> April, all referrals to the clinic, regardless of acuity, will be offered an initial triage contact to understand the current needs and to decide on a plan to support the family during the crisis. For some of these young people, the service will then offer therapy via a video link or the telephone. Those needing more intensive support will be referred to the critical response team. All referrals will be responded to and triage assessed. Emergency and urgent cases will continue to be prioritised, with routine assessments offered alongside, dependent on team capacity/redeployment during these COVID times. There may be some changes to the assessment format, including deferring routine blood investigations and physical examinations to a later stage.</p> <p>The service had focused on maintaining the ability to offer an urgent service and support young people to stay away from hospital. The service now has a functioning critical response team able to offer emergency assessments, intensive home treatment and to see young people face to face where necessary. Many staff are working remotely, offering video link and telephone therapy and reviews.</p>	<p><b>0208 215 5270</b></p>	<p><a href="#">Referral form</a></p>
<p><b>CAMHS Disability</b></p>	<p>New referrals for treatment are being accepted from professionals with the completed standard referral form.</p> <p>The service is currently prioritising referrals which present with risk behaviours and emerging mental health presentations; self-harm and severe self-injurious behaviour, challenging behaviour and mental health.</p> <p>Neurodevelopmental assessment referrals are closed, except those who present with an element of risk.</p> <p>Neurodevelopmental assessments are continuing from waiting lists, except face to face components, which will be completed when service returns to normal.</p> <p>All appointments conducted over the phone/video call. No routine face to face consultations.</p>	<p><b>0207 014 7071</b> Mon-Fri from 9am – 5pm.</p>	<p><a href="#">Referral form</a></p>
<p><b>Off Center (16-</b></p>	<p>The service will continue to offer regular individual</p>	<p><b>020 8986 4016</b></p>	<p><a href="#">Referral form</a></p>

<p><b>25 moderate to severe)</b></p>	<p>sessions and assessments for new referrals, conducting these over the telephone or via video online until it is safe to return to normal working practices.</p> <p>The service will be risk assessing each case and providing additional check in sessions as required and linking them into other resources as appropriate</p> <p>There will be no face-to-face groups or 1-2-1 services at Off Centre during this period. The service is offering existing client's regular sessions either on the telephone or via video online.</p> <p>The service is offering online group video sessions for Project Indigo (LGBTIQ+ drop-in youth group) at the usual time of 5.30pm on Thursdays and online group video sessions for the therapeutic group at the usual time of 4pm on Wednesdays.</p> <p>Therapeutic drop-in service is via telephone on Thursdays from 4pm-8pm, half hour slots allocated on a first come first served basis. Email <a href="mailto:OffCentre@family-action.org.uk">OffCentre@family-action.org.uk</a></p> <p>Advice and information drop in service is via video online on Thursdays from 2-4pm, half hour slots allocated on a first come first serve basis. Email <a href="mailto:OffCentre@family-action.org.uk">OffCentre@family-action.org.uk</a></p>	<p>Mon-Fri from 9am - 6pm</p>	
<p><b>Children and Family Service Clinical Service</b></p>	<p>The service is continuing to take new referrals from children and families' professionals only.</p> <p>Clinicians are continuing clinical work using video and telephone sessions / consultations.</p> <p>The service will continue to operate a same day crisis service, but anticipate having less capacity for face-to-face clinical risk assessment/management.</p>	<p><b>0208 356 5000</b> Mon-Fri from 9am – 5pm. (Emergency out of hours on <b>0208 356 2710</b>)</p>	<p>N/A</p>
<p><b>First Steps Community CAMHS (mild-moderate mental health needs, 0-18 years old)</b></p>	<p>Self-referrals from families and young people are not being accepted for the time being.</p> <p>All referrals are being accepted if made by professionals (e.g. GPs, health visitors, school staff...) with the completed standard referral form.</p> <p>Urgent cases are being prioritised together with already existing cases.</p> <p>All appointments are being conducted over the phone/video call. No routine face to face consultations.</p>	<p><b>0207 014 7135</b> Mon-Fri from 9am – 5pm.</p>	<p><a href="#">Referral form</a></p>
<p><b>KOOTH (mild mental health needs, 11-19 years old)</b></p>	<p>Kooth is an online counselling and emotional well-being support service accredited by The British Association of Psychotherapy and Counselling (BACP) for young people aged <b>11-19 years</b>.</p> <p>The service provides a safe and secure means for young people to access online support from a professional team of qualified counsellors who will provide guided, outcome-focused help for each individual.</p>	<p><b>Kooth.com</b></p>	<p>Self-referral</p>

	<p>Kooth has no referrals or waiting lists. Young people can access this service anonymously by signing onto the Kooth site (Kooth.com).</p> <p>Kooth provides unique out of office hours' provision and is open 7 days per week, 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays.</p>		
<p><b>Growing Minds</b></p> <p>Children aged 9 -25 from African and Caribbean Heritage parents</p>	<p>The Growing Minds team offer a service for African, Caribbean and mixed heritage children and young people aged 9 -25 YO in City and Hackney.</p> <p>Growing Minds can offer one to one culturally informed therapeutic support for young people aged 13-25. It also offers support for parents of young people aged 9-25 who present with challenging behaviour or mental health difficulties.</p> <p>Growing Minds is based on the belief that there are links between culture, heritage and identity and good mental health and wellbeing.</p> <p>During this period parents and young people can access one to one support to cope with the hidden challenges in the face of COVID 19.</p>	<p><a href="mailto:info@growingminds.org.uk">Info@growingminds.org.uk</a></p> <p><a href="mailto:kristine@hcv.org.uk">kristine@hcv.org.uk</a></p>	<p><a href="#">Referral form</a></p> <p>Self-referrals and professional referrals accepted</p>

If you wish to contact us please direct your query to:

Fiona Murray ([f.murray3@nhs.net](mailto:f.murray3@nhs.net)) and Mariona Garcia Edo ([maria.garciaedo@nhs.net](mailto:maria.garciaedo@nhs.net))

Yours Sincerely,

Fiona Murray

Interim Mental Health Programme Manager

City and Hackney Clinical Commissioning Group

Email: [f.murray3@nhs.net](mailto:f.murray3@nhs.net)