

The following communication reflects how mental health services in Norfolk and Waveney are operating in the COVID-19 pandemic

First Response 0808196 3494

A NEW Mental Health helpline for patients, public and professionals

NSFT has set up a First Response 24/7 helpline offering immediate support to anyone for mental health difficulties during the coronavirus pandemic.

GPs and Primary Care can use this line to seek advice, information and refer people. There is a specific option for professional callers, this option is offered when the number is called.

The free phone number, which is **staffed by mental health professionals** from the Trust, will provide reassurance, self-help advice, support and signposting designed to prevent people from going to the region's emergency departments (EDs) during the crisis.

It is available to members of the public of any age, regardless of whether they are an existing NSFT service user.

The line is also open to other healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues and police personnel who may need advice when working with individuals who are undergoing mental health difficulties or may wish to refer someone.

The helpline which goes live at 12 noon on Wednesday, 15 April is available on **0808 196 3494**.

The following information relates to the current status of all regular mental health and learning disabilities services

Crisis Services

How is the service operating?

- The **Crisis Resolution Home Treatment Team (CRHT)** is functioning as normal. It offers 24/7 crisis response in the community for people with severe mental distress and who are experiencing a crisis episode.
- The **Mental Health Liaison Team** is functioning as normal and operates in the three hospitals in Norfolk and Waveney: James Paget Hospital (JPH), Norfolk and Norwich University Hospital (NNUH) and the Queen Elizabeth Hospital (QEH). It offers liaison and support to anyone experiencing mental health symptoms in a hospital setting, both for physical health staff and for the patient.

How can primary care contact the service?

For access to the CRHT teams in Central and West Norfolk and Great Yarmouth and Waveney, please call the Norfolk and Suffolk Foundation Trust access team on **0808 196 3494**.

Children, Families and Young People (CFYP)

Crisis Services

Referrals will be passed to CAIST. CAIST stands for Crisis Assessment and Intensive Support Team.

- Age group 0 to 18 years of age
- CAIST working hours have been extended to 08.00 to 20.00, 7 days a week
- CAIST is part of an emergency assessment team and also offers intensive support to Children & Young People

How can primary care contact the service?

Telephone: 0300 7900371 within the West or Central and on **0300 1231882** within Great Yarmouth and Waveney

Point 1 (Psychological Therapies for CYFP)

How is the service operating?

- **Single Point of Contact (SPOC) team** are offering a telephone advice and access service to children and young people aged 0-17 experiencing mild to moderate mental health issues
- Practitioners are happy to talk to parents and young people directly, there is no need for a referral from a professional
- Professionals who would like some advice and guidance about a child or young person they are supporting can also contact us on 0800 977 4077
- Requests for support will be screened and offered a range of self-help techniques in the first instance where clinically appropriate, signposting to appropriate resources and where needed offered further support from the treatment team
- **Treatment Teams** - counsellors and therapists are supporting the advice model and offering telephone and video sessions where more in-depth support is required (subject to normal waiting times)
- **Healios** CBT-informed video sessions are being offered to eligible CYP from treatment teams waiting lists
- **Children's Wellbeing Practitioners (Ormiston Families)** are delivering remote parent-led CBT sessions to cases identified through SPOC and 4-11 treatment team waitlist
- **Mental Health Support Team (NSFT/Ormiston Families)** - Education Mental Health Practitioners are providing remote support via telephone consultations to participating schools in North Norfolk and Kings Lynn
- **Link Team** are providing remote advice and support to mental health champions in schools (adults who work with children and young people aged 0-18) and developing a programme of remote training

How can primary care contact the service?

Call us on **0800 977 4077** or email Point1-support@ormistonfamilies.org.uk to request support

The office is staffed Monday – Friday 08:00 – 13:00 and 14:00-19:00,
Saturday 08:00 – 13:00

Mental Health Services for CFYP

- The service is still accepting referrals via our Single Point of Contact Teams (SPOC) or on **0300 7900371** for referrers within the West or Central and on **0300 1231882** for referrers in Great Yarmouth and Waveney
- Care coordinators are contacting all existing patients directly to offer support and to advise on how to contact services if the patient needs to
- Some face-to-face activity has been suspended and where safe to do so clinical interventions are being delivered remotely by phone or via video links. This is driven by the clinical need and where a face-to-face contact is required this is still provided
- A new advice service has been established for existing referrals waiting for an appointment to allow people to contact us quickly for a specialist advice session

Specialist services – Eating Disorder, Perinatal Service and Early Intervention in Psychosis are accepting referrals as normal.

Kooth – online counselling, emotional wellbeing and support for 11-25 year olds

Kooth is a free website offering 11 to 25-year-olds across Norfolk and Waveney access to online counselling delivered by qualified counsellors 365 days a year, either on a drop-in basis or through bookable chat sessions. It also gives young people the chance to benefit from peer support and a wide range of self-help materials, as well as contribute to moderated forums.

Young people can use the website to seek support or advice on any topic they wish, from managing their feelings during the pandemic or coping with exam stress or bullying to seeking help for an eating disorder, dealing with suicidal thoughts or handling sexual abuse. They can also track their mood with a goal tracker, as well as note their thoughts in an online journal.

Kooth is accredited by the British Association for Counselling and Psychotherapy (BACP). Young people can access the website by visiting www.kooth.com

Wellbeing Service (IAPT)

How is the service operating?

- All clinical staff are working from home and providing the same assessments and evidence-based treatments as before, either by phone or through Microsoft team live video sessions or text-type sessions
- All peer support workers and employment advisors are working from home and providing the same support as before, either by phone or through Microsoft teams live video sessions or text-type sessions

How can primary care contact the service?

Telephone: 0300 123 1503

Website: <https://www.wellbeingnands.co.uk/norfolk/>

COVID-19 Advice/Support: <https://www.wellbeingnands.co.uk/norfolk/get-support/coronavirusadaptions/>

What is available for people struggling with the current situation?

- Webinars continue to be available for Stress Control, Positive Wellbeing and Introduction to Mindfulness
- **New** webinars have been created and are available on Everyday Wellbeing and Sleep in the context of the COVID-19 Pandemic, Coronavirus and working from home/in isolation and Coronavirus and not being in work. The service is developing more one-off webinars (direct access via website) over the coming weeks
- A **New** 4-week self-guided Mindful Living course is freely accessible via the Wellbeing website. This includes video sessions, audio meditations and accompanying workbooks
- Developing Covid-19 specific peer support resources for our website
- Developing offer for service users and general public to engage with the 5 ways to wellbeing online, which include social events such as quizzes, book clubs and yoga sessions using Zoom to help people stay connected
- Web chat hours have been increased to give people the chance to talk between 8am and 8pm

Utilising social media accounts to communicate more with patients and the general public more widely.

Secondary Care Mental Health

How is the service operating?

- The service is still accepting referrals via Access and Assessment (AAT) or on **0808 196 3494**.
- Care coordinators are contacting all existing patients directly to offer support and to advise on how to contact services if the patient needs to.
- Some face-to-face activity has been suspended and where safe to do so clinical interventions are being delivered remotely by phone or via video links. This is driven by the clinical need and where a face-to-face contact is required this is still provided.
- Specialist services – Eating Disorder, Perinatal Service and Early Intervention in Psychosis are accepting referrals as normal.
- Eating Disorders services in Great Yarmouth and Waveney are operating as normal but are contacting patients remotely.

How can primary care contact the service?

Telephone: **0808 196 3494**

Website: <https://nsft.nhs.uk/Pages/Home.aspx>

Dementia

How is the service operating?

Memory Assessment Service - no new referrals. People will be contacted when the service is able to facilitate appointments.

- **Dementia Intensive Support** - still carrying out urgent assessments which are face-to-face (checking the patient is fit and well enough prior to the visit). Follow ups are by phone on a case-by-case need
- **Alzheimer's Society** has suspended all group services and replaced dementia support visits with telephone support. They are adapting practices in line with need including offering weekly check in calls with those who would usually attend groups
- **Alzheimer's Society** will continue to provide a full assessment of need, signpost to additional support and make onward referrals where appropriate

How can primary care contact the service?

Telephone: 01603 763556 Monday to Friday 9am to 5pm.

Out of Hours Telephone: 0300 222 1122. Available 9am–8pm Monday to Wednesday, 9am–5pm Thursday and Friday, 10am–4pm Saturday and Sunday

Online Forum: Talking Point is an online forum for everyone who is affected by dementia, open 24 hours-a-day <https://www.alzheimers.org.uk/get-support/talking-point-our-online-community>

Admiral Nurses

The Admiral Nursing team is still offering support to families affected by dementia with complex needs.

The team is working remotely offering ongoing support to their existing caseloads alongside triaging new referrals. The team office is manned daily to ensure that any queries are responded to in a timely manner.

The team is also able to offer specialist advice to families who have previously been referred to the service and any professionals who would like some guidance or advice.

Telephone: 01603 679693 Monday to Friday, 9am to 5pm.

Eating Disorders

How is the service operating?

- **Norfolk Community Eating Disorders Service (NCEDS)** offers clinical treatment and support for people with severe symptoms. It covers in Central and West Norfolk and is operating as normal
- NCEDS accepting referrals as normal – professional-only
- The service has reviewed all medical monitoring patients in primary care and are working to undertake other medical monitoring activities as remotely as possible
- NCEDS is conducting all interventions via telephone and video link
- **Eating Matters** is a community support service for people with an eating disorder. It is operating as normal but has moved to a telephone and video link model
- **BEAT** offers advice and support for carers of people with an eating disorder and has a 365 day a year helpline

How can primary care contact the service?

Eating Disorder Pathway is accessible on:

<https://nww.knowledgeanglia.nhs.uk/KMS/NorthNorfolk/Home/ClinicalInformation/MentalHealth/AdultMentalHealth/EatingDisorderspathwayandguidance.aspx>

Eating Matters telephone: 01603 767 062

Eating Matters website: <https://eatingmatters.org.uk/>

For carers of people with eating disorders, they can access advice at BEAT:

<https://www.beateatingdisorders.org.uk/>

It has up to date advice and a helpline that carers can ring 365 days a year.

Learning Disabilities: Adults and Older People

Community Pathway

Outreach

Day service staff are available if required. This intervention needs to be requested as necessary due to the current Covid-19 restrictions.

Care placements are available if appropriately required, and existing clients are being supported.

Enhanced Pathway

Intensive Support

Support workers have been aligned to the enhanced teams and are providing a service to existing clients.

Additional capacity being made available due to the current crisis.

Inpatient

There is now additional capacity available at Astley Court if needed and plans are being developed to support isolation where needed.

Covid Pathway

Community Outreach

The community support service is able to provide remote support where needed.

Learning Disabilities: Children and Young People

- **Starfish** (Learning Disability Child and Adolescent Mental Health Service) and **Starfish+** (Learning Disability Child and Adolescent Mental Health Service Intensive Therapeutic service) continue to offer a service to children and young people in Norfolk
- Referral route remains the same and can be accessed via the **Single Point of Referral** (SPOR) **01603 508958**
- All case holders within the team are contacting children and families who have an open referral to directly offer support and intervention as required
- Some face-to-face activity has been suspended and where safe and appropriate to do so clinical interventions are being delivered remotely by phone or via video links. This is driven by the clinical need and where a face-to-face contact is required this is still provided
- In addition weekly resource and well-being packs are being developed and shared with children and families along with videos, links and guidance being available to all online through the trust website <https://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/learning-disabilities-child-and-adolescent-service.htm>
- **Starfish and Starfish+** also have set up a consultation line for children and young people, families and professionals to seek clinical advice and consultation. The number is **01603 272319**. This will be open between 0900 and 1600 hours Monday to Friday and should be used for support, advice or guidance regarding clinical issues. If a referral is needed this should be accessed through the usual route described above
- **Starfish and Starfish+** continue to accept and prioritise referrals and are working closely with the multi-agency network and partners regarding how to support young people who may be experiencing high levels of distress

How can primary care contact the service?

Telephone: Via the **Single point of Referral** telephone number **01603 508958**, the Consultation Line **01603 272319** or via email starfish@nchc.nhs.uk or starfishplus@nchc.nhs.uk

Norfolk and Waveney Mind

Contact details

Main switchboard number: **0300 300 5488** Monday – Friday 9am – 5pm

Suicide Bereavement Support

The Suicide Prevention & Bereavement Service provides support to people who have been bereaved by suicide. The Anchor project offers an 8 week course through a support group for people who have been bereaved for a minimum of 3 months. The SAIL project offers one to one support for individuals in the immediacy of loss for up to 12 weeks.

Both the Anchor and SAIL projects are still working at full capacity but are currently using virtual methods to deliver their support. For enquiries please contact:

SAIL Project: sail.project@norfolkandwaveneymind.org.uk

Anchor Project: anchor.project@norfolkandwaveneymind.org.uk

Or call the main switchboard no: **0300 300 5488** Monday – Friday 9am – 5pm

Mental Health Support Line

The Telephone Support Line provides a listening ear, emotional support, coping strategies, signposting and practical advice. This includes help with developing plans to tackle and limit crisis situations.

We work with and complement the Crisis Resolution Home Team (CRHT), Community Mental Health Teams (CMHT), Emergency Services and others to help keep people safe as needed.

Opening times: weekdays 4pm - midnight, weekends 10am – midnight.

Telephone number: **08088 02 02 88**

Due to Covid -19 this service has been extended to run from 10am to 4pm, seven days a week.

This extension of service is explicitly for referrals from the NSFT 24/7 helpline for *Green RAG rated* callers.

Norfolk Community Advice Network (NCAN)			
Charity	Telephone	Email/Web Chat/Referral System	Face-to-face
Age UK Norwich	Advice line remains open: 01603 496333	Referral System currently open. enquiries@ageuknorwich.org.uk	Suspended
Age UK Norfolk	Advice line remains open: 0300 500 1217. Money Matters service will be contacting each client to check needs.	Referral System currently open. advice@ageuknorfolk.org.uk	Suspended
Shelter	Advice line remains open: 0344 515 1860	Referral System currently open. norfolk@shelter.org.uk	Suspended. For the Pathways project two staff members will be conducting 2 hours a day street outreach
Equal Lives	Telephone line remains open: 01508 491210	Referral System currently open. Info@equallives.org.uk	Suspended
Mancroft Advice Project (MAP)	Telephone Line remains open: 01603 766994	Referral System currently open. Info@map.uk.net	Drop-in advice service remains open but screenings will be conducted at the door and strict hygiene procedures in place.
Norfolk Community Law Service	Telephone line remains open and advice will be provided via telephone when possible: 01603 496623	Referral System currently open. Info@ncls.co.uk	Suspended
Diss and Thetford Citizens Advice	Telephone line remains open: 03444 111 444.	Email, webchat, Skype and phones will be available. Referral System currently open. https://www.cadat.org.uk/email-advice/	Suspended
Norfolk Citizens Advice	Telephone line remains open: 03444 111 444. For Universal Credit 'Help to Claim' contact 0800 144 8444	Referral System currently open. www.ncab.org.uk and click 'email advice'. Webchat available.	Suspended