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**Wakefield Mental Health Alliance**

**Mental health and wellbeing services**

**Support available for children and young people in the Wakefield district during the coronavirus pandemic**

1 April 2020 - (version 1)

**Children and adolescent mental health services (CAMHS)**

**Response and A&E diversion**

Wakefield CAMHS has recently increased and expanded the offer of crisis support to children, young people and families. This offer will continue during the current restrictions.

This means that the team now operate seven days a week and for longer hours, delivering services between **9am - 8pm every day**; alongside working in new ways.

The extended service now focuses on providing responsive support for children and adolescents in the place where it is needed; including home-based and community treatments and therapies.

The expansion of the service has been reflected in a name change too for the team, with the previous name of ‘CAMHS crisis’ no longer reflecting how the team work.

After working with local young people and the newly expanded team over the last few months, it was decided that responsive adolescent and children’s home based treatment team, or REACH team for short, was a more appropriate name which reflected the service on offer.

The REACH team now offer:

* Triage and signposting
* Flexible support including home-based and community treatments
* Consultation, care planning and risk assessment
* Multi-disciplinary team working and formulation
* Responsive assessment – which is needs-led
* Treatment and therapeutic interventions
* Support to access inpatient CAMHS treatment or transition back to the community.

The REACH team will prioritise seeing young people in the community to prevent them needing to attend A&E (unless there is a medical requirement to do so) and will work as creatively as they can to safely deliver an assessment in the community. Where a young person is in A&E, the team will respond as soon as possible to undertake the assessment.

When a young person is to remain on a ward for treatment the team will be guided by the staff on the wards as to any required personal protective equipment (PPE) and whether daily visits are wanted by the ward staff, or whether they would prefer consultation over the telephone to support social distancing.

For some young people aged 16/17 it can be more difficult to arrange an appropriate adult to attend the hospital, because of living independently etc. In these circumstances the assessing clinician will determine whether it is safe to assess the young person in the absence of an appropriate adult in the room to prevent delay to discharge from hospital. They can either include an appropriate adult over the telephone (such as a social worker) or arrange for the follow up appointment to be undertaken on the same day in the community. There are circumstances where this would not be safe to do and in these cases a young person would be required to remain on the ward until an appropriate adult can attend.

The REACH team will continue to support young people who need urgent support in the community and will undertake as much clinical work as possible over the telephone, however where required, young people can be seen at Airedale Health Centre or if required at home (including in situations where the house is symptomatic). The appropriate PPE equipment will be available to the team.

**The REACH team will continue to operate between the hours of 9am and 8pm, seven days a week.**

An offer of urgent mental health assessment between 8pm and 9am at A&E is also available. Please note: this option should be a last resort and where possible a young person should be given support to manage in the community until they can be seen by the crisis team.

**The team can be contacted through Single Point of Access (SPA) Wakefield on 01977 735865.**

**Core CAMHS**

People currently receiving care from CAMHS clinicians will continue to be managed by their practitioner. Contact will take place over the telephone where it is safe to do so. Where this it is not safe to do, there is a duty worker who is able to see the young person face to face at Airedale Health Centre and in exceptional/crisis cases, at home.

Staff will continue to monitor their case load and offer treatment where practical to do so; cases will continue to be processed through the pathways.

People on the waiting list will be contacted to see if they are happy with telephone treatment and if so will be allocated to staff for treatment when this is possible. Where they would prefer to wait, they will remain on the waiting list with access to SPA should they change their mind or should things deteriorate for them.

Assessments will also be undertaken by telephone. If these can be concluded, then children and young people will progress to a treatment pathway/waiting list. Where these cannot be concluded without face to face appointments, the risk will be determined and if risk is high, a face to face appointment will be undertaken at Airedale Health Centre.

Otherwise, they will be placed on waiting list for an assessment review meeting and followed up when services resume normal practice.

**Specialist work**

Much of the specialist work (e.g. - art therapy, play therapy etc.) cannot be undertaken without being in room together, and therefore social distancing cannot be practiced. Therefore cases open to specialist practitioners will be monitored and consultation offered by telephone, where risk is high or increases due to pausing therapy, then face to face appointments can be undertaken at Airedale Health Centre.

No new cases will be allocated to specialist workers; instead they will support other critical functions and teams in the CAMHS service.

**Enhanced outreach team**

The enhanced outreach team will continue to support children in care. All young people who are part of caseloads or support systems will be informed that as much support as possible will be provided by telephone, and resources will be sent to help them manage at this time.

Practitioners will continue to monitor young people’s wellbeing, and consultation will be offered by telephone to carers and professionals etc. Where risk is high or increases due to pausing therapy/interventions, then face to face appointments can be undertaken at Airedale Health Centre or in the community, if essential.

The team will continue accepting referrals and will have a duty worker on shift each day to offer support to SPA/triage referrals and undertake any essential face to face contacts.

**Eating disorders**

The eating disorders team will continue to support young people with eating disorders. The team will continue accepting referrals and will have a duty worker on shift each day to offer support to SPA/triage referrals and undertake any essential face to face contacts.

Practitioners will continue to monitor young people’s wellbeing, and consultation will be offered by telephone to families and professionals. Where risk is high or increases due to pausing therapy/interventions, then face to face appointments can be undertaken at Airedale Health Centre or in the community, if essential.

Physical health checks are an essential component of the work of the team and therefore a physical health clinic will remain in place weekly to allow safe monitoring of patients. This will be undertaken with clear guidance on room preparation and social distancing.

Any young person who needs additional support can continue to access this through the crisis (REACH team) and intensive home based treatment service. Specialist therapy will be paused as per core pathways.

**Single Point of Access (SPA)**

SPA functions will continue as normal between the hours of **9am and 5pm**, **Monday to Friday**. SPA will remain a critical function for CAMHS. They will continue to offer support/advice and they will triage referrals and signpost as required.

**Primary intervention team**

***Schools***

All schools’ work is paused at this time. Schools’ workers have been in contact with schools prior to closures and multi-disciplinary teams (MDTs) were offered virtually but this was not possible to provide.

MDT consultations which were booked prior to schools closing are being offered as a telephone primary practice consultation if the school requires. Schools are able to contact school workers for any ad-hoc consultations too.

Families that have pre-booked parental consultations are being contacted and offered this via telephone.

Some children who have an Education, Health and Care Plan (EHCP) are still attending school so the practitioners remain in close communication, sending resources and offering advice and support over the phone. This is also in place for the pupil referral units (PRUs).

Local colleges are identifying those young people who may be more vulnerable and need support and maintaining telephone contact. Colleges can discuss any issues/concerns with a primary practitioner over the phone, and there are links with remote workers from Turning Point who will pick up any referrals needed.

***2+1 - A brief assessment and treatment model***

Clinical intervention in the form of 2+1 will be offered to children and young people to prevent any delay to early help. Any resources required will be sent to families prior to sessions by post or email and treatment can be delivered by phone.

If the young person’s risk indicates face to face is required, then a decision will be made whether this remains in early help at this time or is passed to a duty colleague in the core CAMHS team.

Following 2+1 treatment by telephone, the usual pathways will be available for children and young people.

***Group work***

All group work has been cancelled and young people are being offered telephone treatment/interventions in line with the group offer.

This will be an enhanced offer from the usual group work, as young people will be given individual support.

Following the intervention usual pathways will follow or they and may be discharged.

**Autism spectrum disorder (ASD) assessments**

ASD assessments will be paused as per agreement with partner agencies and NHS Wakefield Clinical Commissioning Group.

CAMHS are looking at a clinical offer of consultation to families where there may be a mental health support requirement to ensure no risks are left unmanaged.

The use of video appointments is being trialled within the service and will be rolled out as soon as possible.

**Turning Point talking therapies (IAPT)**

Turning Point deliver talking therapy services in Wakefield and are available for children and young people aged 16 and above who are registered with a GP surgery in the Wakefield District.

Turning Point are committed to continuing to be available for those requiring support; adapting service delivery in line with the government advice to protect both people that use their services alongside staff.

All groups and workshops have been suspended for the foreseeable future and current face to face support, where possible, will be replaced by telephone therapy.

Turning Point is contacting all clients directly who are affected by this change.

New referrals to the service will continue to be accepted. However where possible, these referrals need to be made online via the Turning Point website, as their phone lines are currently very busy.

Visit the [Turning Point talking therapies website](https://talking.turning-point.co.uk/wakefield/news/covid19/) and find out more.

**Children First Hubs**

The Children First Hubs will continue to provide support to those families who have an allocated Children First practitioner, as well as to those who have been referred and are awaiting allocation.

The majority of this support will be delivered over the phone, although some home visits will take place where it is safe and appropriate to do so. Partner agencies can still contact their link worker or local Children First Hub if they would like any advice or guidance during this time.

**Kooth**

**Kooth online**

This service continues to be available to support the wellbeing and resilience of young people aged 11-25.

Kooth is a web-based confidential support service. It provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people.

It offers young people the opportunity to have a “drop-in” text-based conversation with a qualified counsellor. Counsellors are available from **12pm to 10pm on weekdays and 6pm to 10pm at weekends, every day of the year.**

Young people can access regular booked online counselling sessions as needed also. Outside counselling hours, young people can message the team and get support by the next day.

Support can be gained not only through counselling but from articles, forums and discussion boards.  All content is age appropriate, clinically approved and fully moderated.

You can also view a short video about the service at: <https://vimeo.com/318731977/a9f32c87de>.

Kooth presentations are able to be delivered for professionals online also. **For further information please contact** [**rchisem@xenzone.com**](mailto:rchisem@xenzone.com)

**Visit**[**www.Kooth.com**](http://www.kooth.com/)**where young people can register and others can find out more about the service.**

**Kooth face to face**

Counsellors who currently offer face to face counselling sessions in Wakefield have been working on a suitable alternative for young people.

Kooth will offer young people requiring face to face counselling a booked chat session appointment on Kooth.com with their named face to face counsellors.

Kooth will continue to accept referrals for face to face clients through the normal referral process.

Internal processes will be in place to identify Wakefield face to face clients online through ID numbers.

Effectively they will move their face to face counsellors onto the online system to use as a safe and secure channel to deliver intervention and sessions to children and young people living within Wakefield.

**For more information please email:** [**kjohal@xenzone.com**](mailto:kjohal@xenzone.com)

**Young People’s Drug and Alcohol Service**

Wakefield Young People’s Drug and Alcohol Service provides a free and confidential service for young people between the ages of 10 and 17 in Wakefield.

In light of the current coronavirus challenges being faced by children, young people, their families and professionals, the service is still continuing to provide advice, guidance and support around issues relating to drug and/or alcohol use.

During this difficult period, the service will still be accepting referrals and staff will continue to support young people, their families and professionals.

Face to face appointments will not be provided at present, in line with government guidance around social distancing. However, support will be extended to telephone and text contact, WhatsApp, social media and other online chat/video messaging services.

**To speak to a worker or to make a referral, contact on: 0808 169 8711 or email:** [**wakefieldservicereferral@cgl.org.uk**](mailto:wakefieldservicereferral@cgl.org.uk)**.**

**The service is open 9am to 5pm, Monday to Friday.**

**Please also keep updated via social media pages for more updates (details below) and for more information, please visit:** [**www.changegrowlive.org/**](http://www.changegrowlive.org/)**.**

**Facebook:** [**Change, grow, live – Wakefield**](https://www.facebook.com/Change-grow-live-Wakefield-1185259591507978/)

**Twitter:** [**@CGLWakefield**](https://twitter.com/CGLWakefield)

**Instagram: @cglwakefield**

**Voluntary and community response**

With the guidance on coronavirus changing daily, the impact on the communities of Wakefield district continues to increase.

Across communities and neighbourhoods, local voluntary and community groups alongside faith groups, schools and local businesses are identifying how they can work together to ensure that people are supported during these difficult times.

Building on local initiatives, Nova Wakefield District and its members, Wakefield Council and local NHS have together created a joint response to the challenges which our communities face.

Young Lives Consortium and the community navigators are an integral part of the community response.

**Community navigators**

Community navigators, alongside Young Lives Consortium, Public Health, local NHS, and voluntary, community and social enterprise (VCSE) organisations and the wider Wakefield Council are developing an [responsive website](http://www.wf-i-can.co.uk/) for children and young people, and those supporting young people, to help share resources and ideas.

The community navigators continue to deliver support to children, young people and families via their host organisations and in connection with some of the community hubs; supporting distribution of food and supporting activities in communities online and via telephone.

**If you would like to be kept informed or help in any way please get in contact with Emily Castle, Young Lives Consortium, on:**[**emcastleylc@gmail.com**](mailto:emcastleylc@gmail.com) **or by telephone/text on 07835817480 (9.30am – 4.30pm Monday – Friday).**

**The wider voluntary and community response**

***Community hubs***

The voluntary and community sector alongside Nova and Young Lives Consortium have established 14 community hubs across the district which will be contactable by telephone.

Named advisors will be available to provide help and a local response as close to communities as possible. [Find out more.](https://www.nova-wd.org.uk/news/2020/03/25/covid-19-community-hubs/)

***Information and advice***

All our community communications will be co-ordinated via the [Wakefield Council](https://nova-wd.us4.list-manage.com/track/click?u=afc5fc96d90f07aaf69a2f386&id=84f59b2813&e=510df43793) and [Nova](https://nova-wd.us4.list-manage.com/track/click?u=afc5fc96d90f07aaf69a2f386&id=b95a0b6bec&e=510df43793) websites. On these websites you will find guidance which includes:

* Up to date information for the community including vulnerable people
* Ideas on how to support your neighbours via #WakefieldCares

#### *Helpline*

Wakefield Council will host a Covid-19 response helpline for people who need additional support.

From **Wednesday 25 March**, anyone worried about themselves or someone else who does not have an existing support network of friends, family or neighbours can call Wakefield Council's dedicated phone line on **0345 8 506 506** **between 9am - 5pm, Monday to Friday.** Choose option 3 to make a request for support and help will be arranged.

#### *Volunteering opportunities*

If you would like to help by volunteering in your community please visit the [Volunteer>Wakefield website](https://nova-wd.us4.list-manage.com/track/click?u=afc5fc96d90f07aaf69a2f386&id=189f7afbf1&e=510df43793) and find out how you can do so.

Please keep in touch if you are a member of a community or represent a voluntary group to ensure that we are connected together as best as possible to support our people and neighbourhoods.

**A huge thank you to everyone involved in supporting our local communities at this time.**

***Government advice***

This can be found on the [Gov.uk website](https://nova-wd.us4.list-manage.com/track/click?u=afc5fc96d90f07aaf69a2f386&id=3d1e0d68af&e=510df43793). It includes guidance for individuals, residential care, employees, employers businesses around social distancing and protecting older people and vulnerable adults. Please be aware updates are made regularly.

***Do you provide a funded voluntary, community or social enterprise project?***

Did you know that you can speak to your funders or commissioners to ask if you can change your funded offer to respond to the current coronavirus challenge?

**Resources**

South West Yorkshire Partnership NHS Foundation Trust has just launched a dedicated [coronavirus mental health and wellbeing area](https://www.southwestyorkshire.nhs.uk/coronavirus/coronavirus-and-our-mental-health-and-wellbeing/) on their website.

This has a specific page for [children and young people](https://www.southwestyorkshire.nhs.uk/coronavirus/coronavirus-and-our-mental-health-and-wellbeing/supporting-children-and-young-people-with-their-mental-health-and-wellbeing/), which will continue to be developed to include key resources from national and local sources, including information from clinical colleagues, such as Wakefield CAMHS team.

Please visit the website and share through your channels.