

26 March 2020

Dear Colleague,

In the wake of unprecedented disruption in our services due to the COVID – 19 pandemic, we would like to assure you that in Croydon CAMHS, we are doing all we can to maintain safety and continuity of care. This requires significant adjustments in our work and a focus on urgent care.

Crisis Services:

Given the pressure on A&E departments at the current time, we will be trying to explore a range of alternatives before recommending that young people are seen in A&E by our CAMHS crisis team. If you are considering the need to ask a family to bring their child to A&E for mental health reasons, please ask the family to consult us on the crisis numbers provided in the first instance. *Young people should attend A&E if there is a medical emergency e.g. injury from self-harm requiring immediate medical attention or threat to life from taking an overdose.*

- **Between 9-5pm**, professionals and families can speak to our duty clinician (**0203 2280000**). We can then discuss what best course of action and whether access to emergency services is required.
- **On weekdays 5pm – 10pm and weekends 9am – 9pm**, please ask families to contact our CAMHS crisis line **0203 228 5980**
- For advice outside of those hours we recommend that families contact the dedicated SLAM Mental Health Crisis Line on **0800 731 2864** or **NHS 111**

For urgent appointments, our staff are able to provide reviews over the telephone, or through video calls. We will also offer face to face appointments when absolutely needed and where it is safe for both families and staff to meet. We will discuss these options with you, as applicable. We need to make you aware that this is being reviewed on a regular basis and so may be subject to change. We are unfortunately unable to provide any group therapies or routine psychological therapies at this time. We will notify you when this becomes possible again.

Other Emotional Wellbeing & Mental Health services:

Croydon Drop-in: will be offering a phone and email service to young people currently in counselling, those on the waiting list and those in ongoing groups.

<http://croydondropin.org.uk/>

Off The Record: for ongoing face-to-face counselling sessions young people and families can expect to hear from OTR within one week. If they are waiting for ongoing support, OTR may be offering a telephone or video counselling instead of face-to-face counselling when an appointment becomes available <https://www.talkofftherecord.org/coronavirus/>

Other Alternatives are: Child Line on 0800 1111 (for under 18 years), Samaritans on 116 123 (18 years or over)

For Local Authority Children's Services:

As we would like to prioritise support for our most vulnerable young people and their families, we will continue to offer consultations to social workers of Children Looked After and to YOS workers. We will also continue to contribute to multi-agency meetings e.g. Complex Adolescent Panel by video-call, by phone or by providing information.

For Schools and Colleges:

The Croydon Mental Health Support Team (MHST, Wave 1) and Support Engagement and Delivery in Schools (SEADS) Team are continuing to support Croydon schools. One to one work with young people and families is continuing via telephone. The MHST are running a trial helpline from 30th March, which will be operational during school hours (9am-3:15pm), providing advice and support for young people and families. We are continuing to provide consultancy and advice for teaching staff on 07702 339000. If there is any difficulty accessing this phone line please could you alert us via email on croydoncamhsmail@slam.nhs.uk with the email subject line "**MHST phone-line help**". Croydon pupils also have access to Kooth online counselling service <https://www.kooth.com/>.

For General Practitioners and NHS medical colleagues:

We are offering rapid access to CAMHS consultant psychiatrists between 9am and 5pm via a dedicated email consultation service. Please email croydoncamhsmail@slam.nhs.uk stating your name, role and organisation e.g. GP surgery/hospital trust. Please put as your email subject line "**CAMHS-GP consultation group**". You will then be added to the email group. We will also continue to operate the phone-line to for GPs to contact consultant psychiatrists from 1-2pm daily on 07720 032 367.

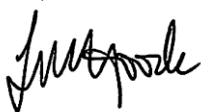
We continue to post prescriptions to our patients and have informed them that they need to give as much notice as possible (at least 10 days), to ensure that prescriptions reach them in time. We would be grateful if general practices are able to continue to honour the shared care prescribing agreements in place for particular medications.

Information Updates:

We will be setting an automated response on all our e-mails, providing the most up to date information on Croydon CAMHS Provision and other agencies providing support during this time. To find out more, please e-mail croydoncamhsmail@slam.nhs.uk stating your name and agency as well as the query.

We appreciate your understanding during this unusual and uncertain time.

Yours sincerely,



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