

Ref: EDYs

3 April 2020

Dear Service User/ Parent or Guardian

We understand lots of things are changing at the moment and we want to let you and your family know that we are still here to support you as the COVID-19 challenge develops; our Eating Disorder Young People's Service (EDYS) has taken steps to ensure we continue to offer a service.

Unlike our usual appointments that are face to face, most of our appointments are now going to be in line with public health guidance providing social distancing in an effort to keep you and your family safe as well as our staff. However, you may be offered occasional face to face appointments for the purpose of weighing and physical observations but we will aim to keep these appointments as safe as possible.

Our Key Messages for you:

Case Manager: You will remain with your usual case manager and this will not be changed at present.

Care Plans and Support: Your therapeutic input will be offered by phone or video call for the reasons above. The frequency of these appointments will be dependent on your care plan, although please let a member of the team know if you think you need more frequent contact or can manage with less frequent contact.

Face to face appointments: Face to face appointments will be offered to individuals based on current levels of physical need that has been assessed in service users care plans. These face to face appointments will not necessarily be with your case manager/ usual clinician and may be with a team member you do not usually see. At present, all face to face appointments will be held at Alder Hey Hospital (Catkin Building) and we are unable to offer intervention at any other base at the moment.

Communication: We are aware that staff email addresses are visible when sending links for video appointments. These email addresses should not be used in an emergency and will not be responded to outside of working hours. The same applies for work mobile numbers; these will only be used by clinicians during working hours. Should you wish to contact the team you can do so by ringing **0151 282 4911**.

Risk/ Urgent care: If you have urgent concerns regarding physical health please contact your GP or NHS 111 in the first instance. Please avoid unnecessary visits to the emergency department but do attend if required. The emergency department is working hard keeping corona or otherwise infectious patients separate from patients with non- infectious presentations. If you are in need of urgent support regarding

your mental health we would encourage you to contact the crisis care team on **0151 293 3577** who can offer support, and in some instances appointments.

You are likely to be contacted a number of times prior to any face to face appointments to ensure you, or a family member in your household is not presenting with any symptoms of COVID-19. If you do begin to experience any of the associated symptoms and we have not contacted you, please get in touch and we can re-arrange appointments.

KEY CONTACTS:

Eating Disorder Service: 0151 282 4911

Email address for queries: CAMHS@alderhey.nhs.uk

Crisis Care: 0151 293 3577 available 24 hours a day

Alder Hey Information Hub: www.alderhey.nhs.uk/covid-19-information-hub

If you have any questions or concerns relating to the care of a patient at Alder Hey, and your appointment has been postponed, please contact our hotline Monday to Friday 9am to 8pm and weekends 9am to 3pm

Alder Hey queries: 0151 282 4907

Email address: Covidinfo@alderhey.nhs.uk

We hope you find this information useful

EDYS team at Alder Hey Children's Hospital