

Ref: Liverpool CAMHS

3 April 2020

Dear Service User, Parent or Carer,

We want to let you know at these times of uncertainty and change we are still here for you and your family. The Specialist Mental Health Services at Alder Hey have planned to ensure we continue to offer a service (in a different way) as the COVID challenge develops.

We will of course have to work differently, this is to try to keep you well, keep our staff well and provide social distancing in line with public health guidance.

We also anticipate times when staff numbers will be low and we need to be able to focus our resource on our most urgent priorities at that point.

CAMHS KEY MESSAGES

Case manager: You will remain with your named case manager. We will be unable to change your case manager at this point due to staffing challenges. We have been trying to contact all patients with upcoming appointments to ensure that you know these will be by phone/video call. If you have not received a text/phone call it might be that we don't have the correct number so can you ensure you contact us on the number at the top of this letter to let us know your new mobile number. As our admin cover is limited currently, it may be your case manager who liaises with you directly and may ask you for your email address as we would need this if you consent to sessions being offered via a video call.

Care Plan: Your therapeutic input will be offered **remotely** (by phone or video call). The frequency of contact will be discussed with your case manager. If you feel you can manage with less frequent contact please let us know. If you think you need more frequent contact let us know that as well.

If you feel you need to be contacted before your next planned appointment then can you please access the crisis line who can mobilise an appointment if clinically indicated.

Communicating urgent concerns: If you do not know who your case manager is and/or you feel there is a gap in support that is having a significant impact on your functioning at this time then please contact the team on **0151 293 3659 / 293 3662**. If this is more urgent and an immediate response is required due to concerns about risk then please contact our CAMHS crisis team on **0151 293 3577**.

In addition, the Trust has a helpline and email you can contact if you are having difficulty contacting the department:

Tel. 0151 282 4907
covidinfo@alderhey.nhs.uk

Medication: Children and young people need to maintain their medication regime. Please can you ensure you contact the service **14 days** before medication is required and also ensure you provide us with details of your local pharmacy. This will ensure we can safely prescribe, that we can organise safe collection of prescriptions and pharmacies will have time to dispense. We will try to fax prescriptions across to your nominated pharmacy where possible.

We need your help to ensure children and young people continue taking their medication safely.

Urgent care: If you are deemed at immediate risk of significant harm to self or others, experience symptoms of psychosis or significant depression then you will be supported under our urgent list. If these descriptions do not apply to you then you will be on our "routine" list, we know that you will still have significant needs but we ask that you seek family, friends and community support in addition to the digital support available at this time.

Crisis care: Due to the expected pressures on Emergency Departments (ED) across the NHS we would advise that you contact the crisis care team on **0151 293 3577** rather than present at ED. If there is an urgent physical health need to attend an ED please do attend (this includes but is not limited to ingestion, ligature, significant blood loss). Otherwise, please contact crisis care who can offer a same day or next day appointment. Please ensure you review existing crisis plans with the young person you care for, given the real constraints on healthcare at this current time.

Social Media/Digital Support – We will be updating our twitter feed regularly. Please follow us @FreshCAMHS for ongoing support. Please access our websites which contain a lot of really helpful resources that might help you while you wait for appointments:

www.liverpoolcamhs.com
www.freshcamhs.org

We also have our parent/carer forum which is called Fresh Plus. This is a space for parents/carers of children who are currently receiving/waiting for/or who have received support from our CAMHS service in the past. It is an informal and confidential space for parents and carers to share experiences, have a voice to drive

change and for supporting each other. The group are currently in the process of looking into how to continue providing a regular space to meet virtually and would welcome existing and new parents/carers with no pressure for any ongoing commitment to the group. You can find out more about accessing this through their website:

www.freshplusgroup.org.uk

(Choose the 'Support Group' tab in the menu)

We are looking into some other options for support that families might also be able to access online so keep checking the website and twitter feed regularly for more information.

For those waiting: We know our waits will be increasing again and we are sorry for this. We are looking into what we can offer to families while they are waiting and as more information becomes available we will get in touch. We encourage you to check our digital offer and some additional references are included at the end of the letter for resources to access while you are waiting.

Face to face: We do have a limited number of face to face appointments which can be offered **only** where an alternative form of delivering care is not safe. This will not necessarily be with your case manager and will be arranged with short notice.

- We ask that you do not attend an appointment if you have had a cough or fever within the last 7 days, or if a member of your household has had a fever or a cough in the last 14 days. Please do not attend for a face to face appointment if your household is in isolation. Please contact the clinic by phone – your appointment will be rearranged so that we can support you with the appropriate personal protective equipment for staff and at a time when no other children and young people will be in the clinic.
- You will be asked about symptoms of cough and fever on a number of occasions prior to and on the day/at the time of your appointment. This is to keep our workforce and other service users well. If you have symptoms you will be asked to leave at that point and be booked back in when the appropriate safeguarding (Personal Protective Equipment and empty clinic) can be put in place.
- We ask you to attend only at the time of your appointment.
- We also ask that attendees are limited to those essential to the care plan.

Helping Each Other: We all need to work together at this point. Please help us by following the guidance on social distancing – even for tasks such as collecting prescriptions.



Again, if difficulties do get worse and you feel you are in the urgent care list please contact Crisis Care for your care to be reprioritised. When we are through the other side you can be assured we will work all hands on deck to reduce our lists again and request your patience and understanding at this time. Similarly if your difficulties get better at this point and our input is no longer needed you can really help us by letting us know. **Please only escalate urgent concerns.** We understand these are challenging times and we may be unable to respond to more routine queries at this time and we ask for your patience and understanding while you wait.

KEY CONTACTS:

Liverpool Fresh CAMHS: 0151 293 3659 / 293 3662

Email address: 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

Yours sincerely,

Liverpool FRESH CAMHS

Alder Hey NHS Foundation Trust

Useful Websites and Apps

www.youngminds.org.uk - Support for parents/carers and young People in relation to mental health

www.voicecollective.co.uk. – Support to children/Young People who hear voices, sees visions or have unusual sensory experiences.

www.kooth.com - online counselling support to Young People

www.mya.org.uk - Support to Young People information, advice and guidance support

www.moodjuice.scot.nhs.uk - Self Help website to Young People with depression, anxiety, anger, panic, stress, bereavement, phobias, traumatic stress, sleep problems, obsession & compulsions

www.anxietybc.com - self-help website for young people and parents/ carers to support with anxiety

www.getselfhelp.co.uk - Self-help website for ADHD, anger, anxiety, pain, suicidal thoughts, depression, flashbacks, self-esteem, OCD, panic, problem solving, psychosis, relationships, stress,

www.minded.org.uk Is your child in crisis? Are you worried about them? Perhaps you just want some parenting tips. This site will help you understand and support your child.

www.selfharm.co.uk - Support for young people who self-harm

www.nshn.co.uk

www.selfharm.co.uk

www.bullybusters.org.uk

www.7cups.com

Apps:

- Buddify
- Smiling Mind
- Stop, breathe and think
- Mindshift