

Ref: Sefton 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 plans 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 as 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.

**Care Plan:** Your therapeutic input will be offered **remotely** (by phone or video call). You should now have been contacted by your case manager to discuss this. The frequency of appointments can 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 (0151 293 3577) who can mobilise an appointment if clinical 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 or risk at this time then please contact the team on: **0151 282 4527** or [CAMHS@alderhey.nhs.uk](mailto:CAMHS@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. This will ensure we can safely prescribe, that we can organise safe collection of prescriptions and pharmacies will have time to dispense. Where possible, we will fax prescriptions to your nominated pharmacy for collection. When you call to request further medication, you will be asked for your local pharmacy details.

*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/urgent 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 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.

**Social Media/digital support** – We will be updating our twitter feed – please follow us for ongoing support @CamhsSefton. In addition, the Trust has a helpline and email you can contact if you are having difficulty contacting the department. Please see **KEY CONTACTS** section at the end of this letter.

**For those waiting** we know our waits, despite having reduced, will be increasing again and we are sorry for this. We will continue to offer the waiting list groups remotely. In addition, we will try to continue to offer phone calls to our longest waiters. We encourage you to check our digital offer and use Kooth in the meantime. Kooth is a free, safe and anonymous online support for young people and is available at [www.kooth.com](http://www.kooth.com).

**Face to face:** we do have a limited number of face to face appointments where alternative care delivery is not safe. This will not necessarily be with your case manager and can 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 booked back in when the appropriate safeguarding (Personal protective equipment and empty clinic) can be put in place.
- Appointments will be staggered to support social distancing.

- We ask you to attend only at the time of your appointment as we will ensure clinics run to time.
- We also ask that attendees for face to face appointments are limited to child/young person plus one parent/carer. Further information around visitors to site, please visit the COVID19 hub at [www.alderhey.nhs.uk](http://www.alderhey.nhs.uk) At present, we will only be offering face to face appointments at Burlington House, Waterloo. If you have any queries regarding this, please raise this with your case manager or by calling Sefton CAMHS.

**Helping Each Other** – we all need to work together at this point. Please help us by following 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 can you let us know.

- Checking demographics – we have been trying to contact all patients to ensure we have correct numbers and email addresses if possible for video calling. If you have been attending appointments recently and have not received a text it might be that we don't have the correct number so can you ensure you contact us to let us know your new mobile.

Please only escalate urgent concerns. We understand these are challenging times but we will be unable to respond to more routine queries at this time. If you do contact with a query that can wait you will have to wait and we ask for your patience at understanding.



**KEY CONTACT DETAILS:**

**Telephone number for Sefton CAMHS:** 0151 282 4527

**Email address for queries:** [CAMHS@alderhey.nhs.uk](mailto:CAMHS@alderhey.nhs.uk)

**Crisis Care:** 0151 293 3577 available  
24hrs a day

Please note – this is a rapidly changing situation. Please visit the Alder Hey Covid-19 information hub for up to date information:

<https://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,

Sefton CAMHS  
Alder Hey Children's NHS Foundation Trust