

Dear Colleagues,

**Re: Oxleas Children and Young People's service provision during the Covid-19 pandemic**

We are writing to partners to provide an update on the service provision over the coming weeks for Specialist Community CAMHS (Bexley, Bromley and Greenwich), Specialist Children's Services (Bexley and Greenwich) and Universal Children's Services (Bexley and Bromley).

We hope you find this information useful. If you have any queries, please do not hesitate to contact your local service and we would be pleased to assist.

Yours faithfully,

A handwritten signature in blue ink that reads "Beverley Mack".

Beverley Mack  
Associate Director, CAMHS

A handwritten signature in blue ink that reads "Maria Tanner".

Maria Tanner  
Associate Director, Specialist Children's Services

A handwritten signature in blue ink that reads "Helen Day-Barnes".

Helen Day-Barnes  
Associate Director, Universal Children's Services

A handwritten signature in blue ink that reads "Lisa Thompson".

Lisa Thompson  
Director of Children & Young People's Services

## Specialist Community CAMHS

### Which clinic sites are operating and what are the operating hours?

All clinic bases are open with a skeleton multi-disciplinary staff group based onsite each day Monday to Friday. The operating hours are 9am (Bexley and Bromley) and 8am (Greenwich) to 5pm daily.

The contact details for each service as are follows:-

Bexley CAMHS	Bromley CAMHS	Greenwich CAMHS
<p>Acting Operational Manager: Jenny Eldred</p> <p>Park Crescent, Erith Hospital: Northumberland Heath, Erith, DA8 3DD Tel 020 3260 5200 Email: <a href="mailto:oxl-tr.bexleycamhs@nhs.net">oxl-tr.bexleycamhs@nhs.net</a></p> <p>Acorns: Queen Mary's Hospital, Frogna Avenue, Sidcup, DA14 6LT Tel 0203 004 0092</p>	<p>Operational Manager: Dominic Leigh</p> <p>Stepping Stones House, 38 Masons Hill, Bromley, BR2 9JG Tel 0208 315 4430 Email: <a href="mailto:oxl-tr.bromleycamhsadmin@nhs.net">oxl-tr.bromleycamhsadmin@nhs.net</a></p>	<p>Operational Manager: Emma Holland</p> <p>Highpoint House, Shooters Hill, SE18 3RG Tel 0203 260 5211 Email: <a href="mailto:Oxl-tr.greenwichcamhsadmin@nhs.net">Oxl-tr.greenwichcamhsadmin@nhs.net</a></p>

See below for out of hours crisis contact numbers.

### Are services accepting referrals?

Yes, we are accepting referrals through the usual channels, undertaking clinical triage and allocating cases to clinical pathways as per our usual practice.

### Which clinical services are being delivered?

We continue to deliver services to children and young people with the range of mental health needs in keeping with the existing borough access policies. Please note that if this changes, we will notify partners promptly. However, whilst we continue to provide all clinical services, in accordance with the Government directive regarding social distancing, we have adapted the way that services are delivered.

All routine clinical interventions are being delivered remotely i.e. using telephone, video conferencing etc where this suits the child / young person and this method enables their clinical risks to be appropriately managed. Where it is not possible to manage risk via remote interventions, we are offering face to face appointments at the clinic bases. The young people presenting with the highest degree of mental health risk are generally being seen face to face in the clinics and those presenting with a mental health crisis to A&E departments, are being assessed within the hospitals by the CAMHS Crisis Service.

**If young people require advice or help with a mental health crisis they can contact:**

In hours	Out of hours	
<b>9am – 5pm</b>	<b>5pm – 10pm (weekdays)</b> <b>9am -9pm (weekends)</b>	<b>10pm – 9am</b>
<b>Oxleas CAMHS</b>  <i>Service users /professionals should contact their local borough (Bexley, Bromley, Greenwich) CAMHS service as above</i>	<b>South London Partnership CAMHS Crisis Line</b>  Tel: 020 3228 5980  5pm -10pm Monday to Friday  9am -9 pm  Saturday to Sunday	<b>Oxleas NHSFT Urgent Advice Line</b>  Tel: 0800 330 859

### **Working arrangements for staff**

The majority of staff are working from home where possible. The normal liaison, multi-disciplinary meetings, clinical supervisions or consultations are taking place remotely, to support staff and safe, effective practice as well as providing clinical and line management oversight of operations.

We are monitoring staff absence / availability for work on a daily basis to facilitate continuity of service provision. Should staff numbers reduce significantly, staff will be mobilised to focus on the Priority 1 work, i.e. crisis assessments and interventions, young people with severe mental illness and high risk mental states, young people presenting with forensic risks, children with complex neurodevelopmental and co-morbid mental health conditions; and vulnerable groups e.g. children on child protection plans and looked after children and young people.

## Online Emotional Wellbeing Services for children / young people up to age 25<sup>1</sup>

<b>Kooth Online Counselling</b> Free, anonymous online counselling and emotional wellbeing platform for young people aged 11-19 years, accessible via mobile, tablet and desktop.	12:00-22:00, Monday to Friday 18:00-22:00, Saturday to Sunday	<a href="http://www.kooth.com">www.kooth.com</a>
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We have attached a list of resources which we hope you will find useful at this time.

If you have any queries during this time, please contact the Operational Manager for your local service.

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<sup>1</sup> The age range is being extended from 17 years to 25 years from 1<sup>st</sup> April 2020

## Specialist Children’s Services (Bexley and Greenwich boroughs)

Specialist Children’s Service are continuing to provide all Community Services in line with the *Prioritisation within Community Health Services* set out by NHSE on 19<sup>th</sup> March and updated on 3<sup>rd</sup> April

In accordance with the guidance we have ceased providing the Audiology Service with the exception of testing within two weeks for children who have had meningitis. The Lead Audiologist is working with the Tertiary Team to ensure all children who require follow up within the next six months are clearly identified and placed on a waiting list.

In Bexley the Orthoptic Service has ceased operations as this is reliant on referrals from the School Nursing Service, which has ceased testing. All clients who had been referred to the service have been contacted.

**The current service provision within each borough is listed below:**

Bexley Specialist Services	Greenwich Specialist Services
Tel: 0203-004-0092 Monday to Friday 8am -5pm Children’s Nursing Monday – Saturday	Tel: 0208-836-8621 Monday to Friday 8am - 5pm Children’s Nursing Monday – Saturday
Community Paediatrics Children’s Community Nursing Continuing Care Physiotherapy Occupational Therapy Speech and Language Therapy	Community Paediatrics Children’s Community Nursing Continuing Care Physiotherapy Occupational Therapy Speech and Language Therapy Dietetics Music Therapy Integrated Neuro-disability Service

The method of service delivery has changed with the majority of care and treatment being carried out remotely either by telephone, Web Ex or virtual teams with the exception of Continuing Care where all contacts are face to face.

Every service has reviewed and prioritised their case load to ensure that children and young people have continued access to health professionals

We are preparing our teams for potential relocation to support surges in activity both locally and within the wider NHS. As and when this happens we will gradually reduce our service in line with the NHSE guidance.

Our aim throughout this process is to ensure that our children with the most complex needs are assessed by local health professionals regularly to prevent hospital admissions .We are working closely with partner agencies to prepare for increased hospital discharges to support the capacity of adult patients in the weeks ahead.

## Universal Children's Services (Greenwich & Bromley)

Universal Children's Services continue to provide Health Visiting and School Nursing services in accordance with the recent guidance 'Prioritisation within Community Health Services' set out by NHSE on 19<sup>th</sup> March and updated on 3<sup>rd</sup> April. Further guidance has been issued by the Institute of Health Visiting (IHV).

We have adapted the way we deliver services, with the majority being provided remotely unless there is an essential and compelling need to have face to face contact.

All our community based groups and clinics have been suspended.

Every service has reviewed and prioritised their case load to ensure that families, children and young people have continued access to health professionals.

We are preparing our teams for potential relocation to support surges in activity both locally and within the wider NHS. As and when this happens, we will gradually reduce our service in line with the NHS guidance

Our aim throughout this process is to ensure all families receive health needs assessment, advice and support and those families at risk of poor health outcomes are identified and supported.

### **School based immunisation**

These services in Greenwich have stopped and catch-up programmes at planned once schools open later in the year.

### **Enuresis**

Our school Nurse-led Enuresis Service is supporting the current caseload of children and young people via telephone consultation.

### **Safeguarding**

Child Protection case conferences are being attended remotely via telephone dial in or WebEx. Reports are being submitted.

### **Vulnerable families**

Families on our Universal Partnership Plus caseload (including those with a Child Protection or Child In Need Plan and those who are Looked After) are being contacted by telephone regularly and

following a care plan of intervention , face to face contact is made only if essential for compelling reasons.

### **Family Nurse Partnership**

The families in Bromley receive visits or telephone contact as above.

### **New-born Blood Spot**

NBBS tests continue from 29 days to 6 months (a year in Bromley)

### **Referral only weighing clinic**

We have established a weighing clinic to weigh vulnerable babies, who are premature, under the care of acute hospitals or who have faltering weight. Access to this clinic is arranged through our duty desk on the assessment and advice of our infant feeding specialist or team leader.

### **Central Duty telephone line**

**We have a central duty telephone line: 020 8836 8621**

This is available Monday to Friday from 9 am to 5pm.

Our duty line is staffed by a team of clinicians and administrators including breast feeding advocates and specialist health visitors, health visitors and school nurses. The team will respond to all requests for advice and support via the duty telephone line, and from there continue support via e mail or telephone.



## Useful Resources

### Talking About Coronavirus

- General advice on talking to children about the Coronavirus:  
<https://childmind.org/article/talking-to-kids-about-the-coronavirus/>
- Explaining the Coronavirus to younger children:  
<https://www.mindheart.co/descargables>
- Social story for children with social communication difficulties:  
<https://littlepuddins.ie/coronavirus-social-story/>
- News website for 6-12 year olds to read and watch videos about the Coronavirus:  
<https://www.bbc.co.uk/newsround>

### Managing Worries & Anxiety

- What to do if you're anxious about coronavirus – a guide for adolescents:  
<https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- How to talk to your anxious child or teen about coronavirus:  
<https://adaa.org/learn-from-us/from-the-experts/blog-posts/consumer/how-talk-your-anxious-child-or-teen-about>
- Advice if you're worried about the coronavirus – video for children/adolescents:  
<https://www.bbc.co.uk/newsround/51887051>

### Apps

- Acceptance and Commitment Therapy Companion App – available for free for the next 3 months: **'ACT companion: The Happiness Trap App'**  
<http://www.actcompanion.com/>
- Recognising and Managing anxiety: **Clear Fear**  
<https://www.clearfear.co.uk/>
- Monitoring and making sense of mood: **Catch It**  
<https://www.liverpool.ac.uk/csd/app-directory/catch-it/>