

# Searchlight on Mental Health Newsletter



## Children and Young Peoples Mental Health (CYP)

Just One Norfolk <https://www.justonenorfolk.nhs.uk/contact> can offer one to one support through their website for Under 19yrs. Experienced mental health practitioners are available directly to offer interventions or appropriately signpost to local mental health support. Patients and families can self-refer if appropriate or clinicians can refer 0300 300 0123.

The self help guide is also available for downloading for CYP and their families/carers [https://www.justonenorfolk.nhs.uk/media/4053/support-and-self-help-guide-children\\_young-people-mental-health-1.pdf](https://www.justonenorfolk.nhs.uk/media/4053/support-and-self-help-guide-children_young-people-mental-health-1.pdf).

## Additional resources for CYP

[Chathealth](#) texting service for 11-19yrs old - 07480 635060.

[Kooth](#) online counselling support from peers with moderation by trained professionals- [www.kooth.com](http://www.kooth.com).

[Young People in Mind](#) accept self-referrals from across the N&W CCG from people aged 14-25yrs Norfolk and Waveney Mind - Young People in Mind <https://www.norfolkandwaveneymind.org.uk/how-we-can-help-you/services-support-groups/young-people-in-mind>

**Wellbeing Service:** Open to > 16 years for Improving Access to Psychological Therapies (IAPT) for Anxiety/Depression/OCD/Insomnia/Trauma/Support with living with Long-Term Conditions. Wellbeing Norfolk Service Mental Health, Wellbeing and Emotional Support ([wellbeingnands.co.uk](http://wellbeingnands.co.uk))

This service now has **low** wait times: [you can expect your patient to be offered an assessment within 4 weeks](#). They can be offered CBT within 3 months.

The CCG Clinical Mental Health team want to improve Primary care and MHPs understanding of how to access appropriate mental health support for Children and Young People. We are planning a Tuesday lunchtime 1pm webinar on 13th July for interested clinicians. Please look for details in the Training Hub or contact us directly via email (see end).

## Advice & Guidance for Children & Young People (CYP) < 25yrs.

Children and Youth CAMHS have agreed to pilot a CAMHS Advice and Guidance service. If your practice is in the following areas:

[North Norfolk](#) (including Norwich Practices in the North of the City) - 14 to 24 inclusive

[Great Yarmouth and Waveney](#) - 14 to 24 inclusive

[Great Yarmouth and Waveney CAMHS](#) - 0 to 13 inclusive

**NB this for advice and guidance only and is NOT a referral service. Responses will be received within three weeks.**

The A&G service can recommend the most appropriate local provision including through social services, third sector and schools including advising on waiting times.

The team will offer advice on medication and onward referral including risk and appropriate signposting. They will also comment on management.

For antenatal / postnatal prescribing advice please continue to refer to the perinatal mental health teams and LOTUS team for perinatal bereavement.

The Adult Mental Health teams are also working on an [Advice and Guidance](#) offer with an agreed 5 day response time. They are actively looking for pilot sites. If any practice / PCN is interested in joining these pilots please contact Vicky Russ: [Vicky.Russ@nsft.nhs.uk](mailto:Vicky.Russ@nsft.nhs.uk).

N&W CCG are planning to offer a locally based psychiatric advice service integrated within the Community Mental Health Teams. This is currently being worked through.

## ADHD

The adult ADHD service has been experiencing unprecedented demand over recent years resulting in long waiting times. This has been exacerbated by the pandemic. N&W CCG are arranging a contract with Psychiatry UK to address the long waits whilst the service is expanded to meet demand. Please continue to refer in the usual way to the NSFT team. Patients will be seen in order of waiting time.

Patient choice does still apply. If a patient wishes to exercise this right, please ensure that you are quality assured of the provider, e.g. they hold an NHSE/CCG contract, and the Shared Care agreement including the formulary will be followed. The CCG team are available for advice regarding quality assurance if needed. Practices will be reimbursed for prescribing support including titration under the SCA scheme.

Whilst the waiting list initiative is underway it has been agreed that NSFT will temporarily pause annual reviews of patients on treatment plans. These patients will remain under the NSFT ADHD Clinic. Primary care clinicians will continue to be able to seek advice if needed. Annual reviews will be reinstated once a new contract is approved. This may be on an opt in basis.

## New Wellbeing Support Cafes / Evening sanctuaries for those presenting in Mental Health Distress

Welcome to REST and STEAM cafe's – New mental health and wellbeing hubs.

We are delighted to announce the launch of REST, 'Recover Eat Support and Talk' a community wellbeing/ crisis sanctuary run by Norfolk and Waveney Mind, Norfolk and Suffolk NHS Foundation Trust (NSFT) and social enterprise cafe The Feed.

This N&W CCG commissioned resource has been co-produced by people with lived experience providing support in the heart of the community. It launched on 21st December 2020 with a digital platform at [restnorwich.co.uk](http://restnorwich.co.uk). Users can access a personalised package of care which will promote empowerment and self-care, reduce social isolation and focus on wellness rather than illness.

The second phase of development, due to be finished in 2021, will see REST having a physical space at Churchman House, a Grade 1 listed building in Norwich city centre.

People will be able to access this facility as a drop in with ambassadors manning the front door or as a referral from primary care / CRHT / Police / 111 [www.restnorwich.co.uk](http://www.restnorwich.co.uk).

A new Wellbeing / Crisis Sanctuary hub has also opened in Gorleston in the centre of the High Street. Steam House Café 'Support, Transform, Eat, Aspire, Motivate' run by Access Community Trust provides drop in / referral facilities. Both hubs will be open 7/7 until midnight. Staff will be offering respite and a safe space to talk. Mindfulness and trauma focussed interventions will promote recovery alongside financial and housing advice. There will be no barriers to assistance including caring for those with dual diagnosis. A similar space will be open in the West provided by Access Community Trust. This will open in July. North and South hubs are in development. If you would like to be involved in these exciting projects, please do let us know.

We are working on plans for a **mental health car** to support people in crisis in their own homes initially operating in Norwich. Our ambition is for as many people as possible with Mental health distress to have their needs met in their communities and not in A&E.

## Help with Serious Mental Illness (SMI) checks

The CCG have supported an initiative to improve uptake of SMI (Severe Mental illness) physical health checks from people who have previously not attended in primary care. By teaming up with **Together**, a Mental Health and housing Support Charity patients are being encouraged to access checks. Together can assist people to access appointments and if necessary, accompany patients to the surgery. Contracts exist with appropriately trained taxi drivers who can safely bring people to their appointments. If your practice would like to be involved, please contact [Jenny.Lane@nhs.net](mailto:Jenny.Lane@nhs.net) from the Mental health commissioning team. Congratulations to **Orchard Surgery** who have achieved the highest number of SMI checks completed with this service.

## Detailed Information on The Wellbeing Service

Wellbeing offers psychological interventions for common mental health problems, depression and the anxiety disorders. NICE Guidance recommends talking therapies before prescribing anti-depressants if the presentation is mild to moderate.

Treatments offered by Wellbeing are in line with the Stepped Care Model. This includes guided Self-help in online workshops or 1:1 by video or phone. The approach is much like coaching and includes using CBT techniques. Counselling techniques are available for those who would benefit.

EMDR for those who have experienced trauma un-related to sexual abuse can also be accessed (for sexual abuse provision see Sue Lambert information below).

Wellbeing offers Peer Support Workers, Employment Support Advisers and Community Development Co-ordinators who arrange social events and encourage people to connect with others, including volunteering in the service. They can provide support to patients with early dementia presenting with low mood and to those who are recovering from alcohol dependence.

Wellbeing have recently launched their Reach Out campaign, follow this link to see a short video: <https://www.wellbeingnands.co.uk/norfolk/reach-out/>.

There will also be a series of Q&A webinars. For links go to: <https://www.norfolkandwaveneyccg.nhs.uk/health-services/primary-care/training-hub>.

For those experiencing trauma associated with historic sexual abuse the Sue Lambert Trust [suelamberttrust.org](http://suelamberttrust.org) provides ongoing holistic and compassionate support for survivors of sexual abuse. The CCG has recently commissioned additional resource from this service. Waiting times are now greatly reduced to around nine months.

## Mental Health Practitioner (MHP) Rollout across PCNs

Recruitment of MHPs by NSFT and the PCNs continues. So far 15 out of 18 vacancies for Band 7 MHPs have been filled and 2 of the 6 Band 6 MHP. MHPs are experienced clinicians often with extensive backgrounds in mental health. They can review and follow up more complex patients in primary care where a secondary care referral might previously have taken place. They can be allocated 40-minute appointments for new presentations and 20-30 minutes for follow ups for around 6 sessions of targeted work. Later in the year they will be supported by recovery workers who will be first contact practitioners and peer support workers. MHPs are also being given access to NCAN Norfolk Community Advice Network - Norfolk Community Advice Network ([norfolkcan.org.uk](http://norfolkcan.org.uk)) facilitating a 'warm handover' to resources in the community from other organisations.

## Dementia

We are about to launch a new referral form for memory assessments which will include an offer of support from the at the point of referral. This will apply to those who do not necessarily receive a diagnosis of dementia and can also be provided for those who are diagnosed using the DiADem tool who do not require a secondary care referral. The new form will include a contact email for the support offer in addition to guidance on imaging and on screening tests.

## And finally...

There is an active group of primary care clinicians who are engaged in all things mental health. If you would like to join this network, please contact the MH Clinical Commissioning team:

Ardyn, Clinical Lead - [ArdynRoss@nhs.net](mailto:ArdynRoss@nhs.net)

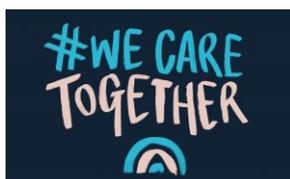
Liz, Dementia and Old Age - [Liz.Waddy@nhs.net](mailto:Liz.Waddy@nhs.net)

Penny, Adults - [P.Ayling@nhs.net](mailto:P.Ayling@nhs.net)

Pippa, Children and Young People [Pippa.Harrold@nhs.net](mailto:Pippa.Harrold@nhs.net)

We Care Together,

The Mental Health Team at Norfolk and Waveney CCG



**NHS**

**Norfolk and Waveney**  
Clinical Commissioning Group

We hope that you have found this newsletter helpful. We are planning on providing quarterly updates for clinicians of mental health related services and developments. For feedback on this and any mental health service please do email us via the CCG mental health team: [Paige.Wickham@nhs.net](mailto:Paige.Wickham@nhs.net). Or contact us directly; Pippa Harrold: [pippa.harrold@nhs.net](mailto:pippa.harrold@nhs.net) (CYP, NDD), Liz Waddy: [Liz.Waddy@nhs.net](mailto:Liz.Waddy@nhs.net) (Dementia, Older people), Penny Ayling: [p.ayling@nhs.net](mailto:p.ayling@nhs.net) (Adults), Ardyn Ross: [ardynross@nhs.net](mailto:ardynross@nhs.net) (for everything else).



# Mental Health Referral telephone numbers

## First Response Service (FRS)

0808 196 3494

Advice line for anybody

## FRS Professionals

0300 303 4418 Not for 4hr referrals or medication

Advice line for health professionals advice

## Access & Advice

- East 0300 123 1882

option 1: 4hrs referral 25yrs+

option 2: 4hrs referral 0-25yrs

- Central 0300 790 0371

option 1: 4hrs referral

option 2: Child or Adult Advice

option 3: Self-Referral 14-25yrs

- West 0300 790 0371 option 1: 4hrs referral

01553 736011 under 25 Advice (Thurlow H)

01553 609933 over 25 Advice (Chatterton H)

## Perinatal Mental Health

01603 786781 All areas

## Point One SPOC

0800 9774077

For advice for CYP 0-18yrs (Tier 2)

To check progress of a referral

## Community Mental Health Teams

- East 01502 532100 Lowestoft
- East 01493 337973 Gt Yarmouth
- West 01553 609933 Kings Lynn

### Central

- North Norfolk 01603 421576 Hellesdon
- South Norfolk 01953 611000 Wymondham
- Norwich City 0300 123 4178 Julian Hospital
- Under 25s 0330 058 1840 80 St Stephens

## Community Eating Disorders Service (CEDS)

- Adult NCEDS

North, Norwich, South, West 0300 300 0142

- Specialist CYP U18s

North, Norwich, South, West 01603 978455

- Gt Y & W CEDS All Age

East 01493 37666

## Eating Matters Charity

01603 665974

## Healthy Child Programme

0300 300 0123

"Just One Norfolk Number"

Health visitor and school nursing teams including emotional health and resilience practitioners