

Searchlight on Mental Health Newsletter



Help is at hand: First Response Service (FRS) Phone Line 0808 196 3494.

Last May, NSFT launched their 24/7 urgent Mental Health phone support line for professionals and patients. It is manned by trained mental health professionals (MHP) who can assess, triage and support callers. Caller volume is very high and there have been some issues with capacity. A new Norwich hub has therefore recently been opened which we hope will address some of these issues.

The FRS Professionals Number can be reached on [0300 303 4418](tel:03003034418).

What can it do? The service aims to identify the mental health need and signpost appropriately. It can also escalate and refer via 'warm handover.' Call handlers can listen, support and encourage self-management using de-escalation techniques, breathing exercises etc and request call backs from patients to check-in if desired.

How many people has it helped? When launched, it was expected to manage 40 calls a day, but it is currently receiving up to 150 calls a day.

What it does not do? The staff are currently not prescribers so cannot recommend or prescribe medication.

A Case Example:

Whilst working as an OOhrs 111 clinician, I called it on a Sunday lunchtime. A non-English speaking patient with what sounded like postnatal depression called up very concerned. She had been seen and discharged from A&E in the early hours of same Sunday morning. The phone was answered promptly, the MHP was able to identify my patient. They could access the A&E assessment. They told me that the lady had been appropriately assessed and found to be safe for discharge. Ongoing email referrals had been made for follow-up in the week. I was then able to feed this back to the patient. Without this service, I would have had to refer the patient back into the emergency mental health team which would have meant a lot more phone calls and distress for the patient and probably the same outcome.

Urgent Mental Health Referral Telephone Numbers

We have also included an A4 sheet containing current primary care referral telephone numbers for you to save to desktop/print off for your consulting rooms. These numbers will change to a single point once the 111 option 2 integration has taken place. Watch this space.

Free Confidential online Counselling Service for Children & Young People 11-25 years

Online counselling is offered 365 days a year by qualified counsellors through drop in or bookable chat. www.kooth.com. The CCG has commissioned the service from this national team to support young people with issues such as loneliness, insomnia, bullying. Online counselling and moderated peer support are provided. Feedback has been good. 'Kooth is an amazing website they really help and you can talk about anything'. 'Other people are in the same boat as you and you are not alone.' 'Thank you, team for being there for all of us'.

ADHD

The CCG is working with NSFT's adult ADHD service on a waiting list initiative. Funding has been agreed to refer some of the patients who have been waiting > 1 year for diagnosis to the online national provider Psychiatry UK. The ADHD team will be contacting this group of patients soon offering them this option. We are also reviewing the adult ADHD service to ensure it is more streamlined and supports all patients more quickly including an opt in annual review. As GPs, we should continue to refer our patients as normal to our local NSFT service who will then prioritise according to wait and complexity.

Dementia Services

Patients in crisis, with or without a formal diagnosis of dementia can be referred to [NSFT Intensive Older Peoples Service](#) (IOPS formerly DIST): [accessed through appropriate A&A service](#) (see attached sheet) or in [Waveney via the Dementia Together telephone: 08081 688 000](#).

Additional help can be accessed by the [Dementia Support Service](#) run by Alzheimer's Society. They provide a telephone helpline for professionals and the public [01603 763556](#).

Patients do NOT need to have a formal dementia diagnosis to access this service. Patients can be referred whilst they wait. You can also email queries norfolk@alzheimers.org.uk. Dementia Support Workers are also available from this service. These are who non-clinical staff who can assist people with dementia and their carers in identifying their needs, providing information and guidance to help maintain their independence.

Within Central Norfolk only, the [Admiral Nursing team](#) can support the carers of people living with dementia with more complex clinical needs. They can assist, for example, with behavioural challenges and medication issues. Contact details [01603 679693](#)

COVID-19 VACCINATION: These organisations can also support people to access COVID-19 vaccinations. Please do ensure where possible reasonable adjustments are made to encourage uptake including coding people as housebound and making best interest decisions on behalf of patients when appropriate.

[Age UK](#) also provide a support and befriending service: befriending@ageuknorfolk.org.uk tel: [01603785223](#)

Menscraft: Support for men 18+ disclosing Suicide Ideation

Support for men at risk of self harm: To make a referral please send [full name and DOB](#) to referrals@menscraft.org.uk with some information about the person experiencing distress. We are trying to establish an NHS email but for now please do use this secure portal.

The referral will then be actioned by the Menscraft Mental Health Nurse at NSFT and additional information may be required relating to previous or ongoing engagement with mental health services. The Menscraft Prevention and Positive Activities Coordinator (PPAC) establishes initial contact and provides a clear and collaborative safety and support plan. A PPAC will tailor support to the individual as much as possible and help the person to engage with activities that help promote self-worth, enjoyment, purpose and a sense of belonging.

This support operates over a ten week timeframe and aims to empower men to speak about their issues and to look at alternatives to suicide. Please note this support is not clinical or crisis but will act as early intervention and helps to bridge sources of support.www.menscraft.org.uk.

Low Wait Times for Wellbeing IAPT Service

A good news story! Please consider signposting your patients for psychological therapies via the Norfolk/Suffolk Wellbeing Service early. Psychological Wellbeing Practitioners (PWPs) can offer face-to-face or telephone-based guided self help. This can include identification of challenging negative thoughts, behavioural action, problem solving and sleep hygiene for example. Webinars offering help with anxiety management are now being offered within 30 days of initial referral and even online telephone/video CBT therapies are being delivered within 3 months.

Staff Support Line 03001231335

A new COVID-19 support service for health and care staff has been launched to help cope with the immense pressures of working during the pandemic. The support service run in partnership with MIND and NSFT provides rapid access to mental health support from local mental health specialists.

Health and Care staff can call the confidential line **Monday – Friday 09.30 - 16.30**.

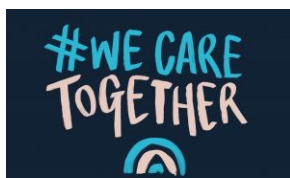
Severe Mental Illness & COVID-19

NHS England have requested a tailored rapid outreach and engagement approach with SMI patients & reduce current identified health inequalities. The Norfolk and Waveney CCG has worked with **Together** (<https://www.together-uk.org/>) to deploy skilled resources to improve physical health of those with SMI. **Together** will contact SMI patients on the practice's behalf to support the patient to book a physical health check and/or flu vaccination and to help the patient with transportation. Practices will be able to claim £100 for participating in the scheme.

An email with full details of the scheme will be sent to practice managers this week. If your practice does not receive this email, please contact: norfolkandwaveney.SMIHealthcheck@nhs.net.

We Care Together,

The Mental Health Team at Norfolk and Waveney CCG



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. Or contact us directly; Pippa Harrold: pippa.harrold@nhs.net (CYP, NDD), Liz Waddy: Liz.Waddy@nhs.net (Dementia, Older people), Penny Ayling: p.ayling@nhs.net (Adults), Ardyn Ross: 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