



Hampshire Child and Adolescent Mental Health Service

An update from CAMHS in relation to our care provision in light of COVID 19

We wanted to write to you to give you an update of our plans to provide safe, effective care under the new guidance for Coronavirus (Covid-19).

Our service remains open

Our service has and continues to remain open throughout the pandemic. We are aware this may be an incredibly uncertain and stressful time for families/carers and young people.

This letter sets out some of the changes that we have had to make to our service to ensure that we are providing safe care. With this in mind, under guidance from NHS England, we have changed some of the ways in which we provide care. **In most cases the consultations within CAMHS will be offered remotely, via telephone, video or online consultation. We have started to provide on line support and therapy sessions (usually via a platform called Attend Anywhere).** If however, staff in consultation with families assess that a face to face clinical consultation is necessary, this will be arranged at the clinic.

Staying safe

When we meet with people face to face we are working really hard to ensure that young people, families/carers and staff are safe. These measures are restricting the number of people that we can see face to face. All of our buildings have been risk assessed and we are following national safety guidance around the maximum number of people allowed in our buildings and individual rooms. - This has meant that we have had to reduce the number of young people that we can see at any one time in our buildings.

We are also adhering to national infection control guidance. All staff are wearing masks and we are asking young people to do the same (unless they are under 11 or exempt for a medical reason). Each clinic room is cleaned between visits and we will maintain a social distance of 2 metres when working with young people, families and colleagues. The exception to this will be whilst taking any required physical measurements when contact will be kept to a minimum. During this time appropriate personal protective equipment such as a mask and gloves will be worn by your clinician and we would ask that masks are worn by yourselves.

Increased need for our service during Covid-19

We are also experiencing an increase in referrals of children and young people into our services. This will affect the length of time it takes for children and young people to access our service. Please be assured that we review all referrals that we receive on a daily basis and prioritise a response in relation to need and -risk.

We are also experiencing increased calls to our clinical duty service within each team. Unfortunately we cannot give timescales for when young people will be seen but please be assured we are doing everything we can to continue to provide our CAMHS service whilst maintaining both professional and safety standards.

We know that this is and has been a difficult time for families and that for many people their anxiety will be higher than usual. . Remember, most people recover and current precautions will only be in place for a limited period of time. Try and look after your mental health during this time.



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TRY TO:

- ✓ Stay connected with your social contacts - talk any worries through
- ✓ Engage with activities at home
- ✓ Try not to watch too much on TV/social media about the virus
- ✓ Make sure you have arrangements in place for any medication you need
- ✓ Reassure yourself this time will pass, and things will return to normal as soon as possible
- ✓ Contact people who support you if you need to talk things through

CORONAVIRUS (Covid-19)

If you are concerned that you have coronavirus, please use NHS 111 online <https://111.nhs.uk/> to check your symptoms. Please only call 111 if you cannot get online or your symptoms are worsening. Any patient with a fever (temperature more than 37.8) or a new continuous cough should be using this system.

Please DO NOT COME TO THE CLINIC if you think you have coronavirus.

Please do not request general advice about coronavirus from the clinic. All the government advice is available to you at <https://www.gov.uk/coronavirus>

This includes:

- Stay at home guidance for households with possible coronavirus infection
- Guidance on social distancing and for vulnerable people
- Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable