

OFFICIAL 13.05.20: COVID-19 - Northumberland Mental Health Primary Care Support

All CCG commissioned mental health providers continue to provide services. All are utilising telephone, on-line and digital platforms for delivery of interventions.

The following providers can offer a range of services to those people requiring information, advice, low level support, bereavement and trauma counselling.

Provider	Services being provided	Method	Contact
Barnardo's	Children and Young People: Sexual abuse counselling Bereavement counselling Trailblazer group work	<p>Telephone counselling available.</p> <p>If telephone contact is only able to offer general support and emotional containment, those clients (who do not wish to receive telephone counselling), will restart therapy when direct contact can be resumed.</p> <p>All new clients will be contacted and offered telephone counselling until such time as face to face counselling can be commenced. Referrers will be informed of this at the point of referral so they can determine if they wish to proceed with the referral</p>	<p>https://www.barnardos.org.uk/</p> <p>Tel 0191 212 0237</p>
BPAS	Pregnancy Termination and Counselling	<p>Any client travelling from an area of high risk or exhibiting symptoms will be asked to call 111 to arrange a telephone appointment.</p> <p>Any client over 20 week gestation will be referred to the Specialist Placements team to facilitate a termination in the NHS</p>	<p>https://www.bpas.org/clinics/bpas-newcastle-upon-tyne/</p> <p>Tel 03457 30 40 30</p>

		BPAS has launched 'Pills by Post' service. Clients receive a telephone consultation to determine appropriateness of intervention.	
Cygnus	Mental Health and Wellbeing services Bereavement and generalised MH counselling	<p>Telephone and video session available</p> <p>Telephone line open during normal work hours Mon-Fri 9.00 am - 4:30 pm.</p> <p>ADHD Group work is being provided via on-line platforms</p> <p>Website and social media accounts all up and running.</p>	<p>https://www.cygnussupport.com/</p> <p>Tel: 01670 853977</p>
CNTW	<p>Tier 3 and 4 community, crisis, inpatient, specialised mental health services.</p> <p>Normal range of services maintained.</p>	<p>Community Services Continue to deliver Face to Face contact to those patients most at risk as defined by agreed risk factors. Telephone contact or online consultation for those assessed as appropriate.</p> <p>Crisis Services Continue to deliver normal services with those seen face to face where appropriate. 24/7 ICTS is in place.</p> <p>In Patients Service Continue to deliver services as normal.</p> <p>CYPS Referrals continue to be accepted and triaged as normal.</p> <p>Consultant Connect:</p> <p>1. General advice line - to discuss potential referrals with the community mental health team (CPNs).</p>	<p>Please make referrals in the usual manner.</p> <p>Universal Crisis Team Contact Number for all ages in need of an Urgent Response - 0303 123 1146.</p> <p>https://www.consultantconnect.org.uk</p>

		<p>How to access: the Consultant Connect App</p> <p>2. Medication Advice Line – for medication advice regarding those patients not known to the community mental health teams. How to access: the Consultant Connect App</p> <p>Emergency - including Mental Health Act assessment for potential sectioning If there is an emergency situation the Crisis team remains the first point of call i.e. for a MHA assessment of a patient not known to the service. How to access: telephone – 0303 123 1146</p>	
<p>Mind</p>	<p>Telephone counselling services Rapid Response Service Bereavement Counselling</p>	<p>Telephone counselling slots available</p> <p>The web based self-referral process to access the service is now up and running – it is intended to relieve some of the pressure on GP's and Frontline workers.</p> <p>Service has increased capacity due to offering telephone and non-face to face counselling only.</p> <p>Wellbeing Centre and all other offices now closed. Office phones migrated to mobiles so operating a 'normal' service for clients, customers and service users. Phones will be answered between 10am and 4pm Monday to Friday with an answerphone facility out of hours.</p> <p>Service updates Facebook account daily for anyone to access advice and support. Also some really useful ideas and tips about how to stay mentally healthy at this time. There are some online activities</p>	<p>https://www.tynesidemind.org.uk/</p> <p>Tel: 01665 600 930</p>

		<p>via this page and the first 'mindfulness' session took place last week.</p> <p>https://www.facebook.com/tynesideandnorthumberlandmind/</p> <p>Service has also set up a specific COVID-19 - Looking after your mental health & wellbeing group a closed group for people to join offering support to anyone who needs it.</p> <p>https://www.facebook.com/groups/890576728039313/</p> <p>Additionally in relation to the Trauma and Bereavement Intervention Counselling Service (Northumberland) service. the referral form can be accessed via the link below:</p> <p>https://www.tynesidemind.org.uk/help-support/counselling-services/trauma-and-bereavement-intervention-counselling-service-northumberland.aspx</p>	
<p>Northumbria Health Care Trust</p>	<p>CYPS Primary Mental Health Workers</p>	<p>New patient assessments Telephone appointments available.</p> <p>Follow ups Telephone appointments offered on a weekly basis.</p> <p>Emails are being used to send self-help information to families following telephone appointment.</p> <p>The service has devised a 'WhatsApp' for communicating with CYP known to the service. This is now up and running - PMHWs are giving the CYP</p>	<p>https://www.northumbria.nhs.uk/our-services/childrens-services/primary-mental-health-work/</p> <p>Tel 01661 864588 ☐</p> <p>Email PMHW@northumbria-healthcare.nhs.uk</p>

		on their caseload an option to use this as a preferred method of communication.	
TMN (IAPT)	Psychological Therapies	<p>Telephone and video consultations available</p> <p>A stepped care approach offering a range of therapies available for low level anxiety through to specialist treatments: CBT, EMDR etc.</p> <p>On line self- help platform available: Silver Cloud</p>	<p>http://www.tmnorthumberland.org.uk/?LMCL=dLU_AI</p> <p>Tel 0300 3030 700</p>
ADAPT	Keeping People Connected	<p>The service includes check and chat calls from specialist advocacy staff who will work with a person to understand and access their current situation, including issues such as health and wellbeing, food, medication, isolations, support needs, safety and understanding of the current situation re lockdown and shielding.</p> <p>People will then be supported by having regular 'check and chat' calls during the week, and signposted to more specialist statutory services if needed. Safeguarding concerns will be addressed rapidly.</p>	<p>advocacy@adapt-tyndale.org.uk</p>
Grace Rape Crisis Service	Counselling service for victims of sexual abuse	Provides a full support service to victims of sexual abuse. Service offers specialist post traumatic counselling including interventions i.e. EMDR	<p>https://rctn.org.uk/get-help/</p> <p>Tel 0800 035 2794</p>
Harbour	Domestic Violence advice, 24 hour, 7 days a week	Offers a full range of support for victims of domestic abuse.	<p>https://www.myharbour.org.uk/contact-us</p> <p>Tel 03000 202525</p>
If U Care Share	Support for those affected by	Offers a listening ear to those who have been	<p>https://www.ifucareshare.co.uk/</p>

	suicide	affected by suicide.	Tel 0191 387 5661
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Please note:

- Self-referral is available to all services
- Online referral forms are in place via websites for self-referral and professional referral
- Silver Cloud is an on-line platform being used for self-assessment and support
- PMHW service is using WhatsApp to keep in contact with clients
- A range of resources are available from each of the organisations listed.
- Telephone and video methods being used for assessment and therapy/counselling
- Group work is also taking place remotely