Norfolk & Suffolk - Mental Health Advice, Support & Access Service for Children and Young People aged 0-25th Birthday

Young People should initially be supported to access mental health support available within the primary care network, VCSE organisations, and their local community or schools or colleges. Should this support not meet their needs a request can be submitted to the Mental Health Advice, Support and Access Service, hosted by Just One Number.

The team in Just One Number will enable children, young people and their families to access a range of options, including: self-care resources, advice and guidance, access to mental health or emotional wellbeing support services. GPs are able to submit a request for support form via ERS using the 'Mental Health 0-25 years' form on primary care systems and send it to 'Just One Number' for triage.

To make a self-request the referrer needs to make an account on Just One Norfolk website:

- https://www.justonenorfolk.nhs.uk/mhsupport
- Phone: Just One Number on 0300 300 0123
- Text: Parentline on 07520 631590

For Urgent Mental Health Support

Adults 18+ contact the NSFT NHS Professional line via:
0300 303 4418
Children (Under 18) contact CAIST:

- Central (Norwich, North and South Norfolk) - 01603 974704
- East - 01493 337978
- West - 01553 736011

https://www.nsft.nhs.uk/professionals-linking-to-crisis-services

Patients/carers can call 111 and select the mental health option to speak to the 24-hour urgent mental health helpline.

NHS
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PRIMARY CARE MENTAL HEALTH QUICK REFERENCE GUIDE

Professionals Guide - Primary Care Mental Health Support available to ensure that all patients get the right support to see the right professional at the right time



Low /moderate complexity Non-clinical needs / Low risk

Enhanced Recovery Worker (ERW)

Presentation: Low complexity primary care mental health needs

- 14+ years
- Mental health needs are non-clinical
- Benefit from a recovery/goal based approach
- Require initial assessment of mental health needs
- Not receiving other mental health support (MHP or Talking therapy)
- Potential referrals and warm handover required to VCSE sector support and activities

Non-Clinical interventions offered:

- Assessment of mental health needs.
- Nationally recommended patient reported outcome measures- eg Dialog
- Person-centred recovery-focused approach
- Goal setting
- Coping skills
- Signposting to other agencies
- Referrals and support to access services/clinical interventions
- Onward referrals to MIND, MHP,NHS Talking therapies etc
- KUF trained (in supporting Personality Disorders)
- Up to 6 sessions

Low/moderate complexity Clinical Needs / Low risk

NHS Talking Therapies

Presentation: Low complexity primary care mental health needs

- 16+ years
- Requires clinical intervention/treatment for the following issues-
- Generalised Anxiety
- Stress
- Sleep problems
- Low mood or depression
- Bereavement
- Relationship distress
- Agoraphobia
- Specific phobias
- Panic disorder
- Obsessive Compulsive Disorder (OCD)
- Social anxiety
- Post Traumatic Stress Disorder (PTSD)
- Perinatal anxiety and depression
- with low risk of harm to self/others

Clinical interventions offered:

- Initial assessment
- Access to psychological therapies- Cognitive Behavioural Therapy, EMDR and counselling
- Psychoeducation and guided self-help

Other interventions

- Employment advice
- Sign posting

Moderate Complexity Clinical Needs / Risks to self or others

Mental Health Practitioner (MHP)

Presentation: Moderate complexity primary care mental health needs.

- 16+ years
- Patients requiring mental health consultation /triage to ascertain best treatment pathway (Band 6 and above)
- Requires clinical intervention, formulation and/or treatment
- Increased severity of symptoms, non-urgent moderate and/or complexity of Mental Health need that cannot be met by talking therapies/ERW
- Mental Health is impacting on daily functioning
- Risk to self and others not requiring immediate management
- Safeguarding concerns
- Ability to make referral and trusted assessment to Secondary Care Mental Health required
- Patients requiring support with their Mental Health medication ONLY where MHP is a non-medical prescriber

Clinical interventions offered:

- 40-minute appointment. Assessment, formulation and treatment.
- Dialog scale and solution focused care planning.
- Evidence-based short term interventions not provided by other parts of the pathway, or to prepare the patient for treatment in the appropriate pathway
- Psychiatric advice
- Brief stablilisation
- Dialectic Behaviour Therapy Skills (DBT), NICE informed treatments and Solution-focused brief therapy
- Psychologically informed therapeutic workbooks
- Direct support to access appropriate services
- Medication reviews, prescribing and deprescribing only where Non-Medical Prescriber (NMP) qualified
- Other specialist interventions, dependant on MHP skills and experience