

COVID-19 – EHA services and new helpline

During the current situation the EHA is continuing work remotely and our **triage service continues to function as usual**.

Our **face-to-face work has ceased** however and our Emotional and Primary Mental Health Workers are offering **telephone and video** assessments and support until it is possible to restart face-to-face work safely.

A **new EHA Helpline** has been set up for children and young people (aged 11 to 18) who would like to talk about concerns and discuss issues directly affecting them during the current coronavirus crisis. EHA workers will use active listening skills to support young people and provide signposting and self-help support for their general wellbeing. Young people can call the helpline on **01635 503587** between **9am and 5pm from Monday to Friday**

This local helpline will only be available during the current pandemic. It is not a crisis line and does not replace other services such as the Child and Adolescent Mental Health Service (CAMHS).

We are also regularly updating our facebook page with information about the EHA and useful resources for professionals and parents/carers. See **facebook.com/EmotionalHealthAcademy**

Triage Service – Important updates

Please note we are now **only accepting the September 2019 Referral Form** (available on our website) for all referrals to triage. See: <http://info.westberks.gov.uk/eha>

We can no longer accept any older versions as they are incompatible with our new software system and GDPR.

Going forward, we will require any referrals made on previous forms to be resubmitted on the correct form. **Thank you for your help with this.**

If you have any **safeguarding concerns or patients with issues including suicidal intent or more significant self-harm**, please refer to the appropriate service; CAAS and/or CAMHS. These cases are beyond the EHA remit, which is emerging mild to moderate difficulties.

Please ensure that you **include an email address** for patients and for your surgery on all referrals. As we are now working remotely this is essential to communicate effectively during the current pandemic.

We would also highlight that although some referrals to our triage service will be referred onto the Emotional Health Academy for assessment and support, there are also **many other outcomes of a triage referral**.

After gathering additional information the referral will be discussed at our weekly multi-agency panel meeting and the most appropriate support for the individual will be recommended from a wide range of support options. We would appreciate it if you could ensure your patients are aware that **a referral to our triage service does not mean support recommended will always be provided by the Emotional Health Academy**, in order to manage their expectations.