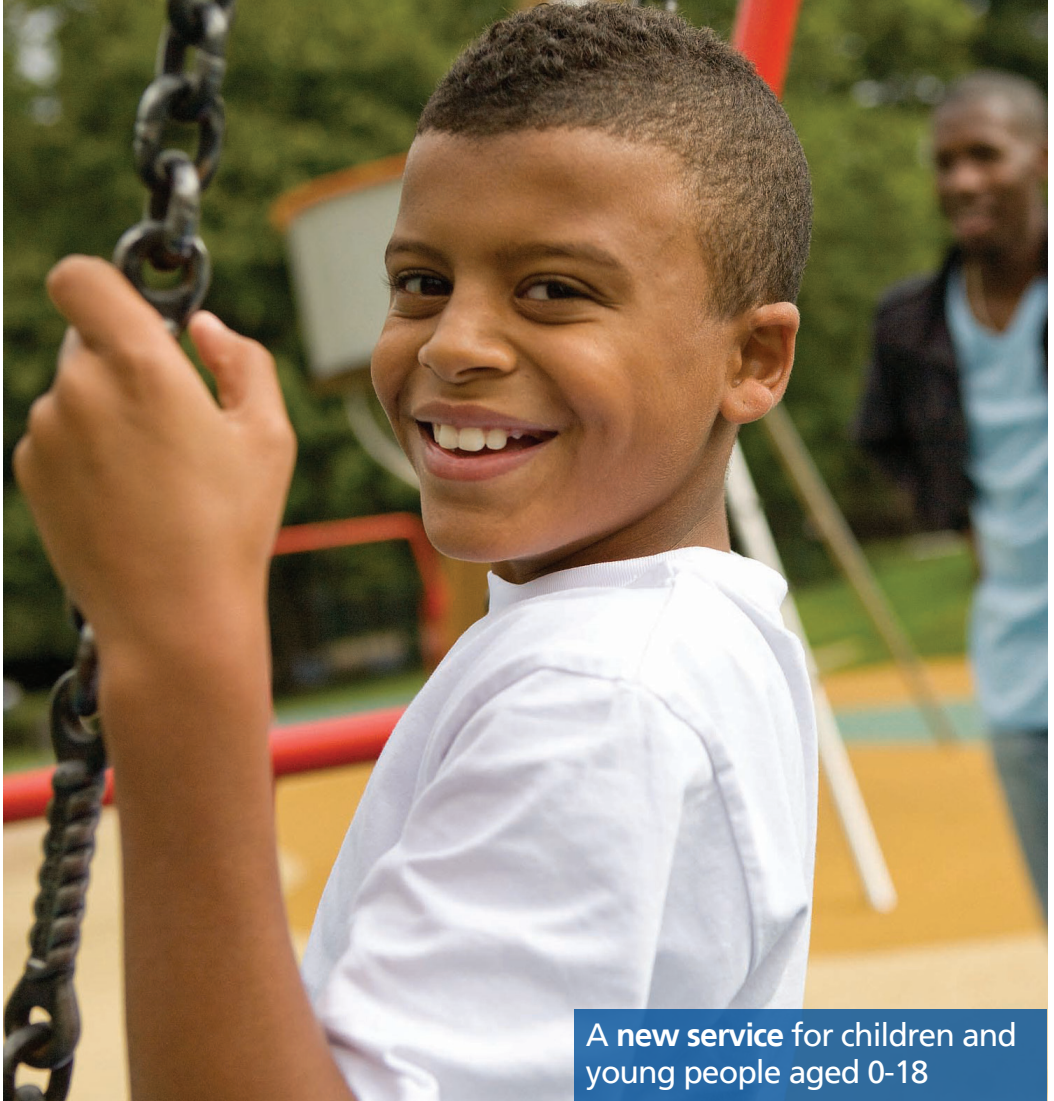


Emotional wellbeing and mental health service (EWMHS)



A new service for children and young people aged 0-18



NELFT's new Emotional wellbeing and mental health service (EWMHS)

Call **0300 300 1600** to access the EWMHS during working hours 9am-5pm, Monday to Friday.

For our out of hours and weekend Crisis Support Service, please call the general NELFT switchboard on **0300 555 1201** to be put through to our Crisis Support Service.

Accessible 24 hours a day, 365 days of the year - for all young people across Southend, Essex and Thurrock.

All you need to know

Since **1 November 2015**, all Children's and Adolescent Mental Health Services (CAMHS) across Southend, Essex and Thurrock are now called **Emotional wellbeing and mental health service (EWMHS)** for children and young people. They are being provided by NELFT NHS Foundation Trust.

NELFT is an experienced provider of mental health services for children and young people, already providing these services to children and young people in four London boroughs. It is also one of England's largest NHS Foundation Trusts. We provide community health services for children and young people with physical health needs in south west Essex and in the four London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest. You can find out more about NELFT by visiting www.nelft.nhs.uk

Our priority is providing the highest standard of care to all of our service users.

So who is the EWMHS for?

NELFT's EWMHS is for anybody aged between 0-18, living in the Southend, Essex and Thurrock areas and is free at the point of entry.

The service is also for young people with special educational needs (SEN) up to the age of 25.

Any young person experiencing emotional wellbeing or mental health problems, or any parent, guardian, professional or teacher of a child who is experiencing emotional wellbeing and mental health difficulties, may access our service.

Since **1 November 2015**, we have been gradually rolling out these services:

- Preventative programs in schools, children's centres and other local places.
- Advice, training and support for other health and social services.
- A range of services including parenting and family groups, short psychological treatments and mindfulness in schools.
- More in-depth psychological treatments, which are evidence based and delivered by highly skilled practitioners in specialist teams.
- Help and support for all young people at times of crisis and if needed, a hospital admission.
- A gradual roll out of some online and digital services too.

By **1 April 2016**, we will aim to have all of these services in place across Southend, Essex and Thurrock.

Structure of NELFT's Emotional wellbeing and mental health service (EWMHS)

There are:

- **Three** Children's Single Point of Access (CSPA).
- **Seven** Locality teams
- **Two** Crisis Response teams (from 1 November 2015 to 31 March 2016).
- **Three** Crisis Response teams (from 1 April 2016 onwards).

These are located across Southend, Essex and Thurrock.



Contacting our service

We've made it as easy as possible to contact our EWMHS. We just have one main EWMHS number to remember during working hours: **0300 300 1600**.

Call **0300 300 1600** 9am-5pm, Monday to Friday to be put through to our three CSPAs and seven Locality teams across Southend, Essex and Thurrock.

For our out of hours and weekend Crisis Support Service, please call the general NELFT switchboard on

Remember, you only need to call one new central phone number to be put through to our EWMHS during working hours: **0300 300 1600**.

What types of conditions and issues should be referred to the service?

- Mood and anxiety disorders
- Behavioural and conduct disorders
- Emerging personality and attachment disorders
- Eating disorders
- Psychotic disorders
- Deliberate self-harm and suicidal ideation
- Substance misuse with co-existing mental health needs (dual diagnosis)
- Autistic spectrum disorder (ASD) - with co-occurring mental health needs
- Attention deficit hyperactivity disorder (ADHD) - with co-occurring mental health needs
- Neurodevelopmental disorders
- Prolonged bereavement problems

All referrals to the service are assessed against these types of conditions and issues, following a "Pathways Approach" developed in relation to National Institute for Health and Care Excellence guidance criteria (NICE) and based on a best practice model of treatment. www.nice.org.uk

0300 555 1201 to be put through to immediate Crisis Support help.

There are also two email addresses to remember:

- For all general enquiries email: **ewmhs@nelft.nhs.uk**
- For all referral emails, email: **NELFT-EWMHS.referrals@nhs.net**

All general enquiries will be replied to within five working days and all referrals will be screened by a specialist EWMHS health professional within two working days.

How to access our service if you are a young person living in Southend, Essex or Thurrock?

You can access our service in several different ways:

- By a referral to our service via your GP, or other professional, or
- By self-referral, via a phone call to the main EWMHS phone number: **0300 300 1600**.
- Or by emailing your referral to us at: **NELFT-EWMHS.referrals@nhs.net**

All referrals will be screened by a specialist EWMHS health professional within two working days.



How to access our service if you are a concerned parent, care giver, guardian, professional or a responsible adult of a young person?



Parents, care givers, guardians, professionals and responsible adults can also access our service by either making an appointment to see your young person's GP with them, or accessing our service for information by calling our central phone number **0300 300 1600** and speaking to one of our specialist emotional wellbeing and mental health staff.

You can also email your referral to us at: **NELFT-EWMHS.referrals@nhs.net**

Your referral will be screened by a specialist EWMHS health professional within two working days.

Making a referral to our EWMHS if you are a GP or any other professional – how does it work?

If you are a GP or any other professional, and you need to make a referral to our service, this is our referrals process:

- For all referrals please contact us on **0300 300 1600**
Or email your referral to:
NELFT-EWMHS.referrals@nhs.net
- Referrers seeking advice will be contacted within 24 hours of the initial request.
- Referrals will be reviewed daily, screened within two working days and responded to within five working days once allocated to the Locality team.
- All referrals will be prioritised according to the presenting clinical need.
- All assessments will take place within 18 weeks.
- All consultant and non-consultant led treatment will start within 18 weeks of the referral.



Where to find our EWMHS from 1 November 2015

Basildon and Brentwood Area:

Acorn House, Ground Floor,
Great Oaks, Basildon,
Essex SS14 1AH

Castle Point and Rochford

Area: Council Offices, Kiln Road,
Thundersley, Benfleet, Essex SS7 1TF

Mid Essex Area:

County Hall and Duke Street,
Market Road, Chelmsford,
Essex CM1 1QH

North East Essex:

651 The Crescent,
Colchester Business Park,
Colchester, Essex CO4 9YQ

Southend Area:

The Hive, Victoria Avenue,
Southend-on-Sea, Essex SS2 6ER

Thurrock Area:

South Ockendon Health Centre,
Darenth Lane, South Ockendon,
Essex RM15 5LP

West Essex Area:

Aylmer House, Kitson Way, Harlow,
Essex CM20 1DG

Children's Single Point of Access (CSPA) details:

Southend:

The Hive, Victoria Avenue,
Southend-on-Sea, Essex SS2 6ER

Essex:

Essex House, Colchester Business
Park, 200 The Crescent, Colchester,
Essex CO4 9YQ

Thurrock:

Thurrock Council Civic Offices,
New Road, Grays, Essex RM17 6SL

Contact us:

For all general enquiries,
please email: ewmhs@nelft.nhs.uk

For all referral emails, please send
them to:

NELFT-EWMHS.referrals@nhs.net

All general enquiries will be replied
to within five working days and all
referrals will be screened by a specialist
EWMHS health professional within two
working days.

Twitter: [@NELFT](https://twitter.com/NELFT)
www.nelft.nhs.uk

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General enquires: ewmhs@nelft.nhs.uk

Referrals: NELFT-EWMHS.referrals@nhs.net

Accessible 24 hours a day, 365 days of the year - for all young people across Southend, Essex and Thurrock.

Would you like this information in another format?

For copies of this information in a different language, or a different format such as braille, audio or larger print, please contact our equality and diversity team on **0300 555 1201** ext. **65076**.

NELFT provides community and mental health services for people of all ages in the London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest and community health services in south west Essex.

NELFT NHS Foundation Trust

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