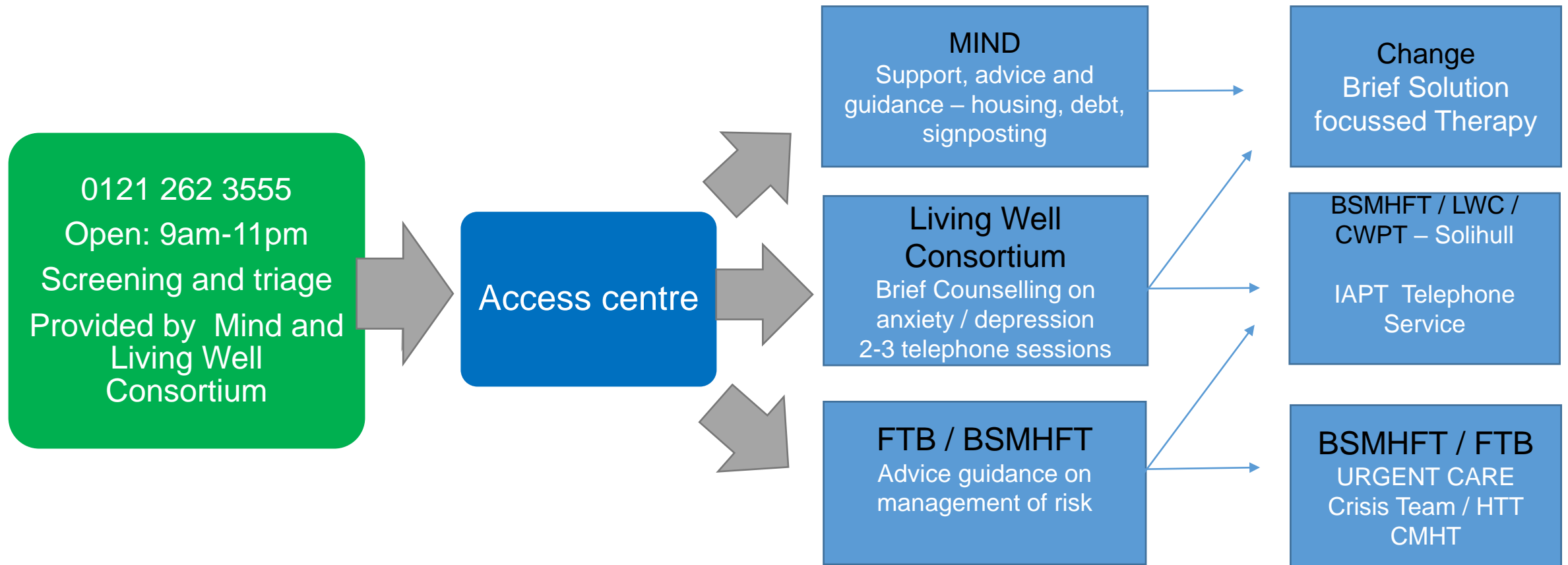


Mental Health Support Offers During COVID Pandemic

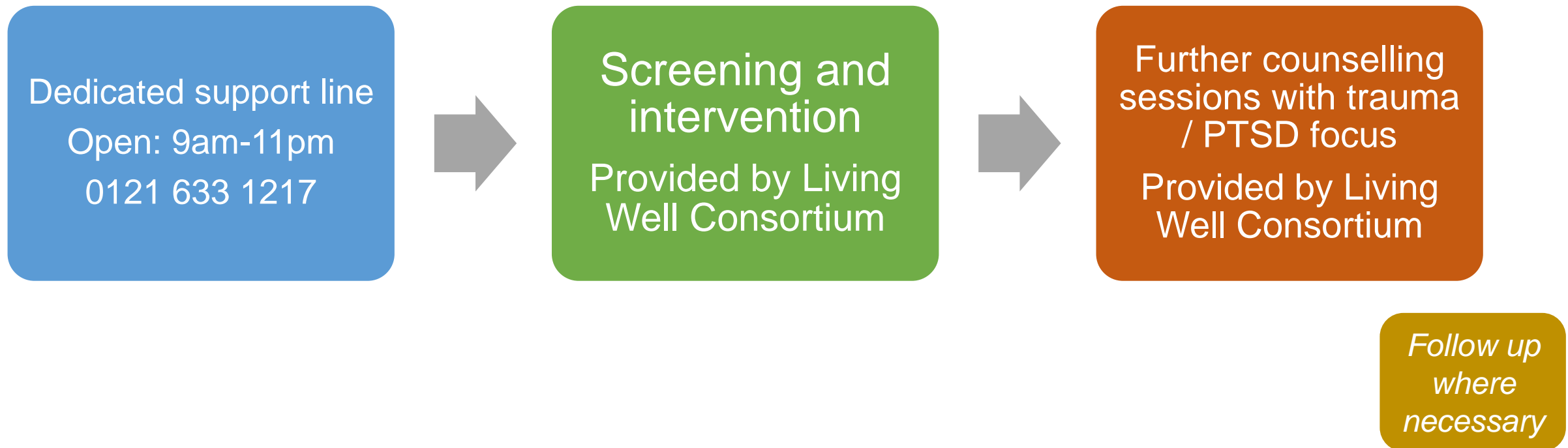
Summary

- The COVID 19 Pandemic is likely to place a strain on the mental health of the general public and key workers including those in the NHS.
- Working with the Voluntary & Community Sector and NHS Providers we have put in place offers of support for adults, children and young people and for Key Workers
- Psychological, emotional and social support will be provided by phone or online
- A 'no wrong door' approach will be followed to make sure people get the support they need.
- People with more complex mental health needs or higher levels of risk will be transferred to statutory services
- NHS 111 will be able to divert to these offers
- GPs can continue to refer people to mental health services as usual

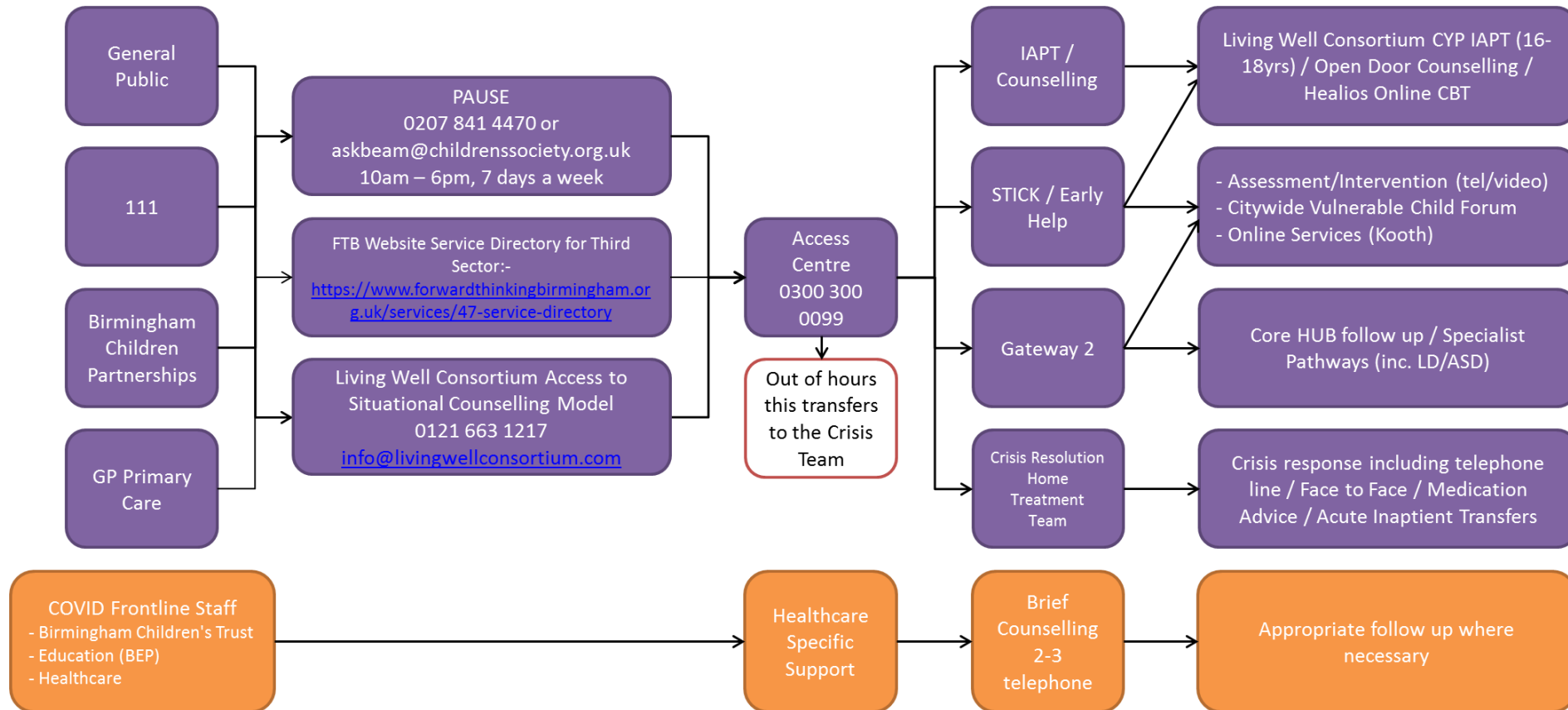
Offer 1 (BSOL): Aged 18+



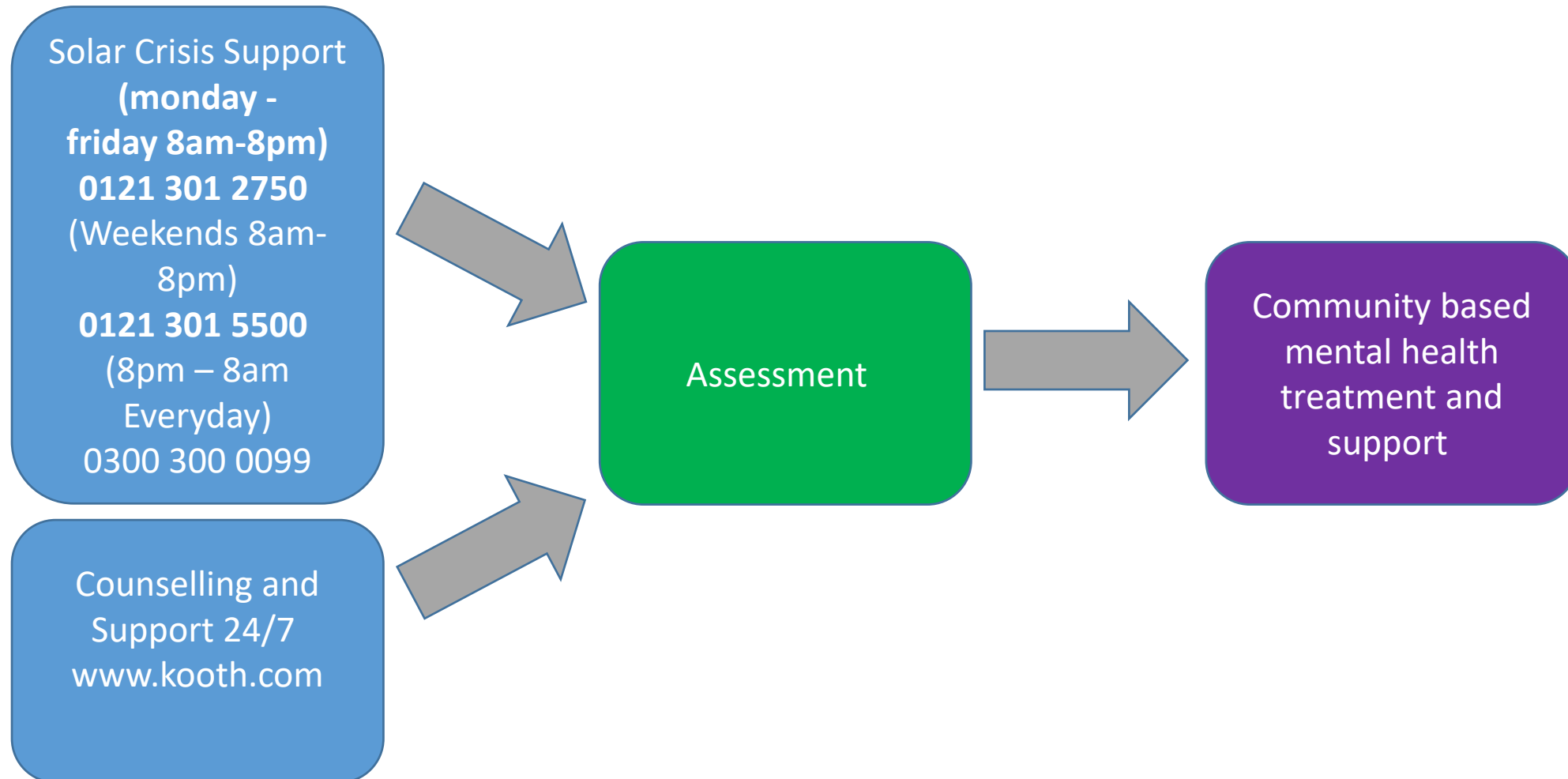
Offer 2 (BSOL): Key Workers



Offer 3 (Birmingham): Children and Young People (0-18)



Offer 3 (Solihull): Children and Young People (0-18)



Key Messages for Primary Care

- Non-complex/low risk access through the Support Line Offers Set out below. Where IAPT is appropriate it will be offered via these routes.
- People experiencing emotional crisis can also contact these numbers
- **Complex/High risk cases should still be referred through existing single points of access**
- In the majority of cases contact and intervention will be via phone or online
- Where patients are under secondary care they will have been contacted by there care team to confirm arrangements for ongoing care
- Please note that Crisis Café's and PAUSE Drop-In have been closed but the same support can be accessed via the Support Lines

Mental Health Access Points (information for Primary Care)

0-18 Birmingham

- Patients should contact PAUSE on 0207 841 4470
- Patients needing more help or risk support will be triaged to FTB Access Centre

0-18 Solihull

- Contact Solar (monday - friday 8am-8pm) 0121 301 2750
- (Weekends 8am-8pm) 0121 301 5500
- (8pm – 8am Everyday) 0300 300 0099

18+ BSOL

- Mental Health Support and Crisis Line 0121 262 3555
Open: 9am-11pm
Screening and triage to a range of support
- GP Referrals to BSMHFT Single Point of Access 0121 301 4000

Key Workers

- Dedicated support line
Open: 9am-11pm
0121 633 1217