



# CRISIS CARE PATHWAY

## COVID-19 stakeholder briefing

April 8<sup>th</sup> 2020

### Greater Manchester Assessment and Inreach Centre (GMAIC)

GMAIC are continuing to support inpatient providers by reviewing referrals for general adolescent and eating disorders admissions; conducting access assessments; and supporting units to discharge young people as safely and quickly as possible. Assessments will be undertaken by telephone or video call wherever possible, with face to face appointments only where absolutely necessary.

GMAIC have been designated as a core and essential service so will be allocated staff from other areas if required to continue with business as usual.

Hours of operation remain Monday-Friday 9am-8pm including bank holidays. Referrals should continue to be sent to the local provider inpatient unit.

### Rapid Response Teams (RRTs)

RRTs have also been classified as essential services in line with national guidance around crisis care during COVID-19. Assessments and follow up appointments will be undertaken by telephone or video call wherever possible, with face to face appointments only where absolutely necessary. In order to support the acute sector as effectively as possible, some planned service developments have been accelerated.

#### Offer to community CAMHS

Referrals will continue to be taken from duty teams within community CAMHS.

#### Self re-referral

For young people who have been discharged from RRTs since 1<sup>st</sup> February, a text message has been sent to inform them they can directly refer themselves back into the service should their mental health deteriorate significantly again. This will also now form part of discharge planning for all young people who have accessed RRTs.

#### Offer to All Age Mental Health Liaison Teams (AAMHL)

On Monday 6<sup>th</sup> April, RRTs enabled acceptance of referrals directly from AAMHL teams across GM in order to avoid non-medical admissions to hospital. This offer is for all young

people up to their 18<sup>th</sup> birthday. Full details have been shared with each AAMHL team individually.

### Hours of operation

From Tuesday 14<sup>th</sup> April, RRTs will extend their hours of operation to 10pm in order to be available for telephone consultation and referrals 7 days a week 8am to 9.30pm.

### **Safe Zones**

The Safe Zone offer, led by The Children's Society, is now being conducted via telephone appointment only as all community estates have been closed. Referrals to the Safe Zone remain via the RRTs.

The Children's Society has proposed a wider telephone crisis line which is being explored as an additional option to support the system across GM.

For any queries or additional information, please contact the project team via email:

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