

Children and Young People's Emotional and Mental Health Single Point of Access (SPA)

Frequently Asked Questions

*For professionals working with
children and young people* v.1

This is a first version of this Frequently Asked Questions leaflet. Further information will be made available prior to the MindMate SPA going live in the autumn.

All supporting documents required for using the MindMate SPA referenced within this leaflet will be available on Map of Medicine, as well as the 'Professionals' MindMate website www.mindmate.org.uk.

The MindMate website is a new site for children and young people promoting mental health and emotional wellbeing through self-help tips and advice and signposting to services in Leeds.

What is the MindMate Single Point of Access (MindMate SPA)?

The Single Point of Access is for professionals to refer into, when they are working with children and young people and identify that they have a need for an emotional wellbeing and mental health service. It is for all children and young people who have a Leeds GP.

When will the MindMate SPA launch?

It is planned to go live in autumn 2015 and will operate via a direct number and email address.

Why are we setting up the MindMate SPA?

It is clear from the review of Emotional Wellbeing and Mental Health services for Children and Young People that there are a range of effective services in Leeds but referrers and families often find it difficult to get timely support from the right service. The MindMate SPA will provide one place to access the full range of services as well as seeking out essential information in order to get the right support more rapidly for families.

Who is the MindMate SPA for?

Any child up to the age of 18.

Who can refer?

Any professional who thinks that a child or young person needs access to emotional wellbeing and mental health services.

How will I make a referral?

We ask that referrals are made by phone call wherever possible. Professionals can call between 8.30am – 5pm, Mon-Fri.

The contact number will be published prior to the MindMate SPA going live and will also be available on the Professionals' page at www.mindmate.org.uk.

Email referral forms (which will also be available from the 'Professionals' page at www.mindmate.org.uk) can be sent outside of these hours and will receive a confirmation email the next working day.

What if the need is an emergency?

In an emergency (if the young person has seriously injured themselves or taken an over dose) you need to send them to the Emergency Department at Leeds General Infirmary.

What if I am referring a young person who needs to be seen urgently?

You will still use the MindMate SPA number and a duty clinician will call you back. The child or young person will be seen by the service deemed appropriate for them by the MindMate SPA within two weeks.

Do I need consent before making a referral through the MindMate SPA?

Yes. You will need to get verbal consent from the parent/carer and/or the child/young person if they meet Fraser guidelines.

Leaflets will be provided for you to give the parent/carer and/or the child/young person which explains what they have consented to (allowing the MindMate SPA to contact the individual) and how their information will be shared with the range of services MindMate SPA can pass the

referral onto. The leaflet will be available from www.mindmate.org.uk.

You will be asked to confirm consent has been given when you contact the MindMate SPA to make the referral.

You will also be asked what their preferred method of contact is.

What do I need to do to refer someone to the MindMate SPA?

As well as consent, you will be required to obtain as much information as you can from the child/young person or parent/carer (guidance will be available from the 'Professionals' page at www.mindmate.org.uk). The MindMate SPA team may contact you or the child/young person or parent/family if they require further information to gain a full understanding of the issue.

Daily referral management meetings will be held to determine the best service to meet the young person's needs.

The SPA team will contact you and the family by letter to inform you both of the outcome.

Can a child / young person or parent / carer self-refer via The MindMate SPA?

In the initial phase, the SPA is for professionals only. However, if a child / young person contacts the MindMate SPA directly the team will endeavour to find appropriate support for them.

Will advice be available via this number?

The MindMate SPA will not be offering on-the-spot advice on presenting issues or clinical interventions.

Does the SPA guarantee a Children and Adolescent Mental Health Service (CAMHS) referral?

No. The SPA will work with all services available to find the most appropriate to meet the child / young person's needs. Services that the SPA will link the young person into will include self-help advice, school cluster¹ support and guidance, the Therapeutic Social Work Service and The Market Place, as well as CAMHS.

I already have a referral route that works well – can I still use it?

All professionals such as GPs, paediatricians and school nurses should use the MindMate SPA for all referrals except emergency cases that require

A&E treatment. This is crucial to ensuring a consistent approach across the city and to allow us to collect data which will help us better understand level and type of need among children/young people in Leeds.

The only exception is schools, which should continue to refer to their cluster support and guidance panel, as we know this is working well.

What if there is a safeguarding issue?

If you suspect that a child or young person is being harmed or is at risk of being harmed then you have a duty to report it immediately. Visit the Leeds Safeguarding Children Board website www.leedsiscb.org.uk for further advice on how to do this.

I have further questions

If you have further questions, please contact Clair Murray, NHS Leeds South and East Clinical Commissioning Group, clair.murray@nhs.net

¹ You can find out more about school clusters at <http://www.leeds.gov.uk/docs/13%20-%20Cluster%20working%20-%20November%202013.pdf>