Referrals

Referrals can be made by a professional who knows the child / young person, via our Single Point of Contacts in both areas:

Central and West Norfolk, Norwich and King’s Lynn:

- **Telephone:**
  - Weekdays (8am - 8pm): 0300 790 0371
  - Weekday evenings (8pm - midnight) and Weekends (9am - 1pm): 01603 421421
- **Fax:** 01603 201415

East Norfolk, Great Yarmouth and Waveney

- **Telephone:**
  - Weekdays (8am - 8pm): 0300 1231882
  - Weekday evenings (8pm - midnight) and Weekends (9am - 1pm): 01603 421421
- **Fax:** 01493 337728

Patient Advice and Liaison Service (PALS)

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.

If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

**Email:** PALS@nsft.nhs.uk

**Call PALS Freephone:** 0800 279 7257

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.

Trust Headquarters

Hellesdon Hospital, Drayton High Road, Norwich, NR6 5BE

Working together for better mental health...

Positively... Respectfully... Together...
Our service

The Crisis Service for Children and Young People under 18

- Extended hours of availability - evenings, weekends and most Bank Holidays
- Crisis Assessments at A&E departments in local acute hospitals
- Intensive support to prevent admission into specialist psychiatric hospitals
- Care planning and risk assessments to support ongoing treatment
- Consultation and training for professionals
- Intensive support to facilitate discharge and ongoing community-based therapeutic interventions
- Referrals to and liaison with multi-agency partners such as: GPs, schools, children’s services

Where?

Our service covers central Norfolk, west Norfolk, Great Yarmouth and Waveney.

Children and young people can be seen: in their own homes, at school or further educational settings, children’s wards or A&E departments of local hospitals.

At evenings, weekends and Bank Holidays, assessments will only be offered within children’s wards or A&E departments of local hospitals.

Who?

Our teams are staffed by:

- Nurses
- Social workers
- Occupational therapists
- Assistant practitioners

We also have access to:

- Child and adolescent psychiatrists
- Psychologists

Longer-term support / therapy:

If longer-term help is required, post-crisis intervention referrals can be made to:

- CAMHS
- Youth services
- Specialist Eating Disorder teams
- Early Intervention in Psychosis teams

These will be within the child or young person’s area of residence.

We also signpost to agencies such as:

- MIND
- Ormiston (Point 1)
- BEAT
- Fresh Start New Beginnings

How?

We will endeavour to complete a face-to-face assessment within four hours, at the A&E department of a local hospital.

Children, young people under 18 and their families and carers can expect support from our Crisis Service for a period of up to six weeks.

If there is a need for a longer intervention by our Crisis Service, this will be assessed according to clinical need, risk and any other factors that may impact on the child or young person’s mental health.

When?

The Crisis Service for Children and Young People under 18 will be available:

- **Monday to Friday**
  8am – 5pm
  5pm – midnight* (except Bank Holidays)

- **Saturday and Sunday**
  9am – 1pm*

- **Bank Holidays**
  9am – 1pm* (Note: No service available on Christmas and Boxing Day)

* assessments will only be offered within children’s wards or A&E departments of local hospitals.

See overleaf for information on how to make a referral.