

Surrey and North-East Hampshire Mental Health Referral Pathway (for professionals)

Immediate risk of harm: Call emergency services on 999

**Adult- services OUT OF HOURS:
Adult Crisis Line (24x7): 0800 915 4644**

Adult- services in hours:

If you have an Adult who needs mental health support, contact the **Single Point of Access (SPA)**. They provide a single-entry point for referrals to secondary MH & LD services for over 18's.

Contact details: 0800 915 4644, 24-hour support, 365 days a year for mental health advice and support.

Note: People referred can also use this helpline directly for

Some of the Mental health services for adults

Safe Havens: support people who are experiencing a mental health crisis or emotional distress **and their carers** and are designed to provide adults with a safe alternative to A&E when in crisis.

- **Safe Haven drop in:** Aldershot, Epsom, Guildford, Redhill and Woking.
- **Virtual Safe haven access:** Safe Havens : Surrey and Borders Partnership NHS Foundation Trust (sabp.nhs.uk)

Talking Therapies: The Mind Matters service is open to anyone aged 17 or over and experiencing mild to moderate mental health difficulties.

- **Contact details:** 0300 330 5450, 8:30am - 5:30pm, Monday to Friday, for general enquiries mindmatters.surrey@sabp.nhs.uk, for referrals- rx.mindmatters-surrey@nhs.net
- **Self referral** - <https://sabp.limbic.ai/>

Children and young people- services OUT OF HOURS:

Children and young people CYPS Crisis Line (24x7): 0800 915 4644 – select option 1.

- For CYP (from age of 6 years), their families/carers for support, advice, and signposting.
 - Police and ambulance services can contact the CYPS Crisis Line between 9.00am-11.00pm for support and advice regarding their attendance to CYP experiencing a mental health or emotional crisis in the community.
- If concerned about a child or young person's safety and social wellbeing,** contact the Children's Services 'Single Point of Access' (C-SPA) out of hours via **Surrey County Council's Emergency Duty Team (EDT): 01483 517898**
- The EDT provides an emergency service 7 days a week, Monday to Friday 5pm to 9am and weekends 24 hours a day, 365 days a year.

Children and young people - services in hours:

If concerned about a child or young person's safety and wellbeing, contact the Children's Services 'Single Point of Access' (C-SPA)

- **Contact details:** 9am to 5pm, Monday to Friday: 0300 470 9100, cspa@surreycc.gov.uk
- Access and Advice Team (AAT)** for children and young people up to 18 years. They provide access to advice, signposting, help and crisis intervention via Mindworks Surrey, a broad provision of needs-led NHS Mental Health and Alliance partner services.
- **Contact details:** Please refer via the online portal <https://childrensreferrals.sabp.nhs.uk/> You can also call on 0300 222 5755, Monday to Friday from 9am to 6pm, excluding bank holidays.
 - CYP can request support via their school to access Mindworks Surrey School Based Needs services.

The **Mindworks Surrey website** <https://www.mindworks-surrey.org/> has a range of information including about Mindworks Surrey services & signposting information.

CYPS Havens- The CYP Haven is a safe space where you can talk about your concerns, worries and mental health in a confidential and friendly, supportive environment. We are currently based in four different locations around Surrey; Redhill, Shepperton, Ash and Epsom Call Monday to Friday 3.30pm-7.30pm, and Sunday 1-4pm on 01483 519436. Please see website for further details.

ND Helpline - An out-of-hours phone line provides advice to parents and carers who are struggling with behaviours or difficulties which could be related to neurodevelopmental need, such as autism or ADHD. Skilled and friendly advisers will talk with carers and families around strategies to help them manage their immediate difficulties and think through coping strategies.

- **Contact details:** 0300 222 5755, 5pm until 11pm, seven days a week, 365 days a year.

For further mental health advice and support visit the First Steps guide on the Healthy Surrey website : www.healthysurrey.org.uk/mental-wellbeing/self-help/advice-and-support-guide