

# Single Point of Access (SPA) Consultation & Advice Line 0300 300 1585

Kent and Medway



A new service for  
Professionals only



## What is the Consultation and Advice Telephone Line?

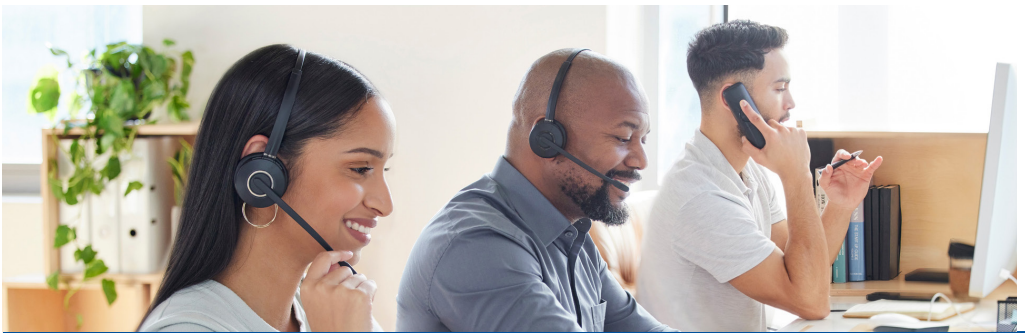
The SPA Consultation and Advice Telephone Line offers support, advice and recommendations for Mental Health, Emotional Well-being and Neurodevelopmental conditions such as Autism and ADHD, to professionals working with children and young people aged 0-18 years, with a registered GP in Kent and Medway.

### A Consultation Provides:

- A quick, convenient, and secure way to get advice from a SPA clinician.
- It helps all K&M professionals to access information and advice, helping support children, young people, and families/carers.
- The service is open two days per week – Tuesday and Thursday, from 10:00-12:00 (for two hours) – each call is for one case discussion and will last for approximately twenty minutes.

### What will happen during the telephone consultation?

- Once the SPA clinician establishes that the K&M professional has obtained consent from family/carer (or young person aged 16 and above), the SPA clinician will determine what the main concern are then advise and direct to services/interventions accordingly.
- The SPA clinician will provide bespoke advice and recommendations to help support the K&M professionals.
- The SPA clinician will summarise and record the main points agreed between themselves and the K&M professional.
- If the K&M professional discusses a multiple of issues, the SPA clinician might ask them to complete a SPA referral for the child/young person (details will be provided to them, if they are not aware).



## **The SPA Consultation and Advice Telephone Line is unable to provide:**

- Advice about medication.
- Information for children and young people awaiting the outcome of a K&M SPA referral.
- An alternative point of contact for those requiring a referral for the Autism and/or ADHD diagnostic assessment.
- Support for children and young people who are already receiving care and/or treatment from NELFT service.
- Support for any child or young person that the professional states are in any risk of harm, to themselves and/or others.
- Mental health support for young adults aged 18 and above. This is provided by Kent and Medway Adult Mental Health Partnership Trust.

## **Risk Management and Formulation**

The service is only for K&M professionals supporting children and young people, with either low or no risks:

- No suicidal thoughts, plans or ideation.
- If self-harming, this will be infrequent and superficial.
- Has close and supportive relationships.
- Protective factors are present.

## **Safe and Secure Service**

All shared information is securely handled - sensitively and in accordance with GDPR.

**If you are in a Mental Health Crisis please call NHS 111 — and chose option 2.**

**For Out of Hours Support – please call Mental Health Direct on 0800 995 1000**



If you would like this information in Braille, large type, in another format or in another language, please ask a member of staff. (English)

Bu bilgileri büyük yazı tipinde Körler Alfabesinde, başka bir biçimde ya da başka bir dilde okumak isterseniz lütfen bir görevliye danışın. (Turkish)

Nëse këtë informacion do e dëshironit në Braille, font më të madh, në format tjetër apo gjuhë tjetër, ju lutem pyesni një anëtar të personelit. (Albanian)

Se desejar obter esta informação em Braille, num tipo de letra maior, noutro formato ou noutro idioma, por favor peça a um membro do pessoal. (Portuguese)

আপনি যদি এই তথ্যটি ব্রেইলে, বড় হরফে, অন্য ফরম্যাটে বা অন্য ভাষাতে পেতে চান, অনুগ্রহ করে, কোন কর্মীকে তা বলুন। (Bengali)

در صورت تمایل به دریافت نسخه‌ای از این اطلاعات به صورت بریل، با چاپ درشت، یا به فرمت یا زبانی دیگر، لطفاً درخواست خود را با یکی از کارکنان ما مطرح کنید. (Farsi)

Jeśli chcieliby Państwo uzyskać niniejszą informację zapisaną w alfabecie Braille'a, dużą czcionką, w innym formacie lub w innym języku, prosimy zwrócić się w tej sprawie do członka personelu. (Polish)

Si vous souhaitez obtenir ces informations en gros caractères Braï ou dans une autre langue, veuillez le demander à un membre de l'équipe. (French)

நீங்கள் இந்த தகவலை ப்ரெய்ல், பெரிய எழுத்துக்கள், வேறு ஃபார்மட் அல்லது வேறு மொழியில் பெற விரும்பினால், ஊழியரிடம் கேளுங்கள். (Tamil)

إذا أردت الحصول على هذه المعلومات بطريقة برايل، أو بحروف كبيرة، أو بصيغة أو لغة أخرى، يرجى طلب ذلك من أحد أعضاء فريق العمل. (Arabic)

Если вы хотите получить эту информацию на языке Брайля, напечатанную крупным шрифтом, в другом формате или на другом языке, пожалуйста, обратитесь к любому сотруднику. (Russian)

## Website:

<https://www.nelft.nhs.uk/services-kent-children-young-peoples-mental-health>

NELFT provides community and mental health services for people of all ages in Essex and the London boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest, as well as Kent and Medway.

NELFT NHS Foundation Trust

CEME Centre – West Wing, Marsh Way, Rainham, Essex RM13 8GQ.

Tel: **0300 555 1200**

[www.nelft.nhs.uk](http://www.nelft.nhs.uk)

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