

Single Point of Access (SPA) Consultation and Advice Telephone Line

0300 300 1585

Kent and Medway Children and Young People Mental Health Services

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 995 100



What is the Consultation and Advice Telephone Line?

Support for mental health concerns for Kent & Medway professionals working with children and young people aged 0-18 years old.

What does the Telephone Consultation provide?

Specialist advice from a Senior SPA clinician.

Operates Tuesdays and Thursdays 10:00-12:00.

One case discussion per call and lasting approximately 20 minutes

www.nelft.nhs.uk

What will happen during the Telephone Consultation?

With pre-obtained consent from the family/carer or young person (16+), a senior clinician will discuss and listen to the current concerns, offer advice and suggest appropriate services.

If the child discussed has complex needs or multiple issues, you may be encouraged to complete a SPA referral.

The SPA Consultation and Advice Telephone Line is unable to

- Advise about medication.
- Replace the online referral process.
- Advise for children and young people already receiving care and/or treatment from a NELFT service.
- Advise on mental health or support of young adults aged 18 and above.
- Crisis support where there are significant risks to self or others.

