

Children and Young People's Community Health Services and COVID-19 FAQs April 2020

1. Who should I contact if my child needs medical help?

Current government advice is as follows:

If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the [111 coronavirus service](#).

If you need medical help for any reason, do not go straight to places like a GP surgery, pharmacy or hospital.

If you need help or advice not related to coronavirus:

- for health information and advice, use the [NHS website](#), your GP surgery website or the NHS Child Health App
- for more urgent medical help, ring your GP practice or use the [NHS 111 online service](#) – only call 111 if you're unable to get help online
- for life-threatening emergencies, call 999 for an ambulance

Read more advice about [getting medical help at home](#). You can also find out more on the NHS coronavirus [webpage](#).

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Further advice can be found in the leaflet [Advice for Parents When Your Child is Unwell or Injured](#). This leaflet has been produced by the Royal College of Paediatrics and Child Health.

https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf

2. Will anything change in relation to my child's medicines and prescriptions?

During COVID-19 it is important that you continue to order medicines for your child as normal. Please do not over order or order early your child's usual medicines - stockpiling or purchasing medication that you do not need is not necessary and could disadvantage other patients.

3. If my child goes into hospital, can I stay with them?

York Teaching Hospital NHS Foundation Trust (YTHFT), has recently changed their hospital visitor guidance. See below for more information.

York Teaching Hospital NHS Foundation Trust Hospital Visitor Guidance

Hospital visiting at all York Teaching Hospital NHS Foundation Trust sites is currently cancelled. There are three exemptions to this ruling:

- for one parent of a sick child under 18
- for the partner of a woman giving birth
- end of life patients at the discretion of the ward sister

More information can be found on the Trust website.

<https://www.yorkhospitals.nhs.uk/news-amp-media/latest-news/visiting-cancellation/>

4. Is there a central point of contact for support in each locality?

To find out more about local and community support in your area please visit:

City of York: <https://york.gov.uk/coronavirus>

North Yorkshire County Council: <https://www.northyorks.gov.uk/help-you-during-coronavirus-covid-19>

East Riding of Yorkshire Council: <https://emergency.eastriding.gov.uk/coronavirus-covid-19/>

5. What will happen to routine health appointments for my child?

As the Chief Medical Officer has stated, routine NHS services will inevitably come under pressure as the coronavirus spreads. However, NHS Foundation Trusts are working extremely hard to ensure that families are kept up to date of the position and continue to provide support as best they can.

If you have any questions about routine health appointments for your child, it is best to contact the service directly.

If your child has a routine appointment for **Occupational Therapy, Physiotherapy or Speech and Language Therapy** then you can expect the following:

- You should receive a letter or phone call from the service informing you of the position and outlining next steps.
- This may mean that your appointment is rescheduled, cancelled or paused, or you may be offered a telephone or video conference appointment.
- If your child is towards the end of their treatment and it is appropriate, discharge from the service may be recommended with advice and guidance, including the offer of telephone support if you are concerned.
- To protect staff and patients, face to face contact will be offered only if absolutely necessary.
- All communication from the therapy service will include signposting to advice and guidance as well as contact details if you have any queries.

6. What will happen if my child needs to be referred to a new service for a routine appointment?

During the Covid emergency, routine NHS services will come under pressure as the coronavirus spreads. NHS Foundation Trusts are working hard to ensure that families are kept up to date of the position and continue to provide support as best they can.

If your child requires a new referral to a service, the referral will still go through to the service as normal.

- The referral will be reviewed by clinicians and triaged.
- The service will be in touch outlining the support they can provide. This may include offering advice and guidance or a telephone or video conference appointment.
- To protect staff and patients, face to face contact will be offered only if absolutely necessary.
- If the service is at capacity, you may be sent a waiting list letter. If this is the case, you may also receive some information providing advice and guidance.

7. How can I support my child's Occupational Therapy, Physiotherapy or Speech and Language Therapy at home?

If your child is already receiving support from Occupational Therapy, Speech and Language Therapy or Physiotherapy services, then you should have been contacted by the therapy service. Wherever possible the therapy service will share advice and /or a programme of support for you to undertake at home. If you have not been contacted by the children's therapy department by the end of April please contact using the details below.

York Teaching Hospital NHS Foundation Trust

- York Hospital **01904 726599**
- Springhill House Scarborough **01723 342472**

Please note if no one is available leave contact details and contact number on the answer machine and someone will get back soon as practicably possible.

You can also find information by visiting the website.

<https://www.yorkhospitals.nhs.uk/childrens-centre/your-childs-hospital-journey/therapy-services/>

8. My child is receiving support from Specialist CAMHS, how can I support their mental health at home?

If your child is currently receiving support from the specialist Child and Adolescent Mental health Service (CAMHS) service provided by TEWV, they are working hard to offer you any help you may need. You should have received a letter to let you know what will happen over the coming months.

- You can also find information on how best to support mental health during these uncertain times. <https://www.tewv.nhs.uk/supporting-your-childs-mental-wellbeing-in-uncertain-times/>
- Wherever it is safe to do so, CAMHS will look at different ways to maintain contact with you and your family rather than seeing you in clinic. This might be a phone call or an online solution such as video appointments, depending on the technology you have.
- If CAMHS do need to see you face to face they will need to ask you some questions about your physical health first. This is to make sure they keep you and their staff safe.
- CAMHS may also need to reduce the number of face to face contacts, but are able to speak to over the phone.
- If your child takes medication, CAMHS will support you to ensure you have enough of this.
- If you have any questions or your circumstances change, please contact your CAMHS team:
 - York: 01904 615 300
 - Selby: 01757 241 070

You should also have been given details of the CAMHS crisis line if the health of your child deteriorates significantly: the crisis team continues to operate.

9. I am worried about the mental health and well-being of my child. What support is available?

If you have concerns about the mental health and well-being of your child or your child is concerned themselves, there are plenty of resources online that offer advice and information.

TEWV, our specialist CAMHS provider has developed the following resources:

<https://www.tewv.nhs.uk/supporting-your-childs-mental-wellbeing-in-uncertain-times/>

<https://www.kooth.com/>

<https://www.recoverycollegeonline.co.uk/>

Kooth is funded to provide online self help and advice, and also online counselling for children and young people aged 11-18.

<https://www.kooth.com/>

The Go-To is a website developed to support healthy young minds in North Yorkshire. **The Go-To** helps parents, young people and professionals find the right help and support for young people stay well and look after their mental health and wellbeing.

<http://thegoto.org.uk/>

Compass BUZZ: you can find resources, information and ideas on how to support your child's mental health.

<https://www.compass-uk.org/services/north-yorkshire-compass-buzz/>

BUZZ US is a text messaging service for young people aged 11-18 experiencing mental health and wellbeing difficulties. You can text BUZZ US on **07520 631168** about any mental health or wellbeing concerns such as bullying, anxiety, self-esteem, eating problems, low mood or stress. You will receive signposting advice from a Wellbeing Worker within one working day.

<https://www.compass-uk.org/buzz-us/>

There are also **national mental health websites** which offer advice and support, such as:

Young Minds: <https://youngminds.org.uk/>

Beat for eating disorders: <https://www.beateatingdisorders.org.uk/>

You can **self-refer** to the local **CAMHS team** if you are concerned, they will take your phone call, and offer advice and information. If the CAMHS team decide that your child should be assessed, you may be offered a video assessment depending on the technology you can access. The phone number is **01904 615300**

10. Can my child exercise more than once a day if they need to due to a significant health condition?

Recent government guidance published on 8th April states that:

You can leave your home for medical need. If you (or a person in your care) have a specific health condition that requires you to leave the home to maintain your health - including if that involves travel beyond your local area - then you can do so. This could, for example, include where individuals with learning disabilities or autism require specific exercise in an open space two or three times each day - ideally in line with a care plan agreed with a medical professional. Even in such cases, in order to reduce the spread of infection and protect those exercising, travel outside of the home should be limited, as close to your local area as possible, and you should remain at least 2 metres apart from anyone who is not a member of your household or a carer at all times.

You can find more information in the government FAQ publication:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

11. My child has Special Educational Needs and Disabilities (SEND). How will their needs continue to be met?

The Minister for Children and Families, Vicky Ford has published the open letter below to children and young people with SEND and their families. The letter outlines the guidance and recent legislation in relation to SEND.

<https://councilfordisabledchildren.org.uk/help-resources/resources/open-letter-children-and-families-minister>

You can find local information on SEND and COVID-19 by visiting your local authority **Local Offer** website:

City of York:

North Yorkshire: <https://www.northyorks.gov.uk/send-local-offer>

East Riding of Yorkshire:

There are many sources of information providing guidance on COVID-19 and children and young people's services. We have found the **Council For Disabled Children's website** particularly helpful:

<https://councilfordisabledchildren.org.uk/news-opinion/news/covid-19-support-and-guidance>

<https://councilfordisabledchildren.org.uk/help-resources/resources/frequently-asked-questions>

The National Autistic Society also have a useful webpage that includes resources for families and updates which you may find helpful:

<https://www.autism.org.uk/services/helplines/coronavirus.aspx>

We acknowledge that this can be a challenging time for many families, particularly those families with children who display behaviours which are becoming very difficult to manage.