

Changes in Service Delivery

COVID-19; How our service will continue to support children, young people and families in Solihull

Changes we need to make

We need to change the way in which we support you. A lot of our staff are now working remotely and we are no longer having any non-essential visits to our clinics. It is unlikely that we will see you physically face-to-face for an appointment, but instead, your allocated worker or another member of the team will call you and offer you appointments via video chat or over the phone. We will ensure they keep in regular contact with you.

Medication

We will ensure that you can continue to access your treatment and medication. If for any reason you are going to run out of medication, please let the team know as soon as possible. It is really important that you keep taking your medication as it will help to keep you well

Additional Support

We will continue to work alongside our partners from other agencies and organisations that provide valuable assistance to you.

Contacting Us

It is vital that we have up to date contact details for you and your carer(s), if you have one. We are trying to make it as easy as possible to contact us during this period of altered working. You can continue to call the team on 0121-301-2750/2730 within normal working hours.

For Solar Crisis team (Out of Hours) call 0121 301 5500 and ask for Solar (CAMHS) Crisis Team

8am – 9am & 5pm – 8pm Monday – Friday

8am – 8pm Weekends and Bank Holidays

Staying well

This advice was correct as at (02.04.2020)

The current advice is that you should stay at home for 7 days and self isolate if you have COVID-19 symptoms which are:

- High temperature – this means you feel hot to touch
- New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

If you have any of these symptoms, to protect yourself and others, please **do not** go to a GP surgery, a hospital, a pharmacy or mental health centre.

If you feel you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days you can call NHS 111 service.

It is really important to do all that you can to stay well during this time. Eating healthy meals, doing exercise and getting a good night sleep will help. If you are currently taking medication then it is very important to continue to take this.

For more information about COVID-19 please visit;

<https://www.nhs.uk/conditions/coronavirus-covid-19>

Please all keep well and stay safe

Many thanks

Everyone at the Solar Team