

City and Hackney CAMHS Covid-19 Update

We are informing you on the changes we have currently made to our service to reduce the risk of infection during the ongoing Covid-19 pandemic



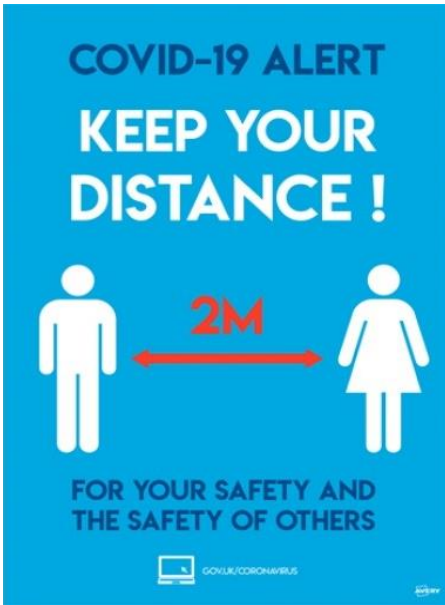
East London NHS Foundation Trust

Children and Young People's
Centre
15 Homerton Row
London
E9 6ED
Phone: 0203 222 5600
Mon-Fri 09:00 - 17:00
Crisis Number: 0208 432 8020
24/7

City and Hackney CAMHS

East London NHS Foundation Trust





COVID-19 APPOINTMENTS

Most of our appointments are delivered via video and telephone calls.

Face to face appointments at our Homerton Row building are being offered to those who clinically need them most.

We will review what we are doing regularly, listen to your ideas through our participation groups and look forward to welcoming more family members with each child or young person in the near future.

WE ARE KEEPING APPOINTMENTS SAFE BY

- providing hand sanitizer and masks for everyone entering the building
- limiting the number of people in the waiting area and whole building to maintain social distancing
- signing everyone who comes into the building in and out (this is for our Track & Trace service so we can contact you quickly if someone develops Covid-19 that you might have had contact with)
- making use of our garden area.
- Operating a one-way flow – we all come in at the main entrance and leave from a separate exit
- meeting you only in rooms big enough to maintain a two-metre distance
- using PPE (masks, aprons and gloves) if you need any checks, like blood pressure or weight
- cleaning rooms in between each use and employing extra cleaning services for the building
- looking after our staff with regular checks on their health.

HOW TO HELP US KEEP APPOINTMENTS SAFER

- telephone and cancel the appointment if you or your children are feeling unwell with a new continuous cough, high temperature or loss of sense of taste or smell – **seek advice by visiting www.gov.uk/coronavirus or calling NHS 111**
- ensure only one adult family member attends with their child or young person, unless you have made an arrangement for a bigger family meeting
- keep two metres distance from others in the building (except your family members)
- use the hand sanitizer and mask we provide (**children under the age of 11, people with severe breathing problems and people with autism do not have to if it makes them distressed**)