

# Emotional wellbeing and mental health service (EWMHS)



## All you need to know

All Children's and Adolescent Mental Health Services (CAMHS) across Southend Essex, and Thurrock are now called **Emotional Wellbeing and Mental Health Service (EWMHS)**.

This service is provided by NELFT NHS Foundation Trust. NELFT is one of England's largest NHS foundation trusts; it is an experienced provider of mental health services for children and young people – and currently provides these services to children and young people in four London Boroughs and across Essex.

NELFT also provides community health services for children and young people with physical health needs in south west Essex and in the four London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest. You can find out more about NELFT by visiting [www.nelft.nhs.uk](http://www.nelft.nhs.uk).

NELFT's priority is providing the highest standard of care to our service users.

## Who can access EWMHS?

NELFT's EWMHS is for children and young people aged between 0-18, living in the Southend Essex, and Thurrock areas and is free at the point of entry.

The service is also for young people with special educational needs (SEN) up to the age of 25.

Any young person experiencing emotional and wellbeing or mental health problems, or any parent, guardian or teacher of a child who is experiencing emotional wellbeing and mental health difficulties may access our services.

## What services will we offer as part of the EWMH Service?

- We will run preventative programs in schools, children's centres and other local places
- We will also advise and support other health and social services and train them
- We will offer a range of services including parenting and family groups, short psychological treatments and mindfulness in schools. These services often use self-help and guided self-management.
- We will offer more in-depth psychological treatments. These are evidence based and delivered by highly skilled practitioners in specialist teams
- We have developed on-line and digital services including; Big White Wall [www.bigwhitewall.com](http://www.bigwhitewall.com)
- We already help and support young people at times of crisis and if required, offer them a hospital admission. This level of help is available 24/7, 365 days of the year

## Service Structure

- **Three** Children's Single Point of Access (CSPA)
- **Seven** Locality teams
- **Three** Crisis Responses teams

These services operate across Southend Essex, and Thurrock.

## Contacting our services

Call **0300 300 1600** to access the EWMHS during working hours 9am - 5pm, Monday to Friday.

For our out of hours and weekend Crisis Support Service, please call our general NELFT switchboard on **0300 555 1201** to be put through to our Crisis Support Service.

Our Crisis Support Service is accessible 24 hours a day, 365 days of the year for advice and further support.

## What types of conditions and issues will the EWMHS treat?

- mood and anxiety disorders
- behavioural and conduct disorders
- emerging personality and attachment disorders
- eating disorders
- psychotic disorders
- deliberate self-harm and suicidal ideation
- neurodevelopmental disorders where there are co-existing mental health needs
- substance misuse with co-existing mental health needs (dual diagnosis)
- autistic spectrum disorder (ASD) where there are co-existing mental health needs
- attention deficit hyperactivity disorder (ADHD) where there are co-existing mental health needs
- prolonged bereavement problems

And all of our referrals made in to the service by a GP, professional or self-referral are assessed against these types of conditions and issues.

This will follow a “Pathways Approach” developed in relation to NICE guidance criteria and based on a best practice model of treatment.

## How can you access our services if you are a young person living in Southend Essex, and Thurrock?

You can access our services in two different ways:

- By a referral to our services via your GP or other professional; or
- By self-referral via our central number **0300 300 1600** where you will be able to speak to a team of specialist healthcare professionals



## How to access our services if you are a concerned parent, care giver or a responsible adult of a young person

Parents, care givers and responsible adults can also access our services by;

- Making an appointment to see your young person's GP with them, or
- Accessing our services for information by calling our central number **0300 300 1600** during working hours



## Making a referral in to our EWMHS if you are a GP or health professional – how does it work?

If you are a GP or health professional and you need to make a referral to our services, this is our referrals process:

- For all referrals, please contact **0300 300 1600** or email [NELFT-EWMHS.referrals@nhs.net](mailto:NELFT-EWMHS.referrals@nhs.net)
- Referrers seeking advice will be contacted within 24 hours of the initial request
- Referrals to the CSPA will be reviewed daily, screened within two working days and responded to within five working days once allocated to the locality team
- All referrals will be prioritised according to the presenting clinical need
- All assessments will take place within 18 weeks
- All consultant and non-consultant led treatment will start within 18 weeks of the referral (RTT)

## Where to find our services

Our EWMHS services are located all over Southend Essex, and Thurrock at the following addresses:

### Locality Hubs:

#### **Basildon and Brentwood Area:**

Acorn House  
Ground Floor, Great Oaks, Basildon  
Essex SS14 1AH

#### **Southend Area:**

3 Alexandra Street,  
Southend on Sea,  
Essex SS1 1BX

#### **Castle Point and Rochford Area:**

Council Offices  
Kiln Road, Thundersley, Benfleet  
Essex SS7 1TF

#### **North East Essex:**

651 The Crescent  
Colchester Business Park, Colchester  
Essex CO4 9YQ

Thundersley Clinic  
8 Kenneth Rd, Benfleet  
Essex, SS7 3AT

Globe House,  
6 George Street, Colchester,  
Essex CO1 1TP

#### **Mid-Essex Area:**

*County Hall & Duke Street Hub*  
County Hall, Duke Street  
Market Road, Chelmsford  
Essex CM1 1QH

#### **Thurrock Area:**

South Ockendon Health Centre,  
Darenth Lane, South Ockendon,  
Essex RM15 5LP (*please note we will soon be moving our premises to Maidstone Rd, Thurrock*)

#### **West Essex Area:**

Aylmer House  
Kitson Way, Harlow  
Essex CM20 1DG

### Crisis Response Teams:

#### **North East Essex Area:**

651 The Crescent,  
Colchester Business Park, Colchester,  
Essex CO4 9YQ

#### **West and Mid Essex Area:**

Aylmer House,  
Kitson Way, Harlow,  
Essex CM20 1DG

**Basildon & Brentwood,  
Castle Point & Rochford,  
Southend and Thurrock Areas:**

Council Offices  
Kiln Road, Benfleet  
Essex SS7 1TS

**Children's Single Point of Access (CSPA):**

**Essex:**

Essex House,  
Colchester Business Park,  
200 The Crescent, Colchester,  
Essex CO4 9YQ

**Southend:**

3 Alexandra Street,  
Southend on Sea,  
Essex SS1 1BX

**Thurrock:**

South Ockendon Health Centre,  
Darenth Lane, South Ockendon,  
Essex RM15 5LP

*(please note we will soon be moving our premises to Maidstone Rd, Thurrock)*



NHS Foundation Trust

**Contact us:**

If you have any questions about any of the services, or would like to leave your feedback, please send an email to:

[ewmhs@nelft.nhs.uk](mailto:ewmhs@nelft.nhs.uk)

Twitter: @NELFT

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