**Update from Derbyshire Healthcare NHS Foundation Trust 27/03/2020**

**DHcFT (Talking Mental Health Derbyshire) IAPT Services**

During the course of last week, the DHcFT Incident Management Team communicated to the CCG those services it would prioritise during the incident due to the mental health or COVID vulnerabilities or risk of particular patient groups. The TMHD service was not in those priority services. On Thursday last week, DHCFT communicated to the CCG that the TMHD service would be closing to new referrals in order that clinicians in the service could start to be redeployed into prioritised services. This work has continued and some staff are being released into the developing 24/7 phone service (see below).

**Current IAPT offer as at w/c 23rd March**

TMHD – All staff are remote working and offering telephone support and are also using IESO (an online CBT resource) for Step 2 patients. In line with all other DHCFT community services, the IAPT service will soon be able to access other software to enable video contacts. We are currently testing this software today with ArdenGEM. Individual clinicians already make use of on-line and video contacts where the patient agrees. Our partner organisations in TMHD, Derwent Rural Counselling and Relate, are still operating as separate entities and are continuing to offer their services.

Trent PTS **-**The service is open to new referrals. All clinicians are remote working – for Step 3 patients, there is a choice of webcam (Via Microsoft Teams), on-line support packages supported by therapist (Silvercloud)  and text-based approaches. The Step 2 offer is mainly telephone and on-line.

**Insight –** The service is open to new referrals. All clinicians are remote working via telephone. Further information has been requested on their on-line and digital contingencies.

**Establishing a 24/7 Mental Health Triage and Support Service**

To alleviate the pressure on the Derbyshire health system and NHS 111, DHcFT is in the process of establishing a mental health triage/support line. As part of ensuring that we have capacity to provide this urgent response we are utilising resources from elsewhere within DHcFT. As noted above, DHcFT have suspended referrals to TMHD and reduced ongoing work to enable the service to transfer capacity to a mental health triage function. This new function will be provided by experienced nursing, therapist and AHP colleagues from across the Trust and will offer telephone based advice, support and guidance. The trust has a number of clinical staff across a range of clinical backgrounds in the vulnerable groups, who are “shielding” or must work remotely. These staff are also being deployed into this new service.

The purpose of the Triage/support line will be:

1. provide urgent triage and telephone response to those experiencing immediate distress due to Covid-19
2. form a safety net for existing service users experiencing a reduction in service and liaison with existing services
3. ensure people with physical health complaints can get through to NHS 111 by addressing general anxiety
4. direct those requiring longer term interventions into the existing IAPT system (not DHcFT/TMHD at present)
5. be a point of contact for partners (social care, EMAS etc.) to signpost distressed individuals

This work to establish this new service is happening at pace. We have a number of clinical and operational issues to address before it can be opened. We hope to be able to have an interim service operating 7-days a week from 9am to midnight at some time in w/c 30th March, with a 24/7 service to follow as soon as practicable.