

## Delivering health services safely to those who need it most during Coronavirus (COVID-19)



Everyone at Oxleas is working hard to continue to provide care to those who need it during Coronavirus. These include patients in wards and those in the community.



Oxleas have been following the government's guidelines on Coronavirus. In the next few weeks more health services will be starting up again.



You should contact your surgery if you feel unwell. This is very important if you have a long term health condition or your mental health gets worse. You can also speak to Oxleas' clinical team.



It is important to remember that if you or a family member become **very** unwell you can contact the emergency services.



Parents should make sure their babies have their vaccinations.



Mothers who are pregnant or have just had a baby should contact their health clinic if they have any worries.

## Appointments



Oxleas' staff have only been seeing patients face to face in the community if it is urgent. Staff use special clothing called PPE to keep the patient and them both safe during these visits.



Instead staff have offered appointments using

- telephone calls
- video calls like Attend Anywhere and Webex



For example Greenwich Time to Talk and Music therapy run sessions using laptops and iPads.

## Visiting patients in mental health and learning disability wards



Only **one** visitor will be allowed to visit as long as they are well. This means they do not have signs of Coronavirus. The visitor can be a family member, carer or friend.

The visit has to be agreed by Oxleas ward staff.



Visitors who are not able to see patients can still be in contact with them. All wards have iPads and mobile phones so patients can continue to contact their loved ones when they want to.



## Looking after your mental health

A disease like Coronavirus can be scary which can make us anxious, worried and depressed. It is important to look after our mental health.

### Contact details:

#### Children's mental health services

If you are worried about your child's mental health please contact

Telephone: **020 3319 7666**

**Monday to Friday 9am - 5pm**



You can also contact the SLP crisis line on

Telephone: **020 3228 5980**

**Monday to Friday 5pm - 9pm and  
Saturday to Sunday 1pm - 9pm**



For all other times please contact the

**Oxleas Urgent Advice line on 0800 330 8590**



#### Adult mental health services

If you are a patient of our mental health services and are in crisis, please **do not** go to Accident and Emergency (A&E) departments.

You can contact your care co-ordinator or call our **crisis line** on **0800 330 8590**.



If you have any questions or concerns you can also contact **PALS**

(Patient Advice Liaison Service) on Freephone: **0800 9177159**

