

Trust Head Office
West Wing
CEME Centre
Rainham
Essex
RM13 8GQJ

25th September 2025

Dear Colleagues,

I am writing to update you regarding changes and improvements in the mental health crisis pathway.

ONEL continues to see rising presentations in our local Emergency Departments (ED) of individuals who are experiencing a mental health crisis, approximately 30% of these are not known to NELFT mental health services. Supporting these individuals to access mental health services rather than going to ED supports our local acute hospitals.

We continue to work with the NEL ICB and the Mental Health and Learning Disability (MH LDA) Collaborative to support developments in our mental health services to provide alternatives to presenting at ED.

We now have full access to NHS 111 press 2 for mental health. This service offers access to support 24 hours a day for individuals of any age; callers are triaged by mental health clinicians and follow up with routine or urgent support as needed.

We are in the process of merging the NELFT Mental Health Direct Line with NHS 111 so there is one 24-hour line to call, making it simpler and easier for individuals to access support. We hope to complete this work by the end of November 2025.

Please signpost individuals of any age to NHS 111 option 2 and remove the Mental Health Direct line number from your websites or other patient resources.

If you are working with a child or young person between the ages of 12 and 18 who is in crisis you can also refer them to the Children and Young People Home Treatment Team (CYPHTT). They can be contacted by telephone 03005551156 Option 2 or via email yphtt.brookside@nelft.nhs.uk

You can continue to refer directly to our mental health and wellbeing teams in each borough for routine referrals, urgent and advice and guidance. I have enclosed for your information the contact sheets for each of the Outer North East London Place mental health services.

Additionally, I am pleased to inform you that we have opened our 24/7 Mental Health Crisis Assessment Hub. The NELFT 24/7 Mental Health Crisis Assessment Hub offers a safe and welcoming space for residents to access support and professional help when they are in mental health crisis. This is a genuine alternative to local emergency departments (ED).

The 24/7 Mental Health Crisis Assessment Hub is a therapeutic space where a range of staff support crisis resolution and access to other pathways for those who need additional support.

NELFT residents over the age of 18 can access the 24/7 Mental Health Crisis Assessment Hub by calling, walking in, and referrals from other teams who work in primary care or community services.

The core purpose of the 24/7 Mental Health Crisis Assessment Hub is to provide an emergency department diversion for those with urgent mental health needs that do not require acute medical intervention.

The service is also available to individuals with urgent mental health needs who attend at any of the three local emergency departments at King George Hospital, Queen's Hospital and Whipps Cross Hospital and aligned with the relevant psychiatric liaison teams. The combined service provides all out of hours liaison activity across the three acute trusts.

As part of its remit, the 24/7 Mental Health Crisis Assessment Hub operates as a 'walk-in' emergency assessment service for anyone who may be experiencing a mental health crisis. This service extends to receiving direct referrals from the London Ambulance Service and local police. You can find out more here [NELFT 24/7 Mental Health Crisis Assessment Hub | NELFT NHS Foundation Trust](#).

I have attached the electronic versions of our poster and leaflet for the 24/7 Mental Health Crisis Assessment Hub please print and display these in your reception areas.

Please assure your patients and staff that using NHS 111 or the Crisis Assessment Hub is a much quicker and calmer environment to access mental health support as long as they do not require medical attention.

Thank you for your ongoing support for those experiencing mental health issues.

Please do not hesitate to contact me by email carol.white@nelft.nhs.uk if you have any queries

Your sincerely,



Carol White
Deputy Chief Operating Officer (DCOO)
North East London NHS Foundation Trust