**Important Service Demand Update**

We must advise that as a result of the continuous unprecedented demand on our service, unfortunately it is necessary for us to temporarily close to any new referrals, to enable us to manage the risk of service users wishing to access our service.

**We therefore confirm we are unable to accept your referral at this time.**

We never underestimate the importance of taking this step and believe it is necessary that we are honest about our current demand on service since the COVID -19 pandemic.

Our Clinical Team will continue to review our current situation fortnightly. For updates, please check our website [www.caraline.com](http://www.caraline.com) and our social media pages. You can also contact us on 01582 457474 or email us at [admin@caraline.com](mailto:admin@caraline.com).

Please see below information we have put together directing potential service users to self-help and other services.

Please be aware that we are not an emergency service. If you are experiencing a ***mental health crisis*** the following options are available to you:

|  |  |  |
| --- | --- | --- |
| OPTION 2 |  |  |
| Telephone with solid fill**111 Option 2** | Telephone with solid fill**01582 722225** | Telephone with solid fill**116 123** |
| **Open to people of all ages 24/7**  A trained mental health professional will be able to offer assessment and support  *Also access Crisis Resolution and Home Treatment (CRHT) teams* | **Open to adults (18+) Tuesday-Friday 5pm-11pm**  Phone support delivered by a trained mental health professional from Mind Crisis Cafes | **Open to people of all ages 24/7**  Contact and talk to a Samaritans listening volunteer |

If you are experiencing a ***physical/medical health crisis***, the following options are available to you.

|  |  |
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| **Open to people of all ages 24/7**  A trained call assessor will be able to offer assessment and support and signpost you to the most appropriate care for your condition | Contact your GP within business hours |

**Please ensure you have regular contact with your GP as your physical and mental wellbeing will remain with your GP.**

**Support whilst you are waiting:**

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| **Caraline team members will be available for service updates – please call:**  *Helpline 01582 457474 between the hours of 9am and 5pm Monday to Friday* | **Beat Eating Disorders is a National Charity that has various online support and help-lines**  **beateatingdisorders.co.uk** |

Caraline encourage you to explore the following self-help resources to help you manage any distress you may be feeling:

|  |  |  |
| --- | --- | --- |
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| Literature with handouts and workbooks via CCI GOV Eating Disorder Self-Help Resources  [Click Here](https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself) | [Sponsored Link](https://smile.amazon.co.uk/Overcoming-Binge-Eating-Second-Program-ebook/dp/B00DG1H8V4/ref=sr_1_1_sspa?_encoding=UTF8&adgrpid=58764995972&dchild=1&gclid=Cj0KCQjwrsGCBhD1ARIsALILBYqJ0XFcpcQFrV9sQHZa6cS-PdIPKTV82o0vWRRb7cuAP7iPI3oMcWIaApz2EALw_wcB&hvadid=259099011303&hvdev=c&hvlocphy=1006598&hvnetw=g&hvqmt=e&hvrand=16862808310844959501&hvtargid=kwd-337856668066&hydadcr=24463_1816160&keywords=overcoming+binge+eating+2nd+edition&qid=1615911727&sr=8-1-spons&psc=1&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUEzN0tSMDBXWkdJVlcwJmVuY3J5cHRlZElkPUEwODEwMDYyMktFQkpIMDNHT0VZNiZlbmNyeXB0ZWRBZElkPUEwNzY0ODczTVpQTEpVVTRYQ1AwJndpZGdldE5hbWU9c3BfYXRmJmFjdGlvbj1jbGlja1JlZGlyZWN0JmRvTm90TG9nQ2xpY2s9dHJ1ZQ==) | Free online courses and workshops which are easy to access via Zoom  [Click Here for Prospectus](https://www.elft.nhs.uk/uploads/files/1/Bedfordshire-and-Luton-Recovery-College/March-April-Abridged-printable-version.pdf) |

We thank you for your patience at this very difficult time.

With best wishes

**Team Caraline**

**On Behalf of Team Caraline**  
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