



CHUMS Duty line

To offer support and guidance to CYP, Parents and professionals during this trying time. The drop-in service being offered is a virtual drop-in where contact is offered via telephone.

The clinicians who usually facilitate our drop-ins have been placed on the Duty Line Rota.

These members of staff have experience in working with and supporting Parents / CYP / Families with their concerns.

	Monday	Tuesday	Wednesday	Thursday	Friday
9am – 11am	Karen Martin 07958283935	Sam Frearson 07538 230749	Kate Dorward 07538 230754	Sam Carrier 07538 230731	Sam Frearson 07538 230749
3pm – 5pm	Heather Simlo 07538 230746	Sam Carrier 07538 230731	Heather Simlo 07538 230746	Kate Dorward 07538 230754	Karen Martin 07958 283935

Domestic Violence / Abuse / Neglect

With the potential risk of an increase in Domestic Violence and abuse being anticipated it would be helpful for CYP / Parents to be able to reach out for further support.

By using a dedicated phrase when calling the duty line;

“we’ve ran out of toilet paper”.

The clinician will immediately know what information to gather, inform the client what action will be taken and take the appropriate action for the most relevant support for the client.

If anyone presents in this category it will be expected that they will be referred to MASH or the police in urgent cases.

