

# Child and Adolescent Mental Health Services (CAMHS)



Information for children and young people

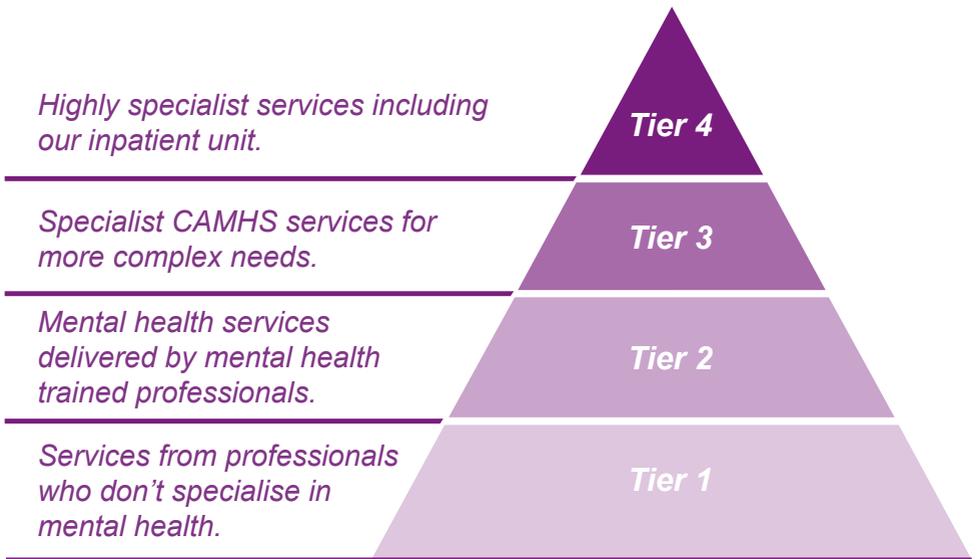


# Who are we?

Child and Adolescent Mental Health Services (CAMHS) are currently set up within a 4 Tier system.

The diagram below represents the 4 Tiers in mental health services.

Hertfordshire Partnership University NHS Foundation Trust (HPFT) CAMHS provide services at Tier 3 and Tier 4.



Most children and young people are seen at Tier 1 and Tier 2, with those having more specialist or complex needs being seen at Tier 3 or Tier 4.

Tier 3 CAMHS are delivered across the whole of Hertfordshire and treat emotional difficulties that children, young people and parents/ carers experience in the community.

Tier 4 CAMHS provide more specific therapies either at home or on our inpatient unit depending on individual needs.

## You're not alone

Our most recent statistic shows 1 in every 10 children (aged 5-16 years) have a diagnosable mental problem.

In a classroom of 30, it is expected that this would amount to around three children/young people. There are also children/young people who have mental health concerns but do not require a diagnosis.

Some children and young people will receive support from HPFT, but some will also receive support from their school, Tier 2 services or other organisations.

## Why am I coming to CAMHS?

There are lots of different reasons why children, young people and their parents/carers might come to CAMHS. Children and young people go through lots of changes; physically, emotionally and socially, and for a lot of us this can be a very stressful experience.

Some people may find it more difficult to cope with the stress and may need support. If other support and interventions have not worked, this may be why you are coming to CAMHS.

Children and their parents/carers might come to CAMHS if they are feeling sad, worried or angry a lot of the time.

Sadness, anger and worry are normal feelings that we all experience, but when someone experiences too much of one of these, it can start to affect their relationships, their home and school life and leisure activities.

Sometimes you may notice this and ask for support. Sometimes someone who spends a lot of time with you may notice and request that you get support with it.

## First Appointment (Choice Appointment) – what to expect

The aims of the Choice appointment are for you and your parent or carer to discuss any difficulties you might be experiencing. You and your parent or carer will then decide with the professional(s) what support would be best for you. This may involve continued support within Tier 3 CAMHS or identifying the most appropriate service.

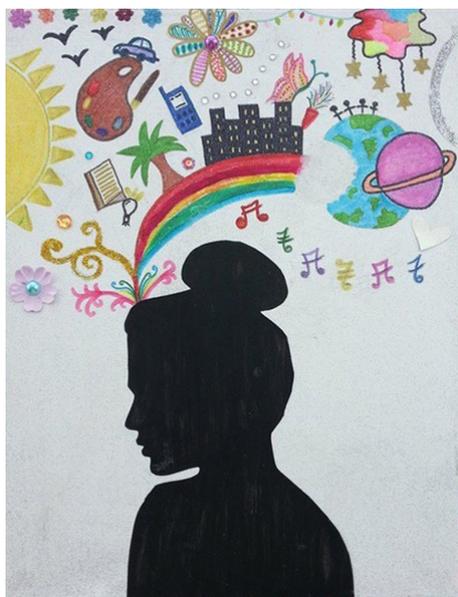
Before your appointment please complete the questionnaires included with this pack, some are for you and some are for your parent or carer. These questionnaires are called outcome measures; they can be helpful for identifying goals and for those who find it hard to talk about their difficulties.

If you get support from other services (e.g. social care), you might want to bring any information that you think would be helpful for us to read. There are lots of professionals within CAMHS. You will see one of these professionals at your Choice appointment. If it is agreed that you require further treatment from Tier 3 CAMHS, you will then see a different professional for subsequent appointments which is called Partnership Work, who will be your care co-ordinator and main contact.

Your parent or carer will be invited to attend the Choice appointment with you, so they can be fully involved and because it can be helpful to hear from people close to you.

You can also bring other family or a professional from another service.

There will be an opportunity for both you and your parent or carer to speak privately, on your own, with the professional you are seeing.



# Frequently asked questions

## What are goals and why do we set them?

At the Choice appointment you and your parent or carer will be asked to identify individual and family goals to work on in order to feel better. Sometimes individual and family goals are very similar, but it may be that your parents or carers have different ideas to yourself, about what is important to work on with CAMHS.

Goals are set at the beginning of Partnership Work to make sure the sessions focus on what is important to you and your parent/carer.

The goals set should be specific, measurable, achievable, realistic, and time-specific (also known as SMART goals). This will help you and your clinician to know when the goals have been met.

## Will my parent or carer attend every session?

Some children or young people who come to CAMHS will have appointments on their own; others will have meetings with their parents/carers. Some will have a combination of both.

It can be difficult for some parents and carers to regularly attend appointments. We may agree with some parents and carers that they do not attend the appointment. A plan will then be agreed about how you are supported if you have attended an appointment alone and are distressed. Parents/carers may be contacted in these instances, to ensure a plan is in place to provide support for you after your appointment. We may also contact and share information with your parent or carer, if we need to do so to keep you safe.

## What if I don't want to attend the appointment?

If you are nervous you can visit our CAMHS website at [www.hpftcamhs.nhs.uk](http://www.hpftcamhs.nhs.uk) for helpful tips and videos.

If you don't think it will be helpful, talk to your parent or carer about what you feel would be helpful for you. It may be that with support from your

parent or carer, your school or other organisation, you may be able to cope without CAMHS. See the back of this leaflet for more contacts.

If you don't want to attend but your parent or carer feels it is necessary that you do attend, it may be useful to talk to your professional about this. If you cannot attend your appointment please let us know as soon as possible.

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## **Will I see the same person every time?**

You will see one member of staff for your first (Choice) appointment. If Partnership Work is agreed, this will often be with a different member of staff to ensure you are seen quickly and by the right person.

Where possible we like you to see the same person during Partnership Work and appointments, however this may not be the case for a number of reasons.

Sometimes you or your parent or carer may think that progress is not being made working together and you may agree a change of therapist might be helpful. It can be helpful to talk to your parent or carer and therapist before making this decision.

## What can I do if I am unhappy with the service?

You can speak to your therapist if you are unhappy with your treatment at CAMHS. If this is not possible then you can speak to the CAMHS manager.

If still unresolved you can contact PALS (Patient Advice and Liaison Service) who can help you to find out what is happening with your care. They can also support you to get a resolution to any challenges you are facing with the service or process a complaint if necessary.

They can be contacted on 01707 253916 or via email at [hpft.pals@nhs.net](mailto:hpft.pals@nhs.net)  
PALS are available between 9am and 3pm from Monday to Friday.



## Privacy and my appointments

In order to care for you and provide the right support to help you, we sometimes need to share some of your information with those around you and other services. This will often be discussed with you first.

We can meet with or speak to your school to help them think about ways of supporting you. This will often only be done with your permission.

If you say something about school that suggests concerns about your safety or the safety of another pupil we have to pass this information on.

Each person who comes to CAMHS is given a unique ID which includes important information about you, such as your date of birth, address and GP.

It also holds your records in CAMHS. This includes letters and reports, as well as summaries of your sessions in CAMHS. These records can be accessed by staff working in your CAMHS team.

Your parents/carers can be a very important part of your day-to-day life. They are often responsible for keeping you safe and making some decisions on your behalf (hopefully with your agreement), so it is important they are involved.

We will not usually tell parents/carers everything that has been discussed in therapy, but we may share important information, that can help them to better understand you and what you are going through, meaning they are better able to support you.

Generally we need to keep your GP informed of your care as they are your main care coordinator and usually become responsible for your care once you are discharged from CAMHS.

Some things you share, you may not want anyone to know about and this can be kept private from them. However, if you share anything that means we are worried about your safety or someone else's safety, we may have to tell someone to keep you safe.

## Support before and between appointments

A lot of children and young people come to CAMHS, which means that sometimes there is a waiting list for an appointment.

Whilst waiting, you may need support. There are a number of tools online and details of local support contacts on our CAMHS webpage at [www.hpftcamhs.nhs.uk](http://www.hpftcamhs.nhs.uk).

## Non-emergency support

At CAMHS we have a duty system whereby if you need to speak to someone outside of session times and your care coordinator is not available, there is a named clinician on duty from 9am until 5pm from Monday to Friday.

You can call the main reception where you are being seen and ask to speak to the duty worker. Our CAMHS clinic information, including contact numbers, can be found online at [www.hpftcamhs.nhs.uk](http://www.hpftcamhs.nhs.uk)

For out-of-hours advice you can contact the Mental Health helpline on 01438 843322. This line is staffed by qualified clinicians in the NHS for support between 5pm and 9am, including bank holidays.

Finally please see the back of this booklet for more websites and contacts, that the young people we spoke to, feel are helpful.

## Emergency support

In an emergency, when you are unable to keep yourself safe or family do not feel they can keep you safe, please call 999 or make use of your local A&E service. A&E has staff from our Children Crisis and Assessment Treatment Team (CCATT) who will provide an assessment and identify whether more intensive support is needed.

## Other Specialist Teams and Services

As well as our Tier 3 community CAMHS services, we also have other specialist teams and services for children and young people including:

- AF-DASH (Adolescent and Families Drug and Alcohol Service) who help to support those experiencing substance misuse
- Targeted Team who work with looked after children in care
- Crisis Assessment and Treatment Team (C-CATT) who work alongside our local A&E teams and Tier 4 services
- Community Eating Disorders (CED) who specialise in treating eating disorders
- Forensic Adolescent Services who work with young people in the criminal justice system.

## Contact Information

Saffron Ground	Tel: 01438 792600
Rosanne House	Tel: 01707 364001
Hoddesdon Health Centre	Tel: 01992 465042
Oxford House	Tel: 01992 465042
Hertsmere Civic Offices	Tel: 0208 7313050
Peace Children's Centre	Tel: 01923 470610
The Marlowes Health and Wellbeing Centre	Tel: 01442 913569
99 Waverley Road	Tel: 01727 804214 / 804806
Eating Disorders Team	Tel: 01923 633396
Crisis Team	Tel: 01923 633400/633401
Targeted Treatment Team	Tel: 01923 633577
Forest House	Tel: 01923 289940
Home Treatment Team	Tel: 01923 289940
Dialectical Behavioural Therapy Team	Tel: 01923 289940

# Helpful Apps and Services

## Hub of Hope

Visit [www.hubofhope.co.uk](http://www.hubofhope.co.uk) and put in your postcode or postcodes nearby to find local support

## Kooth

Free online counselling service available at [www.kooth.com](http://www.kooth.com)

## Young Minds

Useful and young person friendly information available at [www.youngminds.org.uk](http://www.youngminds.org.uk)

## Mind in Mid Herts

Local support and information available at [www.mindinmidherts.org.uk](http://www.mindinmidherts.org.uk)

## The Samaritans

Visit: <https://www.samaritans.org> – Email: [jo@samaritans.org](mailto:jo@samaritans.org) or call 116 123 free of charge 24/7 for support and advice.

## Headspace

A simple meditation app to help you feel calmer. This App requires a monthly payment, though a limited free trial is available.

## Headmeds

Young person friendly information on medication available at: [www.headmeds.org.uk](http://www.headmeds.org.uk)

## Youth Connexions

For a variety of practical information and advice and support visit: [www.ychertfordshire.org](http://www.ychertfordshire.org)

## Get Self Help

Visit: [www.getselfhelp.co.uk](http://www.getselfhelp.co.uk) to download free worksheets which may help you.

**Cover Artwork: *Recovery* by Kelly Davis-Steel**

**Page 4: *Beautiful Mind* by Kelly Davis-Steel**

**Page 10: *After JPollock* by Kai Coates**

These pieces are part of Hertfordshire Partnership University  
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