



# Forensic Child and Adolescent Mental Health Service (North East and North Cumbria)

Patient information leaflet

A service provided in partnership between  
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and  
Tees, Esk and Wear Valleys NHS Foundation Trust

## What is the Forensic Child and Adolescent Mental Health Service (North East and North Cumbria)?

It is a team who work with young people who:

- may have mental health difficulties
- may have been in trouble with the police
- may have been accused of harming someone
- may have other professionals worried about them
- may need help in a prison or secure home
- may need further help so they don't get into more trouble
- may need specialist mental health treatment

## How will you help me?

What we do	Why
We may talk to the professionals that work with you.	So that we can offer some initial advice that may help support you without the need of having to meet us in person.
We may set up a meeting with the professionals that work with you.	So we can meet with all the professionals that work with you in person to discuss your case and look at ways of supporting you.
We may think it would be helpful to invite you to come and see us.	Meeting with you in person will help us understand your situation more clearly and get your view on matters.
We might need to work together to make a plan.	The plan will support you when things are difficult.
We may need to work with you for a longer period of time.	We may be able to work together on a certain therapy for a longer period of time that will help with your situation.

## **Who might I see at the Forensic Child and Adolescent Mental Health Service (CAMHS)?**

You might be seen by nurses, psychiatrists and psychologists. It may be that you meet us with someone you know well, such as your CAMHS practitioner, youth offending team case worker or social worker.

## **What happens after you've seen me?**

We will write a report on what we have been told, we will:

- take on board other people's opinions, that may include parents, carers, other professionals and include your own thoughts.
- share your plan with the people who are working with you so they can also help.
- involve you in your plan, and we can review it with you if you want.

The professionals involved in your care will remain with you throughout your time with our service. Our involvement may come to an end when there is a good plan in place.

## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
- You can provide feedback in the following ways:
  - the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
  - complete a Points of You survey, available from staff.

## Useful contacts

- The NHS website - [www.nhs.uk](http://www.nhs.uk)
- Out of hours GP - Tel: 0845 600 5252
- Patient Advice Liaison Service (PALS) - Tel: 0800 032 02 02

## Contact details

### **Child and Adolescent Mental Health Service (North East and North Cumbria Forensic)**

C/o The Kolvin Service

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

St. Nicholas Hospital

Jubilee Road

Gosforth

Newcastle upon Tyne

NE3 3XT

Direct Dial: 0191 245 6629

C/o Adolescent Forensic Outpatient Service

Tees, Esk and Wear Valleys NHS Foundation Trust

Acklam Road Hospital

Middlesbrough

TS5 4EE

Direct Dial: 01642 529 650

[www.cntw.nhs.uk/FCAMHS](http://www.cntw.nhs.uk/FCAMHS)

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