

Community Children and Young People's Service (CYPS)

Parent and Carer Information

Shining a light on the future



Introduction

This leaflet provides you with information that you will find useful about the service. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Children and Young People's Service?

The service is for children and young people (0-18 years) who may be experiencing some kind of distress or mental health difficulty and who may or may not have a learning disability.

We work closely with families and carers as well as professionals from a range of organisations in order to understand the needs of the children, young people and families we work with.

We are part of the Specialist Care group of services provided by the Northumberland, Tyne and Wear NHS Foundation Trust and we have administrative bases across the region at:

- Monkwearmouth Hospital, Sunderland
- Benton House, Newcastle
- Northgate Hospital, Northumberland

Although most of our work is undertaken in people's homes, outreach clinics, schools, GP surgeries and local venues across the area.

What will happen when I arrive with my child?

Prior to your first appointment you should have been contacted by a member of our team to check you are happy for your child to attend our service and to book an appointment for you at a time and place that is convenient to you.

It may be that one of our team visits you at home, at your GP surgery or in school. If you need to come to us, you will be greeted by one of our reception staff who will check we have up

to date contact details and who will make sure you are comfortable whilst waiting to see a member of the team. Our team will always introduce themselves and will see you to talk through your difficulties and those of your child in private

If you wish to be seen without your child then please let the clinician know when they meet with you.

Appointments usually last for approximately one hour. You should be informed if it is going to be longer.

Who will be working with my child?

The service contains a number of highly trained clinical staff from a range of disciplines. We have:

- Doctors - psychiatrists
- Nurses
- Psychological therapists
- Occupational health staff
- Dietician
- Other allied health professionals and support workers

We will work with you to ensure your child is seen by the clinician with the most appropriate skills to meet their needs. Due to the nature of your child's difficulties they may need to be seen by more than one person. This will be discussed with you.

We recognise the value in having students and trainees in our service and it may be that you are asked if it is ok for a trainee to "sit in" on a meeting or to carry out a specific piece of work with your child. If you do not wish this to happen then please let us know, this will not affect your child's treatment.

Consent/sharing information

During your first appointment we will discuss with you issues about consent and information sharing. This is to ensure we have a clear agreement about who we may seek information from in relation to your child's difficulties and how you would like information to be communicated to you and others. If your child is old enough to understand the nature of these discussions then consent and information sharing will be led by them with your support.

Facilities

Our outreach clinics have been designed to specifically meet the needs of children and young people. We do not however have facilities to care for siblings who may accompany you to appointments. If you wish to accompany your child into the appointment it may be advisable to bring another adult with you who can look after the other children.

Is there anything else I need to know?

During your child's first appointment you may be asked to fill in some paperwork. We are happy to do this with you and to explain the reasons for this as we go along. It is important that we gather information on how your child's current difficulties are affecting them and you, and what it is that you want to happen from working with our team.

We are also keen to seek your views of the service we provide so we can improve the quality we offer to children, young people and families working with us. For that reason we will ask you to complete an evaluation of the service you have been provided with when you leave us. This is voluntary and can be anonymous if you wish.

Public transport

All of our main outpatient departments are on public transport routes. If you require information please ask us when booking your first appointment or contact the Nexus travel office and website.

Nexus Traveline: Tel: 0871 200 22 33

Website: www.traveline.info

If you are on benefits travel expenses can be reimbursed however you will need to bring with you proof of your entitlement and identification.

Interpreters

Staff can arrange an interpreter if you need one.

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.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- 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.
 - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
 - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Contact details

- Newcastle Community Children and Young People's Service
Children and Young Peoples' Service
Benton House
136 Sandyford Road
Newcastle upon Tyne
NE2 1QE
Tel: 0191 246 6913
Web: www.ntw.nhs.uk
- Northumberland Community Children and Young People's Service
Children and Young Peoples' Service
Villa 9
Northgate Hospital
Morpeth
Northumberland
NE61 3BP
Tel: 01670 798 265
Web: www.ntw.nhs.uk
- South of Tyne and Wear Community Children and Young People's Service
Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB
Telephone: 0191 566 5500
Web: www.ntw.nhs.uk

Useful contacts

- **Patient Advice and Liaison Service (PALS)**

North of Tyne – Tel: 0800 032 02 02

South of Tyne – Tel: 0800 328 4397

Provide information and advice and can help to sort out any problems or concern with NHS services.

- **Mental Health Matters Helpline**

Newcastle: 0845 601 2457 6pm-6am

Gateshead: 0800 085 1718 5pm-9am 24 weekends

Sunderland: 0800 013 0626 5pm-9am 24 weekends

Mental Health Matters Helpline is a confidential service staffed by highly trained and experienced telephone helpline workers, offering emotional support to anyone calling. We provide information on local and national services specific to mental health.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 223 2545

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