

Contact Details

We very much look forward to hearing from you
and working with you in partnership in the future.

**Newcastle and Gateshead
Children and Young People's Service**
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The Newcastle and Gateshead Children and Young People's Service

Information for referrers



Introduction



The Children and Young People's Service provides a single service to all children and young people aged 0-18 years living in Newcastle and Gateshead who present with mental health difficulties.

This includes children and young people who may have learning disabilities and those living in a range of difficult and challenging circumstances. The service is able to provide:

- Assessment, diagnosis and intervention on a range of mental health difficulties
- Intensive home based treatment for those children and young people whose mental health is causing significant concern
- An Intensive Eating Disorder Service to support children and young people on the eating disorder pathway who are at risk of an inpatient admission
- A comprehensive transition support package to those young people who are approaching their 18th birthday and may need continuing support as adults
- 24 hour access to support
- Training, consultation, support and advice to front line staff working in targeted services for children and young people in special circumstances including;
 - Looked After Children Services and Services for Care Leavers
 - Social Care Services
 - Services for Children with disabilities including learning disability services, special schools and specialist education services
 - Paediatric Services
 - Children and Young People's Substance Misuse Services
 - Youth Offending Service
 - Adult Services in particular AMHS, substance misuse and services supporting families in crisis
 - Young Carers Services





How to refer

Referrals will be accepted from any professional working with a child, young person or their family and self referrals can also be made.

Referrals are accepted in written form by letter or fax. Referrals can also be made on the telephone and if you are unsure whether our service is the most appropriate one for you we would request you ring and speak to a member of our duty team who will be able to advise you.

Referrals can also be made by email however you need to be mindful of the information you are sending in this way and ensure that it is coming to us from a secure email address.

Referral criteria

We expect access to our service to be simple and easy. Our criteria for acceptance are:

- The child or young person must be within our age range 0-18 years
- They must either be presenting with some degree of psychological distress or mental health difficulty. This includes children and young people. This includes children and young people as outlined on page 2 of this leaflet, whereby advice, consultation and/or support is being sought
- They must have been seen by the referrer who will undertake an assessment of need prior to referral. This will help us to prioritise cases where necessary
- They must have given informed consent to the referral being made

The service operates from a basis of “no bounce”. If a child or young person is not suitable for our service we will contact you to explain why and at the same time provide advice, help or support to access a service more appropriate to meet their needs. There is an expectation that a first level intervention must have been attempted prior to referral and information on the outcome of this is included in the referral.

Anyone wishing to have a discussion about a case prior to referral can contact our helpline for advice, information or support

Children in these circumstances are more vulnerable to psychological distress but do not necessarily present with mental health difficulties. We are happy to discuss children and young people with you to determine whether they need our service or if not we will suggest what may be helpful.

Our Objectives

We aim to offer a service that is in keeping with NTW's service design principles:

- You should reach us, quickly and simply
- The earlier the better
- To get the right help and care, safely and easily
- From our flexible and skilled workforce
- In collaboration with you and your carers and partnership organisation
- So that you can gain/regain independence, as far as possible
- By making smooth and sustainable steps forward
- Reaching us again, simply and quickly

What hours are the team available?

The service standard operating hours are from 8am – 8pm Monday to Friday and on weekends if required.

There is an intensive home based treatment service that operates from 8:00am to 9:30pm weekdays and 10am to 6pm weekends and bank holidays and access to on-call arrangements outside of these hours.



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

If you would like to make a comment, suggestion, compliment or complaint we would ask that you contact us in the first instance.

You can request to speak with our Team Manager or the Community Clinical Manager.

You can also complete a feedback form which is available from the Trust.

You can complete a feedback form electronically by visiting the Trust's Website

www.ntw.nhs.uk

(click on the 'Contact Us' tab)

Or telephone:

Complaints Department:

0191 245 6674

