

North Cumbria Child and Adolescent Mental Health Service (CAMHS)



Information for parents and carers



| | |
|--|----|
| Introduction | 4 |
| Your first appointment at CAMHS | 5 |
| Before you visit us | 5 |
| Arriving at CAMHS | 6 |
| During your first appointment | 6 |
| Who will my child and I see? | 7 |
| Confidentiality | 7 |
| What happens next? | 8 |
| Helpful resources | 9 |
| Interpreters | 13 |
| What if I have a comment, suggestion, compliment or complaint about the service? | 13 |
| Contact us | 14 |

Introduction

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

What is CAMHS?

CAMHS stands for Child and Adolescent Mental Health Service. Often, when we are sad, angry or worried these feelings pass after a short time. But if your child feels sad, angry or worried for a longer time then CAMHS can offer help.

CAMHS help children and young people aged 0-18 years who are finding it hard to cope with everyday life because of difficult feelings, thoughts, behaviour or relationships.

Your first appointment at CAMHS

Before you visit us

After your child's referral has been accepted by CAMHS, you will be offered an appointment to come and see us. This appointment is sometimes called an assessment.

Before you visit us, it might be useful to discuss the appointment with your child and family so you can have a think about what you would like to talk about or what questions you would like to ask. It may be helpful to write things down so you remember.

YoungMinds have developed a list of questions you and your child might find useful to ask during the appointment:

<https://youngminds.org.uk/find-help/your-guide-to-support/questions-you-should-ask/>

You can bring someone along that you trust for support if you would find this useful.

You may receive questionnaires to complete and bring to your first appointment. The questions relate to lots of different experiences and you may feel some of the questions are more applicable to your child than others. There is no right or wrong answer so just answer the best you can. If you do not know how to answer a question you can talk with your worker about this in your first appointment. Your child may also have a questionnaire to complete before the appointment.

Arriving at CAMHS

When you arrive at CAMHS you will tell our receptionist that you are here. Once you tell them your child's name, they will book you in and let the person your child has come to see know that you have both arrived. You will be asked to take a seat in the waiting room and you may sit there for a short time. We will then invite you into one of our rooms where we can talk.

You may feel worried or nervous about coming to CAMHS for the first time, this is okay. Our videos on our website will show you our buildings and how you can get to reception.



Figure 1 - The Fairfield Centre at Carleton Clinic



Figure 2 - Valley View at West Cumberland Hospital

During your first appointment

Families come to CAMHS for lots of different reasons. The first time you visit us we will want to get to know your child a little better and find out what problems they are experiencing. We may also ask things like who is in their family, how they are getting on at school and what their birth and early childhood was like. This will help us know how best to support you and your child. You can ask us any questions too.

While we think it is helpful for parents and carers to be part of this discussion, we may spend some time talking alone with your child – this is completely routine and should not cause any concern.

Your appointment will usually last 90 minutes.

Who will my child and I see?

There are different types of professionals who you may see at CAMHS.

YoungMinds have made a list of the professionals who typically work within CAMHS so you can learn a little bit about their different roles:

<https://youngminds.org.uk/find-help/your-guide-to-support/whos-who/>

Sometimes we may ask if a student or a new member of staff can join the appointment. You can refuse this if you want.

Confidentiality

Sometimes there may be things your child wants to talk about that they might not want you to know. In these cases, we will keep what they tell us confidential (private). If we are worried about your child's safety or the safety of others then we would share this information with you though we would always aim to talk with your child about this first where appropriate.

What happens next?

At the end of the appointment, we will talk through what happens next. It may be that we offer you another appointment to gain more information to decide how best to help. Sometimes we will advise you another organisation may be better able to help your child and we will support you to get help from them.

If we feel that we are the best service to help your child then there may be a wait until you are offered support. We would ask that if you feel your child is getting worse to contact our CAMHS team manager to let us know.

If you need help urgently

The Universal Crisis Resolution and Home Treatment Team (CRHT) are available 24/7 to support your child if they are experiencing a mental health crisis. They can also provide advice and support to your family.

The service can be contacted on 0300 123 9015 or freephone 0800 652 2865.

There is a text number for people who are Deaf and/or have communication difficulties: 07795 656 226.

We would ask you to call 999 or visit your nearest A&E in case of an emergency.

Helpful resources

- * **The Local Offer**

localoffer.cumbria.gov.uk/kb5/cumbria/fsd/home.page

A directory of local support services in Cumbria.

- * **Cumbria County Council – Reading Well**

www.cumbria.gov.uk/libraries/wellread/well_read.asp

Local libraries offer books to help people understand and manage their health and wellbeing.

- * **Kooth**

www.kooth.com

Online free confidential counselling and emotional wellbeing service for children and young people.

- * **Childline Tel: 0800 1111**

www.childline.org.uk

A national service supporting children under 19 with a range of issues.

- * **On My Mind**

www.onmymind.info

Resources, information and tools to empower young people and their mental health.

- * **YoungMinds Tel: 0808 802 5544**

www.youngminds.org.uk

Provides information, support and advice on a wide range of mental health problems to young people, carers and professionals.

- * **The Mix**

www.themix.org.uk/mental-health

Information around mental health whether for yourself or someone you know, from anxiety and depression to self-care and counselling.

- * **NHS**

www.nhs.uk/conditions/stress-anxiety-depression/

Information, advice and self-assessment for anyone feeling stressed, anxious or depressed.

- * **Aware**
www.aware-ni.org/how-we-can-help-you/help-for-young-people
 Help and information for young people struggling with depression.
- * **Anxiety UK Tel: 03444 775 774**
www.anxietyuk.org.uk
 Charity providing support for anyone struggling with anxiety.
- * **Bipolar UK**
www.bipolaruk.org.uk
 A charity helping people living with bipolar disorder.
- * **Mind Tel: 0300 123 3393**
www.mind.org.uk
 Provides information, support and advice on a wide range of mental health problems.
- * **Samaritans Tel: 116 123**
www.samaritans.org
 Confidential support for people experiencing feelings of distress or despair.
- * **OCD Action**
www.ocdaction.org.uk
 Support and advice for people with OCD.
- * **OCD UK**
www.ocduk.org
 A charity run by people with OCD, for people with OCD. Provides information, advice and support.
- * **National Self Harm Network**
www.nshn.co.uk
 24/7 monitored forum for people who self-harm, and their families, to get support and offer advice to others.
- * **Papyrus/Hopeline Tel: 0800 068 4141**
www.papyrus-uk.org/
 Suicide prevention advice if you or another young person you know is struggling to cope.

- * **Centre for Clinical Interventions**
www.cci.health.wa.gov.au/Resources/Looking-After-Yourself
 Provides workbooks and information on a range of mental health problems.
- * **Beat**
www.b-eat.co.uk
 Help, advice and support around eating disorders.
- * **F.E.A.S.T.**
www.feast-ed.org/
 A global network for carers and families supporting a young person with an eating disorder.
- * **Calm Harm**
 A phone app providing strategies to help reduce the urge to self-harm at times of need.
- * **Clear Fear**
 A phone app providing strategies to help manage symptoms of anxiety at times of need.
- * **National Autistic Society (NAS) Tel: 0808 800 4104**
www.autism.org.uk
 Provides specialist support and advice to children and adults with autism and their families.
- * **FRANK Tel: 0300 123 6600**
www.talktofrank.com
 A national service providing facts, support and advice on drugs and alcohol.
- * **Winston's Wish Tel: 08088 020 021**
www.winstonswish.org.uk
 A national charity that supports young people and their carers when they have experienced a bereavement.
- * **Mermaids Tel: 0808 801 0400**
www.mermaidsuk.org.uk
 A national charity providing support for young people who identify as transgender and their families.

* **Stonewall Youth**

www.youngstonewall.org.uk/

A national charity providing support for LGBT+ young people.

* **Faceup2it**

faceup2it.org/

Provides information by young people for young people about consent and relationships.

* **ThinkUKnow**

www.thinkuknow.co.uk

Provides advice around staying safe online.

* **Victim Support Tel: 0808 168 9111**

www.victimsupport.org.uk/help-and-support/get-help/support-near-you/north-west/cumbria

Provides information, advice and support for anyone affected by crime.

* **Royal College of Psychiatrists**

www.rcpsych.ac.uk/mental-health/parents-and-young-people

Information guides for young people and carers on a range of mental health issues.

* **Well at School**

www.wellatschool.org

Provides advice to schools on supporting students with medical and mental health conditions.

* **Mind Ed**

www.minded.org.uk/

Online courses providing information to adults on a range of child mental health conditions.

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.cntw.nhs.uk (click on the 'Contact Us' tab)
- Telephone the Complaints Department Tel: 0191 245 6672
- Email 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
- complete a Points of You survey, available from staff.

Contact us

- **Child and Adolescent Mental Health Service (CAMHS)
West Cumbria**
Park Lane Clinic, Park Lane, Workington, Cumbria
CA14 2RR
Telephone: 01900 705 800
- **Child and Adolescent Mental Health Service (CAMHS)
East Cumbria**
Fairfield Centre, Carleton Clinic, Cumwhinton Drive, Carlisle
CA1 3SX
Telephone: 01228 603 017



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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 246 7288

Published by the Patient Information Centre

2022 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/867/0922 September 2022 V2

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2024

Follow us on Twitter @cntwnhs and Facebook CNTWNHS