

Further Information

For further information contact Child and Adolescent Mental Health Services at:

Stornoway Health Centre, Springfield Road, Stornoway, Isle of Lewis,
HS1 2PS. Tel. 01851 701868

46 Winfield Way, Balivanich, Benbecula, HS7 5LH. Tel. 01870 603307
www.wihb.scot.nhs.uk

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website at: www.wihb.scot.nhs.uk/feedback or share your story at: www.careopinion.org.uk or telephone 0800 122 31 35
- tel. 01851 708069 or 07814 071868 Monday-Friday between 9am-5.30pm.

Version: 3.1 Review Date: October 2022
Produced by: CAMHS, Stornoway Health Centre.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

© NHS Western Isles, 2015, 2018, 2020, 2021. All rights reserved.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Child and Adolescent Mental Health Services

An information leaflet for young people and their families



Who is this leaflet for?

You and / or your child / young person have been invited to attend an assessment appointment with one or more members of the CAMHS team.

This leaflet is designed to answer some of the questions that you might have about the service and give you an idea about what to expect from our service.

If you don't feel that your child/young person needs to be referred to the CAMHS team then please contact the department to let us know. We will then write back to the person who referred you to tell them that we have removed you from the waiting list.

What is CAMHS?

CAMHS stands for Child and Adolescent Mental Health Service. The CAMHS team is a group of professionals who all have specialised skills in working with children/young people and their families who are experiencing mental health difficulties.

Members of the team include a Consultant Psychiatrist, a Consultant Psychologist, Child and Adolescent Nurses, an Occupational Therapist, and Child and Adolescent Mental Health Workers.

We also work jointly with statutory and voluntary agencies such as education and children's services to help and support a wide range of difficulties.

Who can benefit from a referral to CAMHS?

When a young person has had lots of support from other services such as school or counselling services and the mental health difficulties continue, young people can then be referred to CAMHS.

CAMHS will then make a decision on who is the right person to support that young person and their family.

CAMHS promise

As a caring, compassionate mental health service, NHS Western Isles CAMHS promise that we will listen to what you are saying and take your worries seriously.

We will treat you with respect and dignity as we work together with you to help you improve your mental health. If you feel that we have not kept our promise to you, then please tell us.

Your allocated worker

Following the first appointment, you and your child/young person will be allocated a case manager who will help in coordinating and managing the care pathway within CAMHS.

This will be the person that you and your child/young person will see most often and will be your main point of contact for any queries you may have.

Useful local links

Counselling

Cool2Talk	www.cool2talk.org
Samaritans	116 123
Breathing Space	0800 838587
Childline	0800 1111
Parentline	08000 28 22 33
Pastoral Youth Counselling	01851 704704
Relationship Scotland (Young People's Counselling Service)	01851 705600

Working Towards Independence

Penumbra Nova Project	01851 706360
Foyer Project	01851 705366
Action for Children	01851 705080

Child /Young Person / Family Centredness

In accordance with the UNCRC and our promise as a service, the CAMHS team endeavours to listen to and respect the perspectives and choices of young people using this service.

You and your child/young person's personal goals, knowledge, values, beliefs and cultural background form the foundation of treatment, care planning and decision making.

Participation

Using our service means that you have the right to be involved in making decisions and choices about your care and treatment. If you are under 16, the people who care for you will be invited to be involved.

Feedback and suggestions

Feedback from young people and families using our service is appreciated and important to us. The information you give will help us to improve our service in the future.

We may ask you to give your opinion throughout your care, and to complete an anonymous online feedback form when your treatment has been completed.

Complaints

Should you and your family wish to informally raise an immediate concern, please contact the CAMHS Service Manager, in the first instance at the CAMHS office at the Stornoway Health Centre, Springfield Road, Stornoway, Isle of Lewis, HS1 2PS. Tel. 01851 701868. This allows issues to be addressed immediately.

If you wish to formally complain, please contact the Complaints Officer, Complaints Handling Department, NHS Western Isles, tel. 01851 708033.

We will endeavour to resolve any issues raised.

What will happen at the appointment?

Your first appointment is for assessment. This will give us the opportunity to find out about the difficulties that you and your family are experiencing, and begin to understand why these have occurred. The professional that you see will then be able to talk to you about the kind of help the CAMHS team can offer.

The assessment appointment may be in person, by phone or using videoconferencing (VC) technology.

This assessment appointment also gives you the opportunity to ask any questions you have about the service. This may help you decide whether further appointments would be useful to you and your family, and to assess whether CAMHS is the most suitable service for you.

How long will the appointment last?

Most initial appointments last around one hour. Sometimes we might need longer and would make a further appointment with you.

Who should attend the appointment?

Often people have different ideas or information that can help us to understand the problems that your family is facing. For the first appointment it is very helpful if all those who are important in caring for the referred child/young person, as well as the child/young person themselves, could attend.

What will I be asked about?

What you talk about at the appointment will depend on the reason why the referral was made. Usually the CAMHS professional will be interested to know what life is like in your family, and what the referred child/young person was like as a baby and young child. They will also be interested in things that your child/young person enjoys and is good at, as well as the things that they struggle with.

Everyone who attends will also be asked about difficulties that brought you to the appointment, and how they have affected each member of your family.

Usually the CAMHS professional will want to know the history of the problems, and when they first started. They will also be interested in what has been tried by other people/services, what makes things better or worse, and how you would like things to be. It would be useful to keep a diary for a week or two before the appointment recording examples of the difficulties.

What will happen to the information I give?

After your assessment appointment the information you give will be discussed within the CAMHS Team. This is to make sure that you are allocated the right person to help you with your problems.

We will keep what you tell us private, unless we need to involve someone else in your care and they need to know. We will ask you if you're OK with this. Sometimes, if we are really worried about your wellbeing, we might have to tell someone without asking if this is OK. We will let your GP know that you are seeing us too.

What will happen after the appointment?

After your assessment is completed, we will work together to agree the next steps to be taken.

This may mean other services being involved, or a specific therapy being recommended. Sometimes, it may be that self help materials are all that is needed.

All help offered is person and family centred and at all times you will be treated with dignity and respect.

Can I get more information?

If you would like more information about the service, or have any other questions about the service then please phone your local CAMHS office on the number on the back of this leaflet.

What if I have to cancel my appointment?

If you have to cancel your appointment then please contact your local CAMHS office on the number provided on the back of this leaflet as soon as possible.

Likewise, if your CAMHS worker has to cancel an appointment or is unable to make a prior contact with you, he/she will contact you as soon as possible and offer you an explanation and arrange a further date and time to meet.

In emergencies

The CAMH Service operates Monday to Friday 9am to 5pm and will be happy to assist you.

When urgent help is required or out-of-hours assistance is needed, contact NHS24 on 111.

In an emergency, dial 999.