

# A guide to mental health services for children and young people in Lincolnshire



## Introduction

Child and Adolescent Mental Health Services (also known as CAMHS) are specialist services which offer assessment and interventions for children, young people and their families who have complex mental health needs. The service is run by Lincolnshire Partnership NHS Foundation Trust.

We accept referrals –up to 18 years old. In appropriate circumstances , when a service user reaches 18 years old we will signpost to adult talking therapies service (IAPT). CAMHS also have links with other adult mental health services such as crisis and eating disorders.

This leaflet explains what help is available to you, and where to go for help, advice and support.

We are offering two new specialist services where there are identified ongoing concerns about a young person's presentation because:

- they have been a victim of sexual abuse
- they are presenting with harmful sexual behaviours

Children and young people can be referred to these two new services by a GP or other professionals working in children's services and education.



## About CAMHS

Our community services are delivered in child-friendly, locally based clinics across the county including: Grantham, Spalding, Boston, Lincoln, Gainsborough and Louth. We also use premises in many other areas including Mablethorpe, Skegness, Sleaford, Stamford, Market Rasen, Caistor and Bourne.

The service is made up of teams of children's mental health specialists from a variety of professions, who have qualifications and experience in helping children, young people and families.

These include:

- Child Psychiatrists
- Primary Mental Health Workers
- Clinical Psychologists
- Nurse Specialists
- Social Workers

We may also have trainees or students on placements within the service.

Other provision within the service includes: Forensic, Learning Disability, Looked after Children, input into the Youth Offending Service and an in – reach service to Lincolnshire Secure Unit. Specialist self harm assessments are also provided within Lincoln and Boston Hospitals.

Our **Primary Mental Health Service (Tier 2)** is provided by a team of clinicians covering the county. They work with children, young people and their families, where the young person is experiencing mild to moderate mental health difficulties. They are part of the Mental Health and Emotional Well-being Service along with KOOH online counselling. Their focus is early intervention

and mental health awareness which in addition to work with the child/young person includes advice, consultation and training to other professionals on mental health issues. They offer a wide range of interventions to children and young people including individual therapies, group work and family therapy/support. The Primary Mental Health Team will consider direct referrals from agencies such as social services, school nurse and schools working directly with CAMHS following consultation. In addition, Tier 2 service as with Tier 3 CAMHS can also be accessed via GP referral.

Our **Specialist Service (Tier 3)** is provided across the county by multi – disciplinary teams who offer services to children and young people with moderate or severe mental health conditions, usually within a clinic setting. Referrals to tier 3 teams are generally made by GPs or other doctors (such as paediatricians) following their initial assessment; they may also be made by social workers where appropriate.

Following our assessment the service may offer a variety of individual, family, carer and group interventions tailored to individual needs, or recommend alternative services.

We also work in partnership with other agencies, such as health, schools and other children’s services, where appropriate. Sometimes this is achieved through a Team Around the Child process (known as TAC) or through Child In Need processes and at times, Safeguarding.

## How to get help

If you think that you or someone you care for needs help from CAMHS due to concerns about mental health, please contact your GP, Social Worker or our Primary Mental Health Worker, to discuss a referral.

When we accept a referral, we will contact you as soon as we can to arrange an appointment for assessment and will also inform the referrer of this.

You may wish to access other sources of help and information such as:

- [www.lpft.nhs.uk](http://www.lpft.nhs.uk)
- [www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)
- [www.KOOTH.com](http://www.KOOTH.com)

To get help for a child at the risk of abuse or harm, contact the Lincolnshire Local Authority Customer Service Centre on tel: 01522 782 111 or the national organisation, Childline on tel: 0800 1111.

## What happens at the first appointment?

The first appointment generally takes about an hour but may take longer. Parents or carers are invited to attend with the child or young person and sometimes the whole family is invited; young people are usually seen on their own as well as with members of their family / carers. A lot of questions will be asked about present concerns, past events and the child's general development. This is because child's best interest is the most important principle of CAMHS.

If further appointments are planned they may be shorter than the first.

## Appointments

We operate between 9.00 - 17.00, Monday to Friday.

If a family has any particular needs regarding access to our buildings, interpreters, timing of appointments, or any other issues, we would be pleased to hear from them and will endeavour to meet these needs.

If something requiring urgent advice happens during office hours please contact the person who has been seeing you at their base. If out of office hours please contact your GP service or if an emergency, please go to A&E. You may have a crisis plan as part of your care which gives more detailed information about what to do, or who to contact.

We need to ensure your child's healthcare needs are met when concerns about emotional well-being have been raised. If you no longer consider attendance at CAMHS to be necessary please contact the service to discuss this. We follow an active non attendance and cancellation protocol as part of our commitment

to managing risks to young people. This means we have a duty to inform other agencies (such as Local Authority Children's Services) when a young person repeatedly does not attend or cancels appointments, when concerns around their emotional well-being persist. It is therefore important that you contact us if you cannot attend an appointment or no longer require input from the service. This also helps the service manage waiting times and improves service efficiency.

## Confidentiality, information sharing and safeguarding

What is talked about at each appointment is normally kept between the people present. Sometimes professionals will seek the opinions of other CAMHS staff.

At times it is helpful to talk with other professionals outside the service, such as a teacher, but we will always get your permission first. Your GP will be kept informed in writing of any agreed CAMHS involvement.

In exceptional circumstances (i.e. where there are concerns about a young person's safety, all staff are required to share information with other agencies in order to keep that person safe).

From April 2013 there is a national requirement for CAMHS to provide anonymised demographic information to the government about the people who use our service. We will send a form to the family to complete and bring to the first appointment. We will also ask some additional questions in the first appointment to meet this national dataset requirement. The professional who sees you will need to agree the best way of describing the presenting concerns so this can be recorded for the reporting purposes.

In circumstances where there are concerns about someone's safety, CAMHS professionals are legally obliged to involve other professionals. Whenever possible, these concerns would be discussed with the family before involving others.

Children are made aware of their right to be safe from abuse. This is achieved through information made available for children, young people and parents about where to go for help in relation to maltreatment, abuse or neglect. If Trust staff learn of risk of abuse or harm towards a child or young person, we will work to ensure they are safe.

## **How many times can you expect to be seen?**

We cannot predict how many times a child and their family will be seen. This will be a joint decision following discussion between the family and the professional involved.

## **Some of the services we offer**

Following an assessment of the child or young person's mental health needs, there will be discussions between the family and the professional involved about different ways that help can be offered. It is very important to work in partnership with the young person, carers and other family members to agree a plan of care.

We will listen carefully to all views and take wishes and feelings into account in all the work we do, but the child or young person's health, welfare and safety are our first priority.

Help may be offered for the whole family (family work), the child or young person on their own or the parents or carers on their own (individual therapy). CAMHS may also provide a range of other therapies.



There is a specific service to meet the needs of children with moderate to severe learning disabilities and complex needs.

Information about our service specification and referral criteria is available on request.

## Consent to treatment

Before a doctor, nurse or anyone else looking after your health can examine or treat you, they need your consent. This means they must get your agreement.

Sometimes children / young people can give consent for themselves, depending on their age and how well they understand. Sometimes parents are asked to give consent on their child's behalf.

Choosing whether or not to consent needs thinking about and we can provide you with leaflets to help you with this decision as well as discussing with you any queries or concerns you may have.

## Inpatient services

CAMHS also has an in-patient facility, for up to 12 young people in need of more intensive support in a therapeutic setting. Ash Villa is staffed by people working in a number of different professions who are able to offer a wide range of therapies to the child/young person or to the whole family.

There is also a school attached to the unit so that the young person's educational needs can be met.

## Protecting your information

To help provide the best possible service, details about who is referred to CAMHS, how often they are seen and by whom, together with all patient related information is stored on a computer database.

This information is only accessible to authorised personnel. If you have any queries about this please ask a member of the CAMHS team.

The professional will also keep a record of the appointments of all children and young people seen by the service.

Requests can be made by the young person or their parents to see their records. Please ask a member of staff for further information.

## Experiences count

We actively seek feedback about our services and recognise the right of people to comment on, or complain about any aspect of the service they receive. Please let us know if we have done something particularly well and we will keep doing it. For more details on how to do this please see our 'Experiences counts' leaflet which is available on our website [www.lpft.nhs.uk](http://www.lpft.nhs.uk) or by asking a member of staff.

## Lincolnshire CAMHS contact numbers

**For all referrals please contact 0303 123 4000** (charged at local rate).

For existing appointment only please contact:

- **Grantham** 01476 560759
- **Boston** 01205 354202
- **Sleaford** 01529 488061
- **Lincoln** 01522 535189
- **Looked After Children** 01529 488061
- **Louth** 01507 606843
- **Learning Disability CAMHS team** 01529 488061
- **Spalding base (Johnson Hospital)** 01775 652100

# Contact us

If you would like this leaflet in another language or format, such as Braille, large print or audio, please contact:

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Every effort has been made to ensure that the information in this leaflet was correct at the time of print. However, changes in law may mean that in time some details in this leaflet may be out of date.

Anyone using our services will be treated with dignity at all times and their faith and cultural needs will be accommodated where practically possible.

The Trust is fully compliant with the Data Protection Act and the NHS Code of Conduct.

All children have the right to be safe from abuse and neglect. As a Trust we ensure that we hear the voice of the child and where required will take action to protect and prevent further harm. Help for a child is available via Local Authority Children's Services: 01522 782111 or ChildLine: 0800 1111.

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