



Children & Families

CAMHS

Child and Adolescent Mental Health Service

Introduction

Welcome to Oxford Health NHS Foundation Trust. This leaflet aims to provide you with answers to the common questions that people ask when they have been referred to a Child and Adolescent Mental Health Service (CAMHS) Team.

The CAMHS Teams aim to provide help for children, young people and their families who are having moderate to severe emotional, behavioural, developmental, psychological or relationship difficulties.

We see young people between the ages of 0-18 who are referred by their GP, health visitor, school or hospital doctor to either the Primary Child and Adolescent Mental Health Service (PCAMHS) in Oxfordshire or CAMHS in Buckinghamshire.

Your CAMHS Team

What can you expect from your team?

During your assessment you will be able to discuss your mental health and social needs. After your assessment, which may take more than one session, your assessor will discuss with you what help can be provided by our service or another service to best meet your needs. If the team can help you, a care co-ordinator will work with you to organise your care.

This person can be a:

Psychiatrist

Doctors with specialist training in child and adolescent mental health. The Consultant has overall medical responsibility.

Community

Psychiatric Nurse (CPN)

Nurses with specialist knowledge of mental health, who work directly with children and young people.

Clinical

Psychologist

Psychologists who have had specialist training in psychological approaches to the treatment of mental

health problems in children, young people and their families.

Occupational Therapists (OT)

Therapists who use play and other activities to understand and help with feelings and worries.

Psychotherapist

Psychotherapists who have had specialist training in psychoanalytical approaches to the treatment of mental health problems in children, young people and their families.

Art Therapist

Art Therapy is a form of psychotherapy that uses art media as its primary mode of communication.

Support Workers

People who work directly in supporting children and young people.

Administrators

Administrative staff are front line staff members supporting the children and young people along with the clinical team.

Social Worker

Employed by Health and Local Authority to work in health. They have specialist training in child development, family relationships, safe guarding children and child welfare issues.

Individual Therapist

Therapists who work to help people use their own strengths to understand and change behaviour and feelings which can cause

distress to themselves and their families.

Family Therapist

Therapists who help families to make changes by working with all or parts of the family and listening to different perspectives of the same difficulties.

Students

Oxford Health NHS FT has teaching responsibilities which means that nursing, medical, social work, psychology or occupational therapy students may be present at the interview. If you are not happy with this, then please let us know before you come to the appointment. This will not affect your treatment in any way.

The Care Programme Approach (CPA)

The Care Programme Approach (CPA) is a way of making sure care is given and reviewed around your needs. A care plan is drawn up with you which aims to ensure that everyone supporting you knows what helps during times of distress and what everyone needs to do to help recovery.

Inpatient services

Each CAMHS Team is linked to the Highfield Unit at Warneford Hospital in Oxford. Sometimes people may need an admission to hospital for an inpatient stay (occasionally under a section of the Mental Health Act) once all other care and treatment options have been fully considered. If you do need an admission to hospital, your care co-ordinator will continue to work with you and the ward staff so that your admission can be as helpful and as short as possible. A discharge care plan will be agreed with you and your family or carer so that you know what support you can expect once you have returned home.

Translation & Interpreting services

The Trust is committed to equal access for patients to all our services. We offer interpreting services for those whose first language is not English. We also offer interpreting services for people with hearing or sight impairments. The CAMHS Teams are able to access translation and interpreting services for clinical interviews, interviews with families/ carers, translation of care plans, information leaflets etc. If you would find it helpful to have more information about these services, please ask your care co-ordinator.

Medication

Some treatment will include medicines as there is good evidence that they can reduce the time that someone is unwell. You will be offered leaflets with information about your illness and about medicines you are prescribed and possible side-effects.

If you want more information, please ask your care co-ordinator or pick up a leaflet outlining useful websites.

Physical Health

Needs

It is important that you let us know if you have any physical health problems. We need to know if you are taking medicines, either given to you by your doctor or brought in by yourself or your parents/ carers. This includes any herbal remedies you may be using. We also need to know if you are pregnant or planning a pregnancy.

We will work with you and your GP practice to make sure that your physical health needs are met.

Confidentiality

Staff must keep your details of care confidential. However, they also have a duty to share information related to your care with the CAMHS Team looking after you and your GP practice. It is often helpful to share information with families and carers. We would always discuss this with you before doing so and would be guided by you in most cases about what information is shared. Very occasionally there may be times when staff are concerned about safety, either your own or others. At these times staff may have to share confidential information with others on a need-to-know basis but they will always inform you that this is the case and seek your permission where possible.

Data Protection

In order to help you, the Trust needs to collect and hold personal information about you and other people who are important to you. If a Specialist Social Worker is involved in your treatment, health and social care will also record their involvement with your family. We may share this information with other professionals on a strictly need-to-know basis. The information you provide will also be used to confirm your identity when you contact us, and anonymously for statistical and research purposes.

Concerns, compliments and complaints

We expect our staff to always behave in a professional and courteous manner. If at any time you are concerned about your treatment by staff, please do not hesitate to contact the CAMHS Team Manager to discuss any concerns that you may have.

We would also like you to tell us about any concerns, complaints or compliments that you have so that we can learn from your experience and make improvements to the way that we do things. The Patient Advice and Liaison Service (PALS) can help you to resolve any concerns that you have informally. They would also like to know any compliments that you would like to make about our service.

A PALS Officer will help you with your enquiry and can

PALS can be contacted on freephone

0800 328 7971

arrange to meet you if you would like this.

PALS can also provide you with advice and information and can put you in touch with local voluntary organisations and advocacy services. Your care co-ordinator can also help you in accessing information or advocacy services.

If you prefer to raise your concerns more formally, you can make a formal complaint.

Please contact:

Head of Complaints and PALS

Oxford Health NHS
Foundation Trust
Warneford Hospital
Warneford Lane
Headington
Oxford
Ox3 7JX

Email:
pals@oxfordhealth.nhs

Alternatively, if you wish to speak with a member of the Complaints Team, then please telephone 0800 328 7971 (freephone).

Please be reassured that if you do make a formal complaint, this will not affect your care in any way.

Equal access

The Trust will ensure equality of access to all our services. Staff will be happy to discuss with you any difficulties that you may have with accessing our services and are also able to provide you with written information if required.

Smoking

The Trust has a smoke-free policy and smoking is not permitted by staff or visitors on any of its sites. We would also request that people do not smoke when our staff are visiting homes.

If you would like help to stop smoking, please let us know and we can arrange for you to receive support.

Join our Foundation

Trust

Oxford Health NHS FT is a Foundation Trust. This means our service users, carers, local residents and staff have a greater say in the services we provide. Joining our Foundation Trust is free of charge and easy to do.

If you would like more information, please ask for a leaflet or visit our website www.oxfordhealth.nhs.uk

Other useful support contacts

SANeline 0845 767 8000

Samaritans

(Nationwide) 08457 909090

(Banbury) 01296 270000

(Oxford) 01865 722122

Oxford Health NHS FT

(24hr Reception)

01865 741717

NHS Direct 0845 4647

Child Line 0800 1111

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછી

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए ही तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਸ਼ਕਲ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁੱਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہوں تو براہ کرم ہم سے پوچھیں:-

Oxford Health NHS Foundation Trust

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Website www.oxfordhealth.nhs.uk

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