

POSITIVE MENTAL HEALTH FOR YOUNG PEOPLE

What you need to know about Children
and Adolescent's Mental Health Services
(CAMHS) in Buckinghamshire



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WHEN TO ASK FOR HELP

Mental health problems affect about one in 10 young people and can include things like anxiety or depression. Often mental health problems are linked to what is going on in your life, like not feeling in control.



Being well emotionally, is just as important as your physical health, and getting the support that you may need as a young person can help you to grow into a healthy and well-rounded adult.

This is where the Buckinghamshire children and adolescent's mental health services, CAMHS for short, can help. Mental health is different for everyone, so Buckinghamshire CAMHS, try to treat everyone as an individual.



DON'T BE AFRAID TO ASK FOR HELP

We can help if you are having any difficulties which are affecting your day-to-day life, such as:

- You're fearful of any particular situation or object which stops you doing things you enjoy
- You're feeling very anxious or worried
- You're feeling very sad or down
- You may feel you have to complete certain routines otherwise you feel upset
- You easily become angry, which affects your mood
- You are harming or thinking of harming yourself.

We can also help over a longer period of time if you have symptoms of a mental health illness such as depression, eating disorders, psychosis or bi-polar disorder.



WE ARE ONLY A PHONE PHONE CALL AWAY?

There are lots of ways to let CAMHS know that you need help and these are called **referrals**.

Your GP, school health nurse or teacher could refer you if you **talk to them**.

Any other professional who works with you like a social worker, counsellor or youth worker could fill in a referral form with you too.

If you are 16 or 17 years old you can also refer yourself.

HOW AND WHERE DO I GO AND GET HELP?

Sometimes you might think it is easier to speak to somebody over the phone or even ask a parent or teacher to do it. A call centre, manned by trained Barnardo's staff in Aylesbury, is now open on weekdays between 8am and 6pm. We welcome phone queries from children and young people, their families or professionals such as GPs or teachers.

If you would like to get in contact with CAMHS about any concerns or questions, contact our single point of access service on **01865 901951**.



All younger children can be referred by their general practitioner (GP).

You can also visit our website:

www.oxfordhealth.nhs.uk/fresh/about

WHAT HAPPENS NEXT?

If we think we could help you, we will review how quickly you need to be seen, either standard, emergency or urgent.

- **Standard referrals** are the way most children and young people get help from us. If your referral is made by a professional we will ask them to fill in some information about you on one of our referral forms. This asks for some personal information about why you need support now. It would be really helpful if you could fill this in so we know what you are hoping for.
- **Urgent referrals** are seen within seven days. This is if you need to be seen very quickly but not as an emergency.
- **Emergency referrals** are in case you are an immediate danger to yourself or others, we would treat this as an emergency. We will see you within 24 hours of receiving your referral. This could be if you are in A&E or the GP surgery. Your referrer will call us straight away. We can be contacted either between 8am-6pm or through the out of hour's service at other times.

We may feel that we are not the right source of help for you and will try to suggest other places that could be useful.



FOR YOUNG PEOPLE

WHAT WE DID TO IMPROVE OUR SERVICE TO YOU

We want to make sure young people in Buckinghamshire feel confident that they will receive the right care, support and treatment. We have been working really hard to ensure we are always improving the service you receive from us. Take a look at some of the improvements we made last year.

Single point of access

Our office in Aylesbury now has a dedicated space where referrals are received either by letter or phone. This means there is one dedicated person from the CAMHS team you can contact to speak to directly or who will deal with your referral. The CAMHS team in this office will look at the referrals and decide who will be seen and when.

A website bursting with information and advice

Have you had a look at our website? It is a good place to start if you want to look at what we offer, how you can get help and what happens when you are referred, or you contact us yourself. You can find out about the people we work with, like voluntary organisations and the council, and it also contains information about mental health so that you can get to know more about us, what everyone does and more information about making sense of what may be going on.

You can now refer yourself if you are 16 or 17

If you are 16 or 17 you can now be seen directly without going via your GP or someone else. Because you are aged over 16 we believe we can take instructions from you directly without having permission from your parents/carers, although we do encourage you to speak to your families, but respect your views on this.

Any young person who needs help from CAMHS can be assigned a trained Barnardo's buddy, who will offer support throughout their care.

Improved training for people who work with young people with mental health illnesses

We are making sure people who work with children and young people in Buckinghamshire receive training to make sure they are helping and supporting young people who suffer with their mental health in the best way possible. We want to make sure your teachers, social workers, school nurses or other adults that you might go to for help and support, understand how you might be feeling and help can get the best treatment you need.

WHAT'S NEW FOR 2016/17

- Expand online self-help resources
- Lower the age of self - referrals to 14 year olds
- Build networks across agencies to work in partnership to provide the best joined up service we can so you only have to tell your story once and receive the treatment centred around your needs
- To consider extending hours of service if there is a need
- Develop online appointment booking.
- CAMHS will work to help people with eating disorders stay at home and receive treatment rather than having to go to hospital
- Ensure children with autism and their parents / carers receive a service where they are supported before and after diagnosis



We promise...

We have consulted with young people, parents and professionals to set out our vision 'Positive mental health for young people' and six promises to show our commitment to young people across Buckinghamshire.

- 1** Everyone living or working in Buckinghamshire will know where to find mental health and emotional wellbeing help and advice they can trust.
- 2** All children and young people who need mental health services will receive the right help, in the right place when they need it.
- 3** All services working with children and young people will promote wellbeing across both physical and mental health.
- 4** All young people who are transitioning between services are supported by their 'buddy' throughout the process to ensure transfers are managed safely, timely and appropriately.
- 5** All young people who use the service will be involved in decisions affecting the care they receive through joint setting of their own targets and planning their discharge from the service.
- 6** Children, young people, parents, carers and other agencies will influence the development of the service through participation and feedback.

FOR MORE INFORMATION

To contact Buckinghamshire CAMHS

Please call 01865 901951

For further information, you should take a look at our website, this also has information for parents.

www.oxfordhealth.nhs.uk/fresh/about

Aylesbury Vale Clinical Commissioning Group and Chiltern Clinical Commissioning Group

