

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسليق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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Looked After and Adopted
Children (LAAC)

Residential Homes
CAMHS
Psychology Service

Welcome to a Buckinghamshire Residential Children's Home.

We can only imagine how difficult it might have been moving into a new home. Being in a new building with lots of new faces may leave you experiencing some tricky thoughts and feelings.

Because you now live in one of the Buckinghamshire children's homes you have access to the Psychology Service. This is a service that is run by the local Child and Adolescent Mental Health Service, otherwise known as CAMHS. (Pronounced CAMS)

This Psychology Service is run by a Clinical Psychologist who has lots of years experience working with children and young people.

The Psychology Service regularly supports the staff team where you are now living by helping them to learn more about the kind of things that you may have experienced that have led to you living here. We will all try really hard to understand what life has been like for you so far. The approach that we use is called Mentalization, which we can help you to understand more about.

You are in Safe Hands.

The Clinical Psychologist (or one of their CAMHS colleagues) will come and meet with you when you are settled in to get to know you more and to hear about what kind of things you like.

When it feels ok to do so, the Clinical Psychologist would also like to chat with you about the difficult things so that together we can think if we can support you in this area'

One young person said ***"There's always a brighter side you have to get through the storms first."***

Our job is to support young people with their mental health. Some things that we might be able to support you with include;

- low mood**
- anxiety**
- self harm**
- post traumatic stress disorder (PTSD)**
- low self esteem**
- sleep problems**
- obsessive compulsive disorder (OCD)**
- relationship problems**
- feelings problems**



If it is agreed that we can work with you around these concerns then we will together write a CAMHS Care plan and we will do more of an assessment together.

If we feel we are not the best service to support you we can also make a referral to a more appropriate team.

Your CAMHS appointments will be where you feel most comfortable such as at the residential home, at school, at the CAMHS clinic, or somewhere else (such as at a park).

We are also planning a therapeutic group for 2022, so watch this space!

Check out our new website - www.oxfordhealth.nhs.uk/camhs/bucks/laac/

We look forward to meeting you!