



Oxford Health
NHS Foundation Trust



Child and Adolescent Mental Health Services

Bucks CAMHS Crisis Team

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Who are we?

We are a specialist service who provide intensive support for young people and families experiencing a period of acute crisis.

We appreciate there can be no definition of a crisis that encapsulates everyone's experience. Not every crisis a young person may experience will require a crisis intervention, but where identified and agreed, we can offer an enhanced level of support.


As a service we want to help support young people and families through what can be an extremely challenging time in their lives.

The team consists of trained Mental Health Nurses, Psychiatrists, Social Prescribers, Social Workers, Speciality Doctors, Psychologists, Crisis Liaison Workers, and Support Workers who provide intensive community packages of care for children and families in Buckinghamshire.

-  We can offer face to face sessions, home visits, telephone contacts and virtual appointments (through MS Teams).

Who is the service for?

Young people and families need to be:

-  Under the age of 18.

- ✔ In an acute mental health crisis that can be managed in the community (with increased support).
- ✔ Based in the Buckinghamshire area or registered with a Buckinghamshire GP.
- ✔ Need an increased intensity of support in managing high levels or sudden increases of risk.

What do we do?

We provide intensive support during a mental health crisis. We will offer a range of interventions, to reduce the likelihood of admission to inpatient hospital services and enable early discharge with a safe and appropriate plan of support.

Our work is informed by lots of different therapies and our main aim is to support you and the people around you to keep you safe.

We can work with you, your family and other professionals involved in your care.

We work with young people experiencing a range of different mental health issues, including difficulties with mood, eating, and psychosis.

- i We offer short periods of support (usually 2-6 weeks).
- i You should receive regular contacts, at least once a week. You may have more depending on what support has been agreed.

My safety plan

A safety plan helps to keep you safe and involves you and others around you like family/carers, friends, and professionals.

Sometimes you might find it difficult to keep yourself safe and experience difficult thoughts and feelings. We will work with you to create a personalised safety plan for yourself.

 [Website: Staying safe from suicidal thoughts](#)


Emotional management skills


The following websites detail a variety of skills to support managing your mood, these can be accessed with caregivers:

 [YouTube: DBT-RU: DBT Skills from Experts](#)

 [Website: Oxford Health Blueice app](#)

I need to speak to a professional

 You can contact all Buckinghamshire CAMHS teams on 01865 901 951 from 09:00-17:00 (excluding bank holidays).

 You can use the out of hours number we will provide to you for urgent concerns.

- ✔ The 111 service has a mental health support team you can contact anytime. They are also able to access us.

It's an emergency

- ❗ Please contact 999 or attend your local A&E if you feel you need to access immediate support.

Safety advice

Here is some general advice we give young people, families, and carer's during periods of acute crisis that may support in keeping you safe:

- i Caregivers can lock away medication (tablets and liquids) in the home.
- i We sometimes recommend locking away or limiting access to additional items such as major sharps depending on what items you are struggling with.
- ❗ If you go missing, the police will need to be informed by those caring for you. This is to ensure you are located and return home safely. The police can be contacted on 101/999 (emergency number). It is helpful if a description of last known location and appearance is given.
- i You or those caring for you can contact social care for advice and support.

Telephone: 01296 383 962

[Website: Buckinghamshire Family Information Service](#)

They have an out of hours duty team that can be contacted on 0800 999 7677.

- ❗ Please contact the crisis team if you need support. We can increase contact with you through difficult periods to ensure you have access to professional support.

Our offices

Aylesbury

Sue Nicholls Centre
Bierton Road
Aylesbury
Buckinghamshire
HP20 1EG
Telephone: 01865 901951

High Wycombe

Saffron House
Easton Street
High Wycombe
Buckinghamshire
HP11 1NH
Telephone: 01865 901868

Other support contacts for young people

Childline

A free and confidential service for young people to talk to counsellors about a range of issues by phone, text or online.

Telephone: 0800 1111

[Website: Childline](#)

SHOUT

A 24-hour text line offering support for people experiencing mental health crises.

Text line: Text "SHOUT" to 85258

[Website: SHOUT](#)

Young Minds

A leading UK charity providing resources to support children, young people and their families experiencing a range of emotional and behavioural difficulties.

Telephone: 0808 802 5544

[Website: YoungMinds](#)

Papyrus

A telephone support line for young people struggling with thoughts of suicide.

Telephone: 0800 068 4141

[Website: Papyrus](#)

Beat

A telephone helpline for young people with eating disorders.

Telephone: 0808 801 0711

[Website: Beat](#)

Samaritans

Samaritans are 24-hour telephone helpline open 365 days.

Telephone: 116 123

[Website: Samaritans](#)

CALM

A webchat and telephone service for anyone who is feeling down. Open 5pm - midnight, 365 days a year.

Telephone: 0800 585 858

[Website: CALM](#)

Support for parents, family, and carers

MindEd

A built-in partnership with parents and health professionals. MindEd provides information to help parents to understand and support their child or young person.

[Website: MindEd](#)

Family Lives

A charity offering support for parents, including Parentline Plus, which runs a free phone helpline, courses for parents, develops innovative projects and provides a range of information.

[Website: Family Lives](#)

Tell us what you think

We believe feedback from service users and carers is an important way to guide improvements to the services offered. If you wish to provide feedback, you can do so by contacting the Bucks CAMHS Crisis Team directly or your CAMHS Care Coordinator.

Confidentiality

- ✔ Our work with you is confidential and confidentiality will be maintained by all practitioners.
- ! Where there are risks or safeguarding concerns this confidentiality may be broken, with details shared with other agencies on a 'need to know' basis. If this occurs, concerns will be shared with you and your families directly.

Accessibility

Patient information leaflets are available on our website:
www.oxfordhealth.nhs.uk/leaflets

Get in touch

Address Oxford Health NHS Foundation Trust
 Trust Headquarters
 Littlemore Mental Health Centre
 Sandford Road, Oxford OX4 4XN

Phone 01865 901 000
Email enquiries@oxfordhealth.nhs.uk
Website www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone 0800 328 7971
Email PALS@oxfordhealth.nhs.uk

Become a member of our foundation trust: [**www.ohftnhs.uk/membership**](http://www.ohftnhs.uk/membership)

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: [**www.oxfordhealth.charity**](http://www.oxfordhealth.charity)