

## Further Information

For further information contact Child and Adolescent Mental Health Services at:

Stornoway Health Centre, Springfield Road, Stornoway, Isle of Lewis,  
HS1 2PS. Tel. 01851 701868

46 Winfield Way, Balivanich, Benbecula, HS7 5LH. Tel. 01870 603307  
[www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)

## We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff.
- visit our website [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at - [www.patientopinion.org.uk](http://www.patientopinion.org.uk) or telephone 0800 122 31 35.
- Tel. 01851 704704 (ext 2408) on a Tuesday and Friday afternoon between 1pm and 4pm.

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### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you interpret any of this information, or in applying the information to your individual needs.

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NHS Western Isles

## Child and Adolescent Mental Health Services

An information leaflet for young people and their families.



Stornoway Health Centre, Springfield Road, Stornoway, Isle of Lewis HS1 2PS.  
Telephone: 01851 701868

## Who is this leaflet for?

You and / or your child / young person have been invited to attend an assessment appointment with one or more members of the CAMHS team.

This leaflet is designed to answer some of the questions that you might have about the service and give you an idea about what to expect from our service.

If you don't feel that your child needs to be referred to the CAMHS team then please contact the department to let us know. We will then write back to the person who referred you to tell them that we have removed you from the waiting list.

## What is CAMHS?

CAMHS stand for Child and Adolescent Mental Health Service. The CAMHS team is a group of professionals who all have specialised skills in working with children and their families who are experiencing difficulties.

Members of the team include a Child and Adolescent Psychiatrist, a Clinical Psychologist, Child and Adolescent Nurses, and Child and Adolescent Mental Health Workers.

We also work jointly with statutory and voluntary children or young people's services to help and support a wide range of difficulties.

## Who can benefit from a referral to CAMHS?

The CAMHS team sees children and families with a wide range of difficulties.

Our aim is always to help children and families understand about the factors that lead to mental health difficulties and help make sure that these factors do not lead to further difficulties.

## CAMHS team vision

**“The CAMHS team strives to provide a service for children, young people and their families that helps facilitate change and promote mental health and recovery by enabling autonomy, reducing stigma and working together in partnership in finding solutions “**

**.....Actively listening to empower others**

## Your Allocated Keyworker

Following the first appointment, you and your child/young person will be allocated a keyworker who will help in coordinating and managing the care pathway within CAMHS.

This will be the person that you and your child/young person will see most often and will be your main point of contact for any queries you may have.

## Useful links

### Counselling

Cool2Talk	<a href="http://www.cool2talk.org">www.cool2talk.org</a>
Samaritans	08457 909090
Breathing Space	0800 838587
Childline	0800 1111
Parentline	0808 800 2222
Teen Support	01851 704377
Western Isles Counselling and Mediation Service (Youth counselling service)	01851 705600
Advocacy Western Isles	01851 701755 <a href="http://www.advocacywi.co.uk">www.advocacywi.co.uk</a>

### Working Towards Independence

Foyer Project	01851 705366
Action for Children	01851 705080

## Child /Young Person / Family Centredness

The CAMHS team endeavours to listen to and respect the perspectives and choices of young people using this service.

You and your child's personal goals, knowledge, values, beliefs and cultural background form the foundation of treatment, care planning and decision making.

## Participation

Families using the service are encouraged and supported to participate in the care and decision making at the level they choose.

Young people using the service have the right to choose and involve their families also at the level they choose.

## Feedback and suggestions

We like to encourage feedback and suggestions in order to improve the services we provide.

At the end of your child's episode of care we will send out an evaluation form for you to complete. In this you will be able to make comments that will help us improve the service we deliver to you.

## Complaints

Should you and your family wish to informally raise an immediate concern, please contact the CAMHS service manager, Ms Joan Tilley, Lead Clinician, in the first instance at the CAMHS office at the Stornoway Health Centre, Springfield Road, Stornoway, Isle of Lewis, HS1 2PS. Tel. 01851 701868. This allows issues to be addressed immediately.

If you wish to formally complain, please contact the Complaints Officer, Complaints Handling Department, NHS Western Isles, tel. 01851 708033. We will endeavour to resolve any issues raised.

## What will happen at the appointment?

The aim of your assessment appointment is to give us an opportunity to find out about the difficulties that your family is experiencing, and to begin to understand why these have occurred. The professional that you see will then be able to talk to you about the kind of help the CAMHS team can offer.

Importantly, the assessment appointment is also an opportunity for you to ask questions about the service. This may help you decide whether further appointments would be useful to your family.

## How long will the appointment last?

Most initial appointments last around one hour. If you need more time, further appointments will be offered to complete the assessment.

## Who should attend the appointment?

For the first appointment it is very helpful if all those who are important in caring for the referred child, as well as the child themselves, could attend. This is because different family members often have different ideas or information that can help us to understand the problems that your family is facing.

## What will I be asked about?

What you talk about at the appointment will depend on the reason why the referral was made. Usually the child health professional will be interested to know what life is like in your family, and what the referred child/ young person was like as a baby and young child. They will also be interested in things that your child enjoys and is good at, as well as the things that they struggle with.

Everyone who attends will also be asked about difficulties that brought you to the appointment, and how they have affected each member of your family. Usually the child health professional will want to know the history of the problems, and when they first started. They will also be interested in what makes things better or worse, and how you would like things to be. If it seems relevant, it may be useful to keep a diary for a week or two before the appointment recording examples of the difficulties.

## What will happen to the information I give?

Everything that you say at the assessment appointment, and the written notes that are made, are confidential. Team members will discuss your family with each other to make sure that you get the best care.

Information about your family will not be discussed outside of the team without your knowledge and, in most cases, your permission. Your GP will be made aware of your referral.

All health professionals have to break confidentiality if they find out that a child/young person is in danger of harm to self or others.

## What will happen after the appointment?

At the end of the assessment session there will be an opportunity to discuss the next steps. It may be that further time with your family, or perhaps just the referred child, will be needed to complete the assessment. If so, a convenient time will be arranged with you as soon as possible.

Once the assessment is completed a decision needs to be made about what help your family needs. You might need to be seen again by the professional who you have met at the assessment.

If you need to see someone else in the team who has specialist skills that could help your family, this will be arranged for you.

**All help offered is person and family centred and at all times you will be treated with dignity and respect.**

Members of the CAMHS team sometimes see family units, sometimes just parents or carers, and sometimes just the referred child. This will be decided with you according to your needs and preferences.

## Are some families not offered further appointments?

Some families will not continue to be seen by the CAMHS team following the assessment. In some cases there are other services which can meet a family's needs better so the family is referred on to those services. In other cases, families decide that they do not need further help, or they came to the service specifically for an assessment. In all cases we try to make sure that families receive the help and support that they require.

## Can I get more information?

If you would like more information about the service, or have any questions you would like answered before your appointment then please do not hesitate to contact the department. The address and telephone number can be found on the front of this leaflet. You may need to leave your name and number, but we will get back to you as soon as we can.

## What if I have to cancel my appointment?

If you have to cancel your appointment for any reason, then please contact the CAMHS department on the number provided on the front of this leaflet, leaving your name and contact number and who the appointment was with and a member of staff will contact you as soon as possible to arrange a further date and time.

Likewise, if your CAMHS worker has to cancel an appointment or is unable to make a prior contact with you, he/she will contact you as soon as possible and offer you an explanation and arrange a further date and time to meet.

## In emergencies

The CAMHS department works Monday to Friday 9am to 5pm and will be happy to assist you.

Outwith normal working hours you can receive support from NHS 24 by telephoning freephone 111.