Lancashire Care NHS Foundation Trust - Child & Adolescent Mental Health Service (CAMHS) – Community Services

Lancashire Care Foundation Trust Child and Adolescent Mental Health Services (CAMHS) Tier 3 provide a service for children and young people aged 5-16 who have a range of emotional and behavioural difficulties. The service supports and promotes emotional health and wellbeing.

The service offers a wide range of support for young people and their families who have mental health difficulties such as; psychosis, depression, eating disorders, ADHD, self-harm, obsessive compulsive disorders, anxiety etc. The service line is provided by a multidisciplinary team comprising of consultant psychiatrists, psychologists, occupational therapists, family therapists, psychological therapists and a dedicated team of nurses.

The service offers the following treatment approaches:

- Incredible Years Parenting group
- CBT individual and group work
- DBT individual and group work
- Diagnosis and prescribing of Psychotropic medication
- Art Therapy
- Play Therapy
- Systemic Family Therapy
- Care co-ordination
- EMDR for trauma based presentations.
- VIG (Video Interactive Guidance)

Interventions could range from one session to on-going support and involvement with the service depending on the presenting problem.
2. Address and contact details and area covered

The service website can be found at: http://www.lancashirecare.nhs.uk/Services/Children-Families/CAMHS/CAMHS-Tier-2-3.php

The main locations of the service and contact details are provided:

- Chorley & South Ribble CAMHS – Shawbrook House, Balcarres Rd, Leyland, PR25 3ED, 01772 644644
- Fylde and Wyre CAMHS – Whitegate Drive Health Centre, Blackpool, FY3 9ES, 01253 657166
- Lancaster & Morecambe CAMHS – Ross Centre, Euston Rd, Morecambe, LA4 5LE, 01524 550650
- Preston CAMHS – Ellen House, 1-3 Ellen Court, Preston, PR1 7RH, 01772 777344
- West Lancashire CAMHS – Westgate House, Hillside Health Centre, Tanhouse Rd, Skelmersdale, WN8 6DS, 01695 588430

The service works across the whole county excluding Blackburn with Darwen and East Lancashire. The services provided are the same throughout the areas listed above. ADHD interventions however, are not provided by the Lancaster and Morecambe team.

The service is available 9.00 am to 5.00pm Monday to Friday. Outside working hours if there was an emergency the family would be directed to contact Social Care Duty Team, A&E or G.P as appropriate.

3. The service is for

This service is designed to serve children and young people between the ages of 5-16 who have a range of emotional and behavioural difficulties. To be eligible to receive the service, the child or young person should be aged between 5-16 years and be registered with a Lancashire GP in the LCFT CAMHS Footprint. The child or young person can be referred into the service if they are experiencing mental health difficulties such as:

- Psychosis
- Depression
- Eating Disorders
- ADHD (Not in Lancaster and Morecambe, provided by Community Paediatrics)
- Self-harm
- Obsessive compulsive disorders
- Anxiety
- Post-Traumatic Stress Disorder

The CAMHS team will refer the child or young person to other appropriate services if they are unable to provide certain interventions. The service also has a specific learning disability
4. Accessing the Service

The service can be accessed by a process of referral. CAMHS receive referrals from a wide range of people including GPs, social care, paediatricians, other CAMHS teams, educational psychologists, head teachers and school nurses. The service is also in the process of exploring self-referral to the teams.

The teams can be contacted directly to gain advice, support or signposting. The service can be accessed free of charge and waiting lists are currently averaging 12 weeks.

The outcome measures used in the Service are the RCADS (Revised Child anxiety depression Scale), SDQ’s (Strengths and Difficulties) Goal based outcomes, Session by Session Trackers, Symptom Trackers, ESQ’s (Experience of Service Questionnaires).

5. Decision making processes used to determine who is eligible to receive a service.

The child or young person will be eligible to receive the service is they are aged between 5-16 years and are registered with a Lancashire GP in the LCFT CAMHS Footprint. They should be experiencing mental health difficulties.

The team will assess the referral to decide whether the service is appropriate. If the team require more information they will try to contact the referrer and / or the family and school once the permission of the family is obtained. If clarity cannot be established the team will offer a consultation appointment to assess whether the CAMHS Team can meet the young person’s needs.

Letters are written to the referrer and young person or family after assessments to outline the decisions and care plans.

6. Methods of communication with service users/patients and how they are involved in decision making/planning.

The service encourages Children and Young People and their families to voice their views about the service either directly to the practitioner involved in delivering their care, contacting
a service manager or through LCFT Complaints Procedure.

Other methods of communication include:

- suggestion boxes in the waiting room
- “Magic Wand Questionnaire”
- CAMHS website
- Service user information leaflets
- Young people friendly materials and magazines in all waiting rooms.
- Advocacy and participation through the partnership with N-Compass
- Phone calls to families

The service is part of the Children and Young Peoples Improving Access to Psychological Therapies (CYP IAPT) programme and therefore uses the Strengths and Difficulties Questionnaires, (SDQ’s) Revised Child anxiety and Depression Scale (RCADS) Experience of Service Questionnaires (ESQ’s) as well as Symptom Trackers, Session by Session outcomes, Goal Based outcome measures. This approach allows the service user to be actively participating in their treatment and care.

The use of bilingual interpreters as appropriate for families whose first language is not English. Parents or carers may be present at appointments and will be informed of how their child is doing.

7. **Service Accessibility.**

All the health centres are wheelchair accessible and have disabled toilet facilities. The Ross Centre also offers baby change facilities. Central Lancashire buildings are “You’re Welcome” Compliant. Appointments can be offered in a variety of locations e.g Child development centre, family homes, and mainstream schools.

There is no out of hours service. If there was an emergency the family would be directed to contact Social Care Duty Team, A&E or G.P as appropriate.

8. **Workforce Skills and Training**

All staff are compliant with mandatory training requirements and have completed a personal development review with training needs identified.

The service is part of the Children and Young Peoples, Improving Access to Psychological Therapies project and have specialist trained staff in both Incredible Years Parenting and Cognitive Behaviour therapies.
A training needs analysis will also be completed as part of the workforce review.

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<th>9. Contacts for further information</th>
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<td>The first point of contact for the parent/carer or child/young person to discuss something about their care would be to the practitioner involved in delivering their care. If the service user has any urgent worries or urgent concerns, they are able to call their local CAMHS Tier 3 who will be able to assist. If there was an emergency the family would be directed to contact Social Care Duty Team, A&amp;E or G.P as appropriate.</td>
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<td>Once referred, the appropriate CAMHS team will consider whether the child or young person will benefit from the service. The referrer will also be able to contact the service to discuss whether the child or young would benefit from service support.</td>
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<td>Health Visitors, School Nurses, GPs and other professional therapies will be involved in providing support for interventions for children and young people.</td>
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<th>10. Feedback</th>
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<td>Queries, compliments and complaints can be discussed with a member of staff or team manager. If you wish to make a formal complaint or compliment we advise that the Trust process is followed: <a href="http://www.lancashirecare.nhs.uk/contact-us/Complaints.php">http://www.lancashirecare.nhs.uk/contact-us/Complaints.php</a></td>
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<td>Incidents and complaints received are investigated thoroughly and lessons learned are shared with the service. The service also provides families with an Experience of Service Questionnaire (ESQ).</td>
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