

CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAMHS)

The Gem Centre,
Neachells Lane,
Wolverhampton,
WV11 3PG

Telephone: 01902 444021

Micro sites: Child and Family Service
Inspire

Our service operates from the Gem Centre and provides support across the city of Wolverhampton. To get to the Gem Centre the nearest bus route is from the City Centre through to Wednesfield High Street. The Gem Centre is then a 10 minute walk from the High Street along Neachells Lane.

1. What does your service do?

CAMHS is a set of specialist services (Child and Family Service; Inspire – children’s learning disability team) for young people of all abilities to support with mental health, emotional and psychological difficulties.

- ☑ We offer support to young people directly through talking therapies
- ☑ We work with parents and carers, and siblings
- ☑ We work with members of the wider care system (for example: teachers, care staff)
- ☑ We can work alongside others (this means that we will teach or support others to put the help in place with the young person)
- ☑ We also offer services through local health centres, GP surgeries and schools when this is more appropriate or convenient.

Our aim is to support the young person and the family in understanding, managing and ultimately improving their own emotional wellbeing.

Clinical work is not time limited but will be reviewed on a regular basis to ensure that there is still benefit to the work, a clear focus and that all involved are still happy for the agreed work to be provided.

The Child and Family Service is a specialist service within CAMHS for children who present with severe and enduring (longer term) mental health difficulties. Examples of these would be depression, anxiety, hearing voices. Some of these young people may also have some specific learning difficulties (for example, dyslexia) but will not have a learning disability.

Inspire supports children with a learning disability. This part of CAMHS employs specialist staff who have expertise in working with young people with a learning disability. Inspire can offer support with mental health related difficulties, as the Child and Family Service also does, but in

addition it is able to support with the following issues where universal or previous input has been unsuccessful and where the issue is related to the young person's learning disability:

- ☒ physical health difficulties (for example, toileting; feeding)
- ☒ social skills difficulties (for example, how to manage friendships and relationships)
- ☒ general communication difficulties (for example, developing use of picture symbols)

2. Who are your users?

CAMHS works with young people up to the age of 18yrs of age.

To access CAMHS young people must:

- ☒ Be registered with a Wolverhampton GP
- ☒ To access the Child and Family Service they must have a long standing mental health difficulty that impacts upon their day to day lives
- ☒ To access Inspire they must have a learning disability and also be presenting with an emotional wellbeing or mental health issue.

When a young person is referred into CAMHS the request for support is reviewed to make sure that:

- ☒ The young person meets our criteria
- ☒ The young person's needs couldn't be met better somewhere else
- ☒ There has been some attempt to support the young person in the past

If a family move outside of Wolverhampton and they change their GP to a non-Wolverhampton GP then we would want to support a careful transition of support to the equivalent services local to where the family have moved to.

3. How can I start using the service?

CAMHS operates a Single Point of Access to Child and Family Service and Inspire. The contact number for this service is 01902 444021. Parents and Carers are not able to make direct self referrals to CAMHS so we ask that a young person is referred to CAMHS by a professional who is supporting them. For example: GP, paediatrician, school teacher, social worker.

Our service is delivered entirely through the NHS so there is no charge for the services that we offer.

At the point of referral and first contact CAMHS will be able to advise on approximately how long you will need to wait before the start of ongoing treatment. This will be dependent upon your own particular circumstances.

4. What can I do if I am unhappy about a decision that your service makes?

At any time you can express concerns directly to your child's case worker. If you are not satisfied with their response or if you feel unable to approach your case worker then you can contact the service lead. These would be:

Dr Wendy Harrison Fraser (Child and Family Service) 01902 444021

Dr Peter Corr (Inspire) 01902 444021

Your concerns will be discussed and we will aim to resolve them for you positively and in a way that avoids any disruption to the care being provided to your child.

When decisions are made about care for your child or yourselves these will be shared with you and you will be involved in the decision making as much as possible. You will always have the right to challenge decisions that the service makes and you will have the right to expect the service to be clear about why it has made its decision.

5. How do you communicate with service users and how are they involved in decision making/planning?

Views of young people and families using the service are gathered through on-going clinical appointments by the caseworkers. Views are also gathered through the use of questionnaires at the beginning and end of any intervention. Service users are also involved in the recruitment of staff to the services and service users have been involved in the development of handbooks and leaflets about the services.

We provide information leaflets and service handbooks for families.

In addition to the above, Inspire provide information in accessible format for the young people with a learning disability.

For users whose first language is not English we can book interpreters to support on clinical visits, in meetings and we can also have letters and reports translated into non-English languages at family request.

6. How accessible is your service?

The Gem centre is fully accessible to young people with sensory and physical disabilities.

A significant proportion of our appointments can take place at home or in schools, which makes it easier for young people to attend and this also means that we can be flexible to ensure that the appointment venue is accessible to the young person regardless of their particular disability or need.

We also have dedicated phone lines directly to the service so that young people or families can contact us if they wish to.

7. What skills and training do you staff have in relation to SEN and disability?

Inspire employs staff with specialist training and qualifications in working with children with SEN and Learning Disabilities.

Staff within the wider CAMHS service will also have experience and skill in being able to engage with children who have disability and special educational needs. This will have been provided for many staff as part of their professional training. These staff will also have easy access to supervision and support from Inspire as and when required.

8. Who is my first point of contact if I have questions or need further information?

As a first point of contact you should call:

Dr Wendy Harrison Fraser (Child and Family Service)
01902 444021

Dr Peter Corr (Inspire)
01902 444021

9. How do I give a compliment or make a complaint about your service?

To give a compliment or raise a complaint about our service you should either contact the service lead or alternatively contact the Patient Experience and Involvement team on: 0800 587 7720 or email: PEI@bcpft.nhs.uk

10. How is your service monitored and reviewed?

Our service is monitored internally within the organisation to ensure quality of the service that we delivered. This monitoring is in line with quality standards that the service is expected to work to.

Our trust is reviewed and monitored by two organisations called Monitor and Care Quality Commission (CQC). Both of these organisations undertake reviews and inspections of the services that Black Country Partnership NHS Foundation Trust provide.

Our service is also monitored externally by the West Midlands Quality Review Service. This is an independent review organisation that reviews services against quality standards. .