



Central and  
North West London  
NHS Foundation Trust

# Adolescent Community Treatment Service (ACTS)

Information for young people  
and families

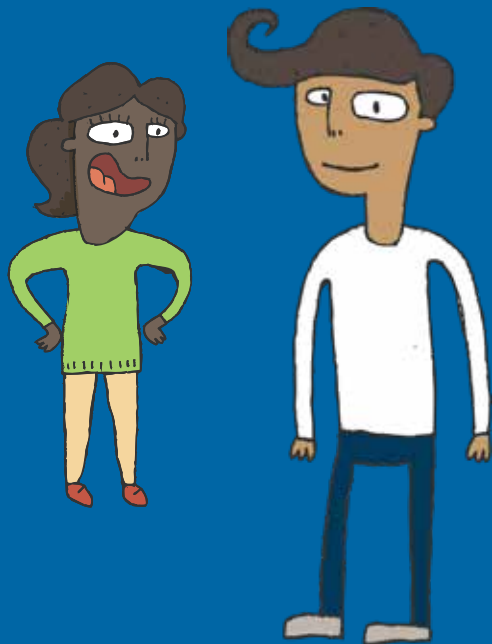


*Wellbeing for life*

## What is the Adolescent Community Treatment Service?

The Adolescent Community Treatment Service (ACTS) is a community team providing support for young people who live within the boroughs of Kensington and Chelsea, Westminster, Brent, Harrow and Hillingdon.

We are a multidisciplinary team and consist of specialist nurses, support workers, psychologists, family therapists and psychiatrists.



## Who do we work with?

We work with young people aged between 13 and 18 years.

Young people are referred to us, by their local CAMHS team, because they require intensive support in the community during a period of crisis in their mental health.

Our aim is to help young people remain at home and avoid the need for an inpatient mental health hospital admission.

We work in a collaborative way with young people, their families and professionals from other services to support the young person on the path to recovery.

The young people that we work with can have a range of mental health problems.

## What do we do?

We will see the young person promptly after referral to our service and will create a collaborative care plan. We then will either make recommendations to the referrer about the young person's care or we will offer a treatment package through the ACTS.

We work closely alongside the young person and their family to support them through the crisis and manage any risks together. We provide tailored individualised interventions, informed by evidence based practice, for young people.

We review young people at least once weekly for individual support and these sessions take place at home, or at other venues in the community, such as school or their local CAMHS clinic. We also meet regularly with their families of carers.

We remain in contact with the referring CAMHS team in order to plan co-working and a smooth transition back to their care following the crisis period.

On occasions, when a mental health inpatient admission becomes necessary, we aim to admit a young person to an inpatient bed close to home. If no local bed is available, we seek to transfer the young person to a local bed as soon as possible. We prefer to keep young people close to home, school and support services.

When a young person is admitted to a local inpatient bed, we will attend regular meetings (CPA meetings) with the family and ward team to review care and make plans for discharge. We aim to make the length of stay as short as possible by working with the inpatient unit and offering intensive support upon discharge.

## Contact us

Adolescent Community  
Treatment Service  
Monks Park Clinic  
Monks Park  
Wembley HA9 6JE

## Hours of service

Monday to Friday  
9am to 5pm

**Telephone:** 020 7266 9699

**Email:** [cnw-tr.acts@nhs.net](mailto:cnw-tr.acts@nhs.net)

## Tell us we're listening

Our staff want to know how they are doing. Tell us what you think at [www.cnwl.nhs.uk/feedback](http://www.cnwl.nhs.uk/feedback) and then we'll know what we have to do.

## Patient, Feedback and Complaints Service

Telephone: 0300 013 4799

Email: [feedback.cnwl@nhs.net](mailto:feedback.cnwl@nhs.net)



## Other useful contact details

### Childline

**T** 08001111

(calls are free and confidential)

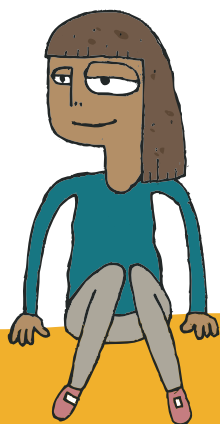
[www.childline.org.uk](http://www.childline.org.uk)

### YoungMinds Crisis Messenger

**Text YM** to 85258 for free 24 hour seven days a week support across the UK

### Young Minds

**T** 080 8802 5544 (parent helpline)



## Useful websites

### Papyrus website

[www.papyrus-uk.org](http://www.papyrus-uk.org)

### Harmless website

[www.harmless.org.uk](http://www.harmless.org.uk)

### Moodjuice website

[www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk)

## Useful Apps

### Calm Harm by stem4 App

– available for Apple and Android.

Calm Harm provides tasks that help you resist or manage the urge to self-harm. You can add your own tasks too and it's completely private and password protected.

This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish