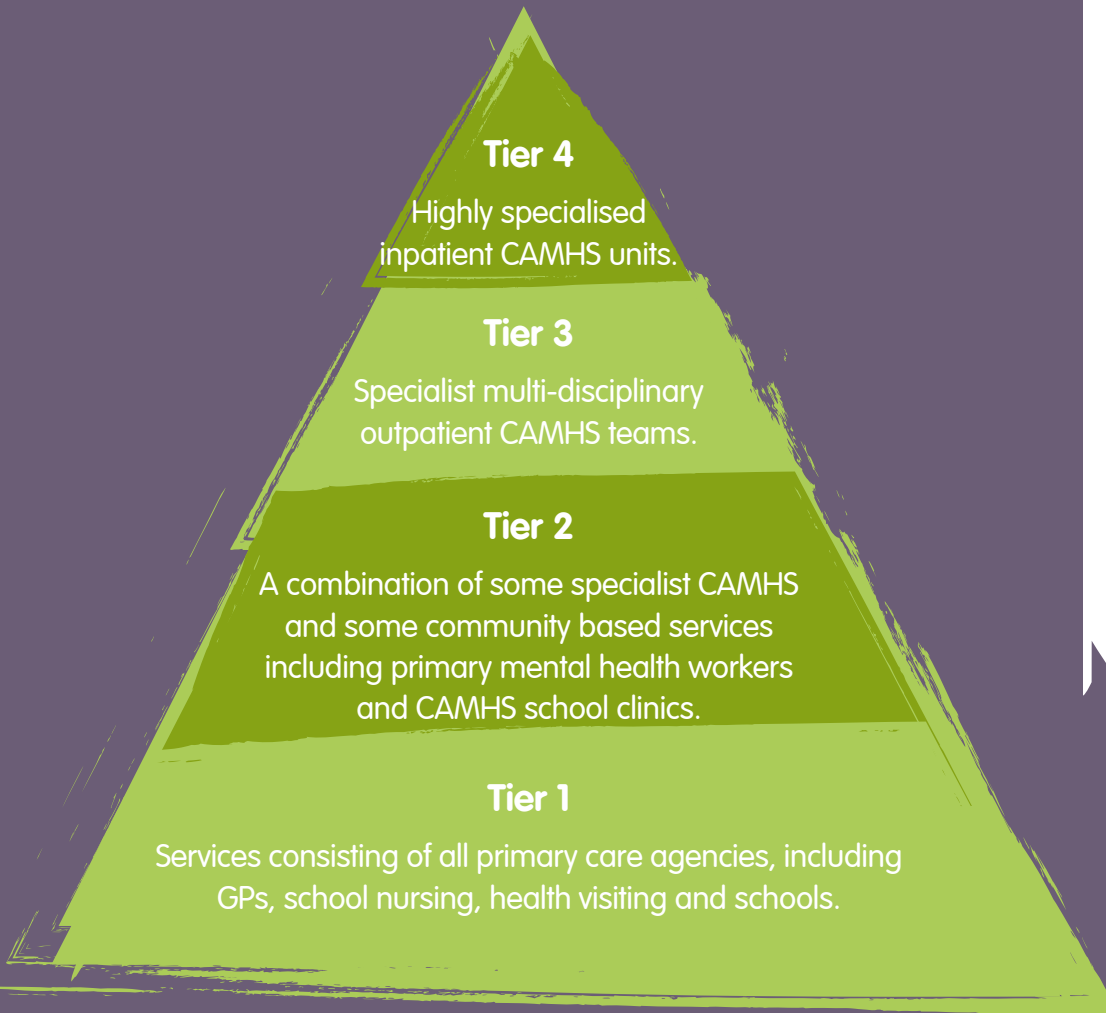


# Milton Keynes Specialist Child and Adolescent Mental Health Service (CAMHS) Parent information leaflet



# What is Milton Keynes Specialist CAMHS?

We are a Tier 2/Tier 3 team designed to provide treatment to children and young people who are experiencing moderate or severe mental health difficulties.



## Service criteria:

Milton Keynes Specialist CAMHS provides care and support for children and young people up to when they're 18-years-old, who are experiencing significant change in their mood or behaviour, leading to a moderate to severe impairment of their daily functioning and/or quality of life and live in the Milton Keynes area or have a GP in Milton Keynes.

This service works with children, young people and/or families over a short or longer period of time, depending on their needs.

The multi-disciplinary team includes:

- An art therapist
- Community support workers
- Family therapists
- Primary mental health workers
- Community psychiatric nurses
- Psychiatrists
- Psychologists
- A psychotherapist
- Family support worker
- Mental health clinicians



## What type of problems can we help you with?

There is an expectation that there has been some involvement from a Tier 1 professional, for example a GP, health visitor or school nurse before your child is referred to our service. Some of the reasons for referral may include:

- Depression and other mood disorders
- Self-harm
- Anxiety disorders (including obsessive compulsive disorder (OCD), post-traumatic stress disorder (PTSD))
- Developmental disorders (including attention deficit hyperactivity disorder (ADHD), tic disorders)
- Eating disorders
- Psychosis
- Significant behaviour problems associated with moderate to severe mental health problems

- Autistic spectrum disorders (ASD) associated with moderate to severe mental health problems (Please note we do not assess for ASD. ASD assessments are undertaken by community paediatricians).

## How to access the service:

Referrals to the service can be made either by telephone to our Referral and Advice Line on 01908 254 375 or by letter addressed to:

Milton Keynes Specialist CAMHS,  
Eaglestone Health Centre,  
Standing Way,  
Eaglestone,  
Milton Keynes,  
MK6 5AZ.

Referrals are taken from parents, the young person, GP, children's social care, school staff, paediatricians and other health professionals.

We offer a telephone advice service to professionals, young people and their families. The Referral and Advice Line is available Monday to Friday from 9am to 5pm.

## New referrals:

All new referrals are discussed at our weekly team meetings. Urgent referrals are given priority appointments, usually within four-weeks of being accepted. Non-urgent referrals are placed on a waiting list. You will be notified of this decision by letter.

If our services aren't suitable to your needs, we will let you know by letter.



## What happens next?

Your child will be allocated to the most appropriate professional based on the information given to us in their referral.

You and your child will be invited for an assessment of your child's mental health difficulties by post.

## Where will you be seen?

We may see you at the Eaglestone Health Centre (which is accessible on public transport) or within the community – for example at a health centre, school or at your home – depending on your needs.

## When will you be seen?

Appointments usually take place between 9am and 5.30pm Monday to Friday.

Unfortunately many appointments are not kept. Therefore, we may not offer a second appointment if your first one is missed and if you haven't been in touch with us to let us know why you couldn't attend. For this reason we will consider whether to offer any further appointments if there are two consecutive cancellations.

## Assessment process:

We will see you and your child together or individually.

Families, children and young people have a right to confidentiality. However, we encourage the sharing of information between different members of the team to share our knowledge and expertise. If there are any concerns that the child/young person is at risk we will follow the Milton Keynes Safeguarding Children Board's procedures.

Sometimes more than one professional within our service may become involved in your child's care and we may work with other organisations that can help you and your child, for example health, education or children's social care services.

After the assessment, its outcome will be discussed with you and your child at your appointment.

## Outcomes of the assessment:

If the assessment indicates that the child/young person is experiencing a moderate to severe mental health difficulty then treatment may be recommended and offered. This may include:

- Cognitive Behaviour Therapy (CBT)
- Family therapy
- Psychotherapy
- Parent advice and use of strategies
- Medication
- Solution focused approaches

If the assessment indicates that the child/young person is not experiencing a moderate to severe mental health difficulty they may be signposted to another service.

Where there are significant concerns about a young person's welfare for example serious self harm, you can call 01908 607 501 during office hours to discuss (between 9am and 5pm Monday to Friday) or take them to the Accident and Emergency Department at Milton Keynes University Hospital NHS Foundation Trust where they may be seen by a member of the CAMHS team.

## Contact us

MK Specialist CAMHS  
Eaglestone Health Centre,  
Standing Way,  
Eaglestone,  
Milton Keynes,  
MK6 5AZ

Telephone: 01908 607 501

Telephone referrals and advice line: 01908 254 375

Website: [camhsandme.org](http://camhsandme.org)

## Useful websites

CAMHS&Me website:  
[camhsandme.org](http://camhsandme.org)

Young Minds: [youngminds.org.uk](http://youngminds.org.uk)

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

The Samaritans: [samaritans.org](http://samaritans.org)

## Feedback, complaints and compliments

We are always pleased to hear what you think about our services. Sharing your views and experiences can help us to make improvements. If you have received good treatment or service and would like to thank the staff involved, please let us know by contacting the Patient Support Service (PSS) by email [feedback@nhs.net](mailto:feedback@nhs.net) or call 0300 013 4799. They will make sure that your feedback is passed onto the service or individual as quickly as possible.

If you are unhappy with any part of the care you received by Central and North West London NHS Foundation Trust (CNWL) CAMHS please speak to the Service Manager or your CAMHS worker in the first instance. You can also contact the Patient Support Service if you wish to make a complaint.

## Tell us, we're listening!

We also collect feedback, complaints and compliments online. Tell us what you think at [www.cnwl.nhs.uk/feedback](http://www.cnwl.nhs.uk/feedback) then we'll share and learn from your feedback.



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 formie 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