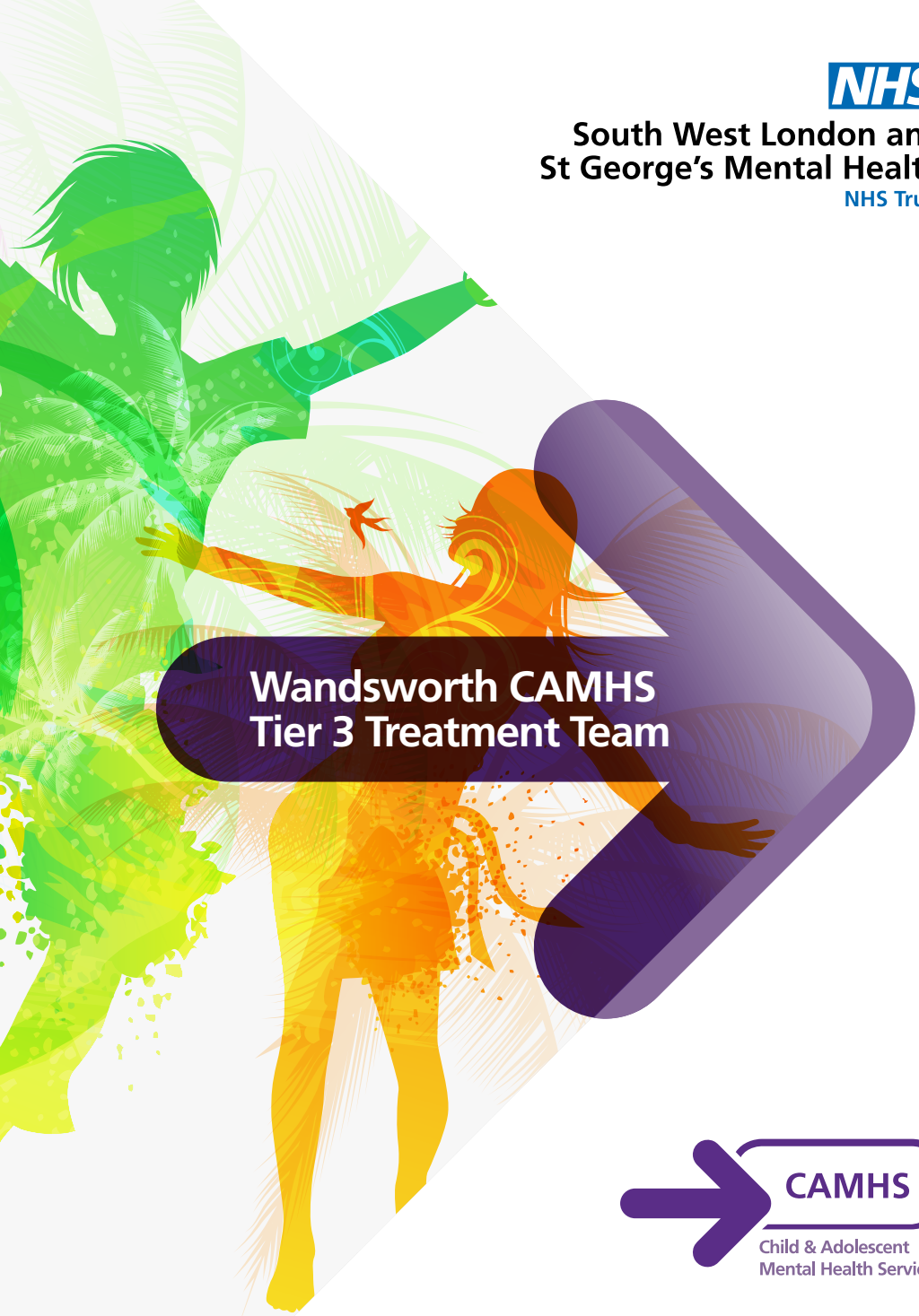
NHS

South West London and St George's Mental Health NHS Trust



Wandsworth CAMHS Tier 3 Treatment Team

CAMHS

Child & Adolescent Mental Health Services

Patient information

Who we are

Our team is made up of a range of mental health professionals such as Psychologists, Psychiatrists, Family Therapists, Nurses and others.

What we do

We are a service providing treatment and further assessment for young people experiencing significant emotional and mental health concerns.

Treatment options

The service offers a range of evidence-based talking therapies.The most appropriate treatment for you will have either been discussed at your initial assessment or at your first appointment. Therapies can include Cognitive Behavioural Therapy (CBT), Interpersonal Therapy for Adolescents (IPT-A) and Family Therapy. We may draw upon other treatment approaches when indicated and in some circumstances we may also consider medication if appropriate.

Length of therapy

We use a recovery approach and aim to support you to develop skills to help you to cope and to start you on your journey to feeling better. On average we usually see young people for 4-12 sessions, and hold regular reviews to check on progress. Treatment is most effective when you take an active role in your recovery, which sometimes means doing tasks between sessions.

Waiting times

We aim to keep waiting times to a minimum and we will see you for your first treatment appointment within 18 weeks from referral.

We endeavour to offer appointments at times convenient to you, however this isn't always possible and certain appointment times are very popular.

Missed appointments impact on our ability to offer a responsive service. If you are unable to attend an appointment, please give us at least 24 hours notice so we are able to offer this appointment to others. More than two non attended or cancelled appointments may result in discharge from the service. If at any point you wish to access the service in future, you can be re-referred to Access for a re-assessment.

Accessibility and inclusivity

In our service we celebrate and value diversity. We are keen to ensure that we are accessible and want our young people and families to feel comfortable, whatever their race, belief, culture, sexuality, ability, language or gender.

Confidentiality and responsibilities to safeguard

Everyone who attends our service has a right to privacy and we would not share information without your permission.

We also have a legal responsibility to protect you and others from harm, therefore there may be things that you tell us that we have to share with others, such as serious risk to your own and others' safety and serious criminal activity. In those circumstances we would aim inform you first and would share only the information which is needed.

Questionnaires and feedback

We use questionnaires and feedback to inform your assessment and progress through therapy. We always aim to improve our services therefore your honest feedback, whether good or bad, is welcome.

Urgent concerns

If a young person or their parent/carer has a concern whilst on the waiting list or in between appointments, we operate a duty system. You can phone the service Monday-Friday 9am-5pm and ask for the Duty Clinician who will get back to you as soon as possible on the same day. In case of emergency or out of hours please contact **111** to discuss your needs, who may advise attend your local A&E or contact your GP surgery. Please see back of this leaflet for other useful contacts.

Please note

If at any time your contact or GP details change, it is essential that you let us know as soon as possible.

We might want to contact you via text message, please let your clinician know if you don't wish to be contacted this way.

Please note we expect those who attend the service to treat staff and other service users with respect and dignity; verbal or physical abuse or aggression will not be tolerated.

Wandsworth CAMHS

Entrance 1, Building 1, Harewood House, Springfield University Hospital, 61 Glenburnie Road, Tooting, SW17 7DJ

020 3513 4644

Other useful contacts

Wandsworth Access Service, Harewood, Springfield Hospital, Tooting, SW17 7DJ
020 3513 6631

Crisis Line - 0800 028 8000
This is a mental health telephone helpline when you are unable to contact your GP e.g. out of hours. Monday to Friday, 5.00pm – 9.00am; Saturday, Sunday and Bank Holidays – 24 hours

The Samaritans - www.samaritans.org / 08457 90 90 90
This telephone helpline provides confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings.

Family Lives - 0808 800 2222
This telephone helpline service provides information, advice, guidance and support on any aspect of parenting and family life, including bullying. Monday to Friday, 9am – 9pm; Saturday and Sunday 10am – 3pm.

Childline - www.childline.org.uk / 0800 11 11
For the young person to get help and advice around a wide range of issues.

Accident & Emergency (A & E) or Children Specialist Services
If you feel extremely concerned about your child's mental health and feel they are at an immediate risk then you need to go to A & E or ring **999**.

Multi-Agency Safeguarding Hub (MASH) Call 020 8871 6622 (9am to 5pm) Out of hours: 020 8871 6000
Contact MASH for advice if you believe there is a risk to the safety of your child or to someone else you know,

Papyrus - www.papyrus-uk.org / 0800 068 41 41
A national UK charity to prevent young suicide. Parents and young people can visit the website or contact them if they have concerns, to gain support.

NHS Emergency and Urgent Care Services - Call **111** when you need medical help fast but it is not a **999** emergency. They could advise on next steps.

Patient Experience - 020 3513 6150
If you have any concerns, positive feedback or comments about the service that you are receiving with us.

Our values
Respectful Open Collaborative Compassionate Consistent

Connect with us
@swlstg

If you require this document in an alternative format please call: 020 3513 6006

South West London and St George's Mental Health NHS Trust
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