

# Healthy YOUNG minds



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A Guide to Child and Adolescent, Mental Health Services (CAMHS) in Norfolk  
**Who, What, Why, Where, and How?**

This booklet has been produced on behalf of the Norfolk CAMHS Strategic Partnership.  
Information correct at time of print - May 2011.

[www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)

Supporting Children and Young People's Mental Health is 'Everybody's Business'

## About this booklet

This booklet is designed to provide you with information about Child and Adolescent Mental Health Services (CAMHS) across Norfolk. It explains the different types of services and support that are available and provides links to how you can find out more. For more information about CAMHS in Norfolk please go to: [www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)

If you are concerned that someone is:

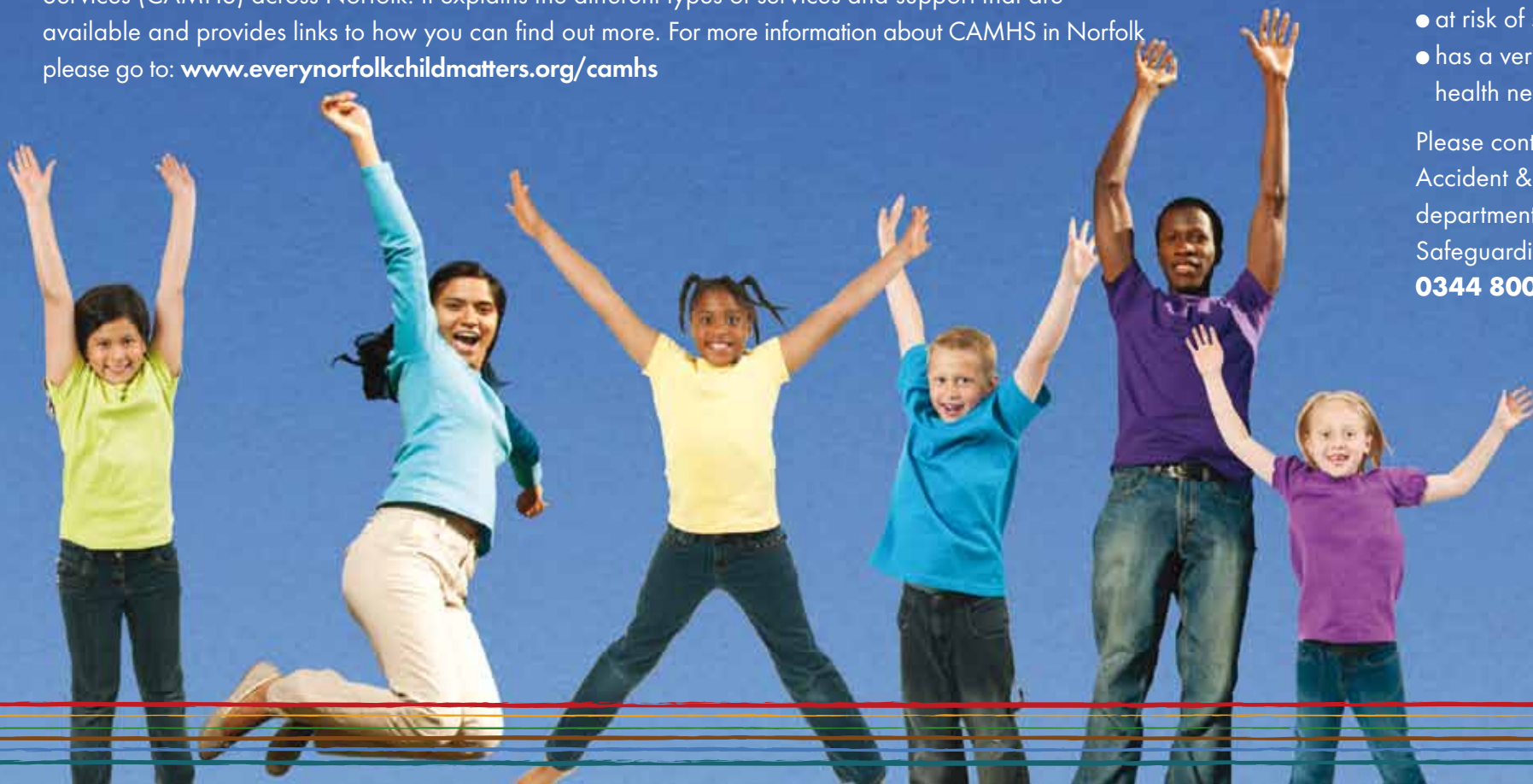
- at risk of significant harm
- has a very urgent mental health need

Please contact your local Accident & Emergency department, GP or local Safeguarding team on **0344 800 8014**

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Supporting Children and Young People's Mental Health is 'Everybody's Business'



# Introduction

Child and Adolescent Mental Health Services (CAMHS) include staff from Health, Children's Services and the Voluntary Sector (e.g. Charities) working in partnership. Services are commissioned based on:

- value for money
- the quality of support being offered
- evidence of their success and,
- their ability to support joined up working

## What is Mental Health?

Children and Young People said,

**"It doesn't mean being happy all the time but it does mean being able to cope with things."**

**"It's about feeling in control or feeling balanced so you can cope with life's ups and downs."**

*CAMHS final review 2008*

The World Health Organisation 2008 defined mental health as

**"a state of wellbeing in which individuals realise his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community."**

*WHO 2008*

**Together we  
deliver better  
mental health  
outcomes for  
children and  
young people  
(aged 0 - 18).**





## Supporting children and young people's mental health is 'Everybody's Business', whatever role you have.

CAMHS aim to support children and young people (aged 0 -18) across Norfolk, to achieve the priorities listed in the new National Mental Health Strategy (No Health Without Mental Health) which are:

- 1) **More people will have good mental health**
- 2) **More people with mental health problems will recover**
- 3) **More people with mental health problems will have good physical health**
- 4) **More people will have a positive experience of care and support**
- 5) **Fewer people will suffer avoidable harm**
- 6) **Fewer people will experience stigma and discrimination**

*National Mental Health Strategy (No Health Without Mental Health) 2011*

By ensuring:

- **Access to services is made clear and simple**
- **Services provide support within local communities wherever possible**
- **Services treat children and young people with respect and sensitivity**



## What can you do to help?

Everyone plays a significant part in supporting children and young people's emotional and mental health.

Children and young people tend to confide in people they feel most comfortable with, so if a young person comes to you, here are some practical things you can do to help:

- Listen to what is **actually** being said
- Recognise that **they may not be able** to describe what the problem is, so sometimes it is what **isn't** being said that is important
- Accept what you are told –take anxieties and worries **seriously**

- **Be welcoming, be yourself**
- Be interested in them – ask 'safe' questions initially to help build a positive relationship
- Provide an opportunity for the child / young person to talk if they wish to. They are **more likely to open up if they feel comfortable with you** so you might like to provide an activity that allows the conversation to take place in a relaxed way
- Be observant
- Keep an eye on any concerns you have and don't ignore them
- Keep a record of any specific concerns you have
- Be non judgmental and try not to make assumptions

- **Know your limits** and find out about other services, forms of support and referral routes which are available to you
- **Do ask for help – don't keep it to yourself**
- **Pick up the phone and call a service for a consultation**

If you are concerned that someone is:

- at risk of significant harm
- has a very urgent mental health need

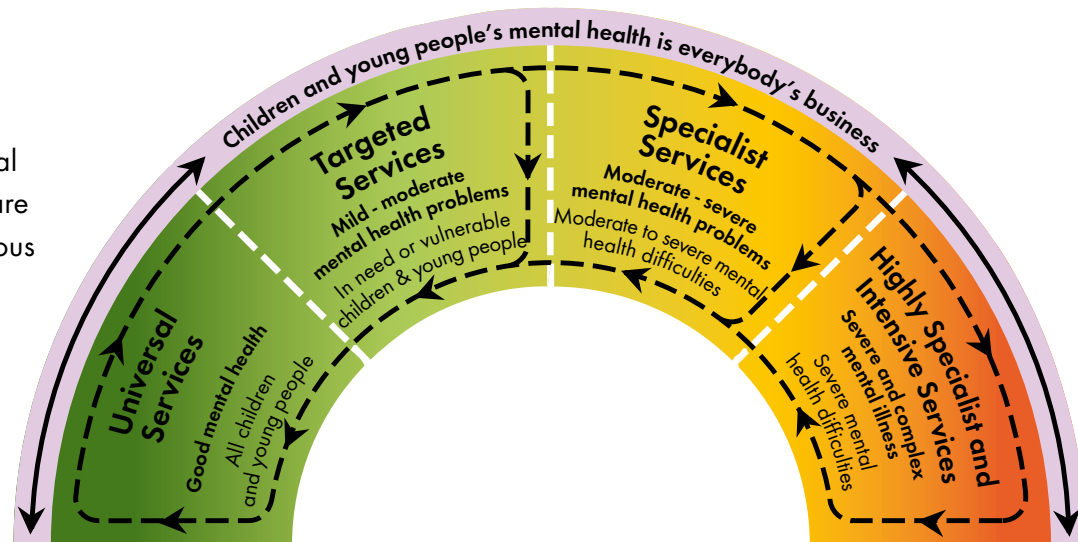
Please contact your local Accident & Emergency department, GP or local Safeguarding team on

**0344 800 8014**

## CAMHS in Norfolk

Child and Adolescent Mental Health Services (CAMHS) are working to promote continuous care across:

- **Universal Services**  
For all children and young people
- **Targeted Services**  
For children and young people with mild to moderate mental health needs
- **Specialist and Highly Specialist Services**  
For children and young people experiencing moderate to severe mental health difficulties



The majority of children and young people develop healthily and are fully supported by universal services. However some children and young people at times will need additional targeted and or specialist support services whilst accessing universal services.

To find out more about CAMHS in Norfolk please go to [www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)

## How to Access CAMHS

There are a wide range of universal, targeted and specialist services available across Norfolk. The person you initially contact may depend on where you live, your concern and your role e.g. if you work in an organisation your manager would be the ideal person to initially share your concerns with. If you work in a school the headteacher, SENCo or school nurse would be a good place to start.

If you are a parent or carer you may wish to discuss your concerns with the school or your GP who will be able to help.

A referral is usually required before any direct work can begin with a child or young person. Most CAMH services are happy for people to contact them for a conversation (which is sometimes called a consultation), where you can discuss the concern you have and talk about who can help.

For more information about Norfolk's CAMH services please go to [www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)



## Universal Services – For all Children and Young People

Universal services are accessible to all children and young people. Staff work together to deliver high quality support to improve the emotional health, well-being and resilience of children and young people (aged 0-18) and their parents/carers.

Emotional health and well-being training and development opportunities are available for people working in universal settings e.g. children centres, schools, voluntary agencies, health and children services teams.

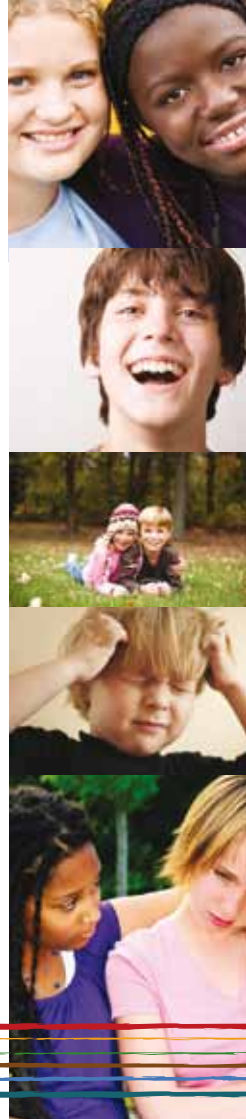
### What can I do to help?

If you are concerned about a child or young person's mental health, please don't keep it to yourself. A range of different services are available to support you, offering advice, guidance and joint working.

If you are concerned that someone is:

- at risk of significant harm
- has a very urgent mental health need

Please contact your local Accident & Emergency department, GP or local Safeguarding team on **0344 800 8014**



## Targeted Services – For Children and Young People with mild to moderate mental health needs

Children, young people (aged 0-18) and their parents/carers can access targeted support across Norfolk. Targeted services work together with other agencies to provide support for children and young people experiencing mild to moderate mental health issues. Support is usually offered on a one to one and / or small group basis.

Common mild to moderate emotional health and well-being issues include:

- **Emotional issues**
- **Behavioural issues**
- **Development concerns**
- **Self-Harm**
- **Loss and Bereavement**



Anyone can contact targeted services for advice and support. Targeted one to one support is normally accessed by making a referral to a service. Support is usually offered locally.

The types of people who work at a targeted level include: health visitors, school nurses, and Family Solutions Teams, some voluntary sector agencies, psychologists (educational and clinical), counselling support and substance misuse services.

For more information about CAMH services near you please go to [www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)



## Specialist and Highly Specialist Services – For Children and Young People with moderate to severe mental health difficulties

Specialist and highly specialist services provide support for children and young people (aged 0-18) with severe and/or complex mental health problems.

Children and young people are supported by a multi-disciplinary team who use different approaches depending upon the:

- **complexity**
- **risk**
- **persistence, and**
- **interference with a young person's life and normal development.**

The Specialist CAMHS teams are spread across Norfolk. Support is usually provided on a one to one basis or as part of a small group.

For more information about specialist services please go to  
[www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)



Mental health is a complex issue and often children and young people display several different issues. Some examples of severe mental health difficulties include:

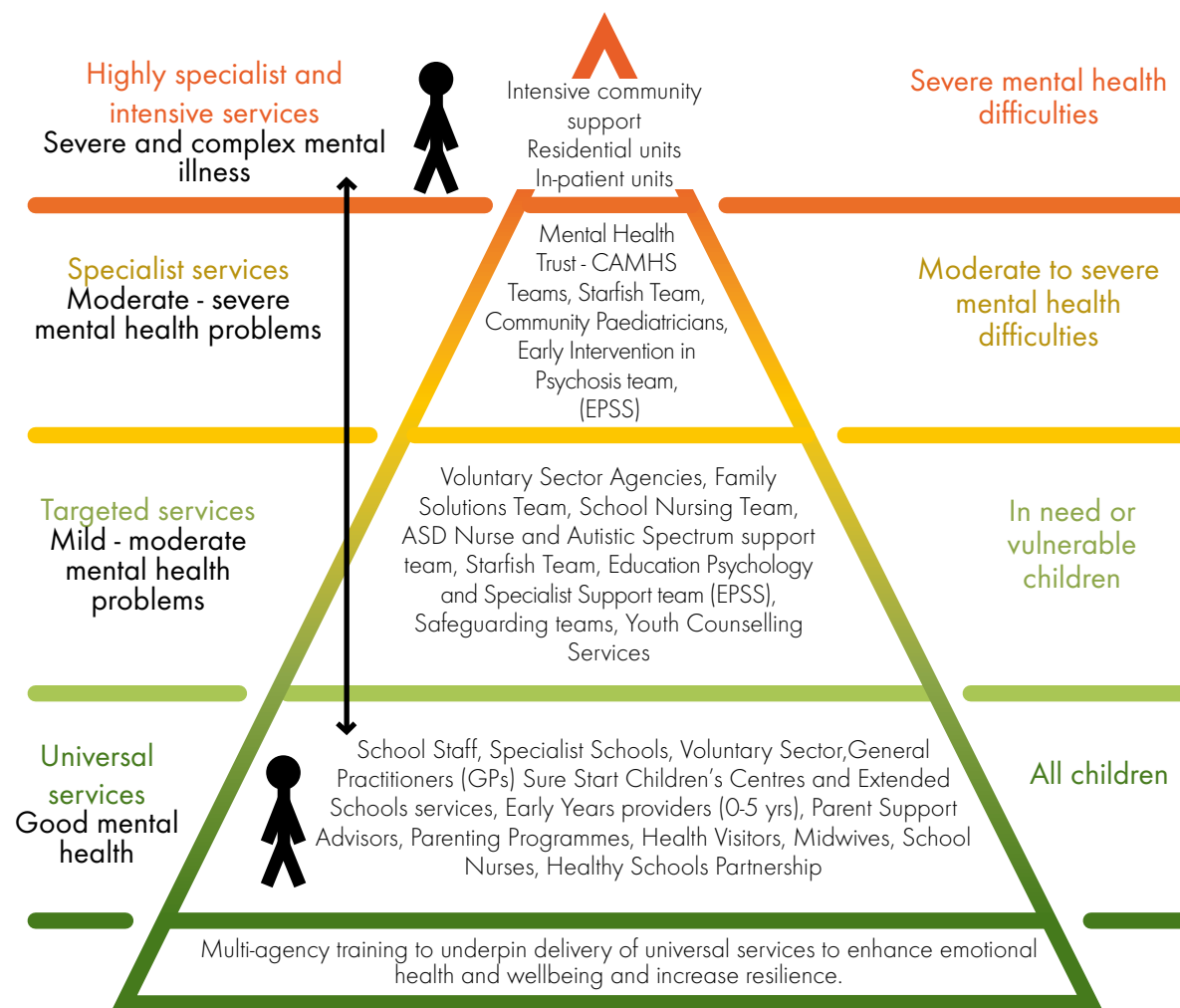
- **Depression**
- **Anxiety Disorders**
- **Attention Deficit Hyperactivity Disorder (ADHD)**
- **Self-Harm**
- **Eating Disorders**
- **Dealing with the consequences of being abused and/or neglected**
- **Complex needs (e.g.) mental health problems and substance misuse issues**

Others you may not have heard about include:

- **Attachment, emotional and behavioural disorders associated with child abuse and neglect**
- **Early onset psychosis and bipolar disorder**
- **Psychotic disorders**
- **Tourette's Syndrome(TS)**
- **Obsessive Compulsive Disorders(OCD)**

## Norfolk CAMH Services

This is not a comprehensive list of all providers. Please refer to the Norfolk Family Service Directory for more information [www.norfolk.gov.uk/fsd](http://www.norfolk.gov.uk/fsd)



## How to find out more

For details of Norfolk CAMH Services and information on Mental Health please see [www.everynorfolkchildmatters.org/camhs](http://www.everynorfolkchildmatters.org/camhs)

### Other useful websites:

**Norfolk Families Service Directory:** provides local information on the support agencies across Norfolk.  
[www.norfolk.gov.uk/fsd](http://www.norfolk.gov.uk/fsd)

**Heron NHS:** Is a searchable source of self-help support groups, statutory and voluntary agencies covering the whole of Norfolk, for more information or copies of leaflets please contact [www.heron.nhs.uk/](http://www.heron.nhs.uk/)

**Child line:** Provides help and advice about a wide range of issues, you can also talk to a counsellor online.

[www.childline.org.uk](http://www.childline.org.uk) or call 0800 1111

**Young Minds:** Is a national charity which provides advice and guidance for young

people and parents for more information please contact 0800 0182138 or [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Re-think:** is a leading charity working together to help everyone affected by severe mental illness recover a better quality of life. For more information please contact [www.rethink.org/](http://www.rethink.org/)

**DrugScope:** is a leading independent centre of expertise on drugs, it provides quality drug information, promotes effective responses to drug taking, and undertakes research and advice on policy-making please visit [www.drugscope.org.uk/](http://www.drugscope.org.uk/)

**Legal Advice:** Provides young people with legal advice [www.lawstuff.org.uk/](http://www.lawstuff.org.uk/)