

Mindsight Surrey CAMHS

Post Order Support Service

Information for children and young people



For a better life

Our services for children and young people

Our Post Order Support Service is part of Mindsight Surrey CAMHS, a partnership for children and young people with mental health problems and learning disabilities living in Surrey.

What is this all about?

You might be wondering why someone has given you this leaflet to read? You may know that someone wants you to come along and meet with an adult here at CAMHS (this stands for child and adolescent mental health service). Don't let this name put you off from coming to see us. Some children or young people have said that the name makes them feel different. We will always try to make you feel who you are right from the start.

Maybe your mum, dad or guardian has spoken to you recently about some things that have been worrying for you and them, or even other people like a teacher. They may have said that as a family, things are getting tough? You might feel alright, or maybe you also feel a bit worried about something?



What do we do?

Well, that is a big question that you must have been thinking a bit about. We do not do things like giving injections or examining you like when you go to a doctor. We listen and we talk, and sometimes we need the help of others to tell us how things are for you and the people you live with.

We **listen** and **talk**. We do a lot of thinking. We sometimes use toys to play and art materials to draw and make things. We do this by sometimes having you and people you live with get together, or we may meet with adults on their own. After getting to know us, it might be helpful for you to spend some time with a person here in a room where there are things that children and young people like using. Some children or young people like an adult they trust to come into the room to begin with, or they might stay in for all the time we are helping you. We know that lots of children and young people find it hard talking, so we try all sorts of things that allow you to show us what is going on for you.

We do a lot of meeting with people that know you and always try to tell you when we are doing this.

Once we have got to understand what is happening, which we often call an **assessment**, we will talk with you and other people about what might be helpful for the future. Sometimes you might not have to come back to see us. Other times you might see us a lot and this might mean us also visiting where you live or in school.

More questions?

Before coming to see us for the first time, maybe you would like to share questions that you want to ask us with the person you are coming with or write them down. We do not know everything, but will try hard to get some answers if we can.

We look forward to meeting you soon.

About us

All the people that work here have worked with children and young people for a long time. We know about children who no longer live with their birth families and now live with their adoptive parent or guardians.

We also know that children and young people will often find coming to see us a bit strange at first. It might mean you having to visit a place you have not been before and seeing people that you don't yet know. We all know here how difficult and worrying that can feel like.

Some children and young people have told us that they feel bad about having to come to see us. They are worried that they are going to get told off or that we are going to gang up on them with other adults. We won't do this, but we do want to hear about how things are from you. Maybe you are shy or prefer an adult that you trust to do the talking. That is fine too.



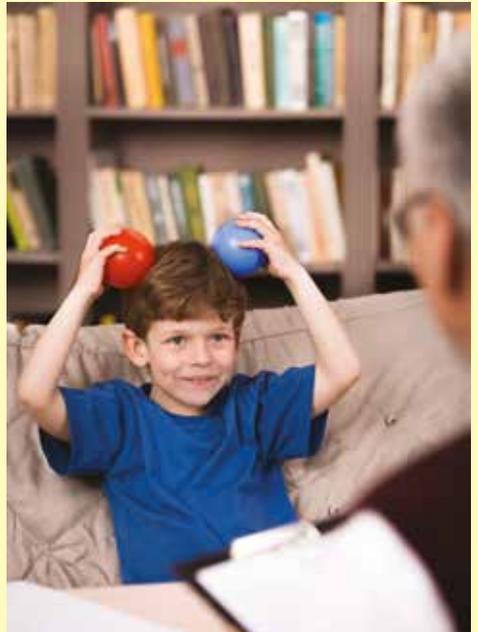
When you come to see us you will probably meet someone who will say "hello, who have you come to see". Once children and young people get to know us, they have said that they wondered what we would look like and what type of people we are the first time they came here. If it is any help, we are also wondering about you. See, maybe we are all having to face the same things to begin with.

You may meet a woman, man and a mixture of people. We will try to make sure you feel comfortable and safe from the beginning – don't forget you will not be coming on your own.

Why do I need to come?

Children and young people are asked about coming to see us because they are having trouble with managing what they do. This may be that some bits of their behaviour are not helping them, even though there may be other really good things happening in their lives too. You, and other people who you live with, may not be getting on well at the moment, or making and keeping friends or a relationship is difficult. Going to school may feel hard or you are really angry about something. All the children and young people that we see have something that is making them feel worried, upset or they are confused by. Sometimes children and young people feel that there is nothing difficult going on, with the adults saying something different. We can help with sorting this out and listening to everyone's point of view.

We know that we can help many children, young people and their families because we have done it before. We have all been taught how to work with children and young people to make things feel better eventually. It is important sometimes for families to get some extra help from people like us.



In case of a crisis

If you are seeing or caring for a child or young person who you believe is in crisis and requires an urgent response, between the hours of 8am and 8pm seven days a week including

bank holidays, contact **CAMHS One Stop** on **0300 222 5755**. Outside of these hours and if there is immediate risk please use the appropriate emergency service.

How to access the service and make a referral

We accept referrals from health, social care or education practitioners such as a GP or teacher. This ensures that every child or young person referred is in contact with the right service and receives appropriate treatment and support.

Please contact your GP, teacher or social care worker to get a child or young person a referral to our service.

If you have any questions about a child or young person's mental health, call **CAMHS One Stop** for advice.

To make a referral or for advice contact CAMHS One Stop



0300 222 5755



Visit our website here:

sabp.nhs.uk/mindsightsurreycamhs



**CAMHS One Stop, 18 Mole Business Park,
Leatherhead, KT22 7AD**

If you would like this information in another format such as large print, Braille, easy read or another language please contact us on:

Tel: 01372 216285

Email: communications@sabp.nhs.uk

Confidentiality and information sharing

We may need to share information about people who access our services with relevant Surrey CAMHS partners in order to provide care and advice. This will only take place if we have received permission and it is considered necessary.

Surrey and Borders Partnership NHS Foundation Trust
18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222 Textphone: 020 8964 6326

www.sabp.nhs.uk  [@sabpnhs](https://twitter.com/sabpnhs)  www.facebook.com/sabpnhs