

What to expect from CAMHS

- A guide for young people

What is CAMHS? CAMHS stands for Child and Adolescent Mental Health Services. CAMHS is a service that is available to people under the age of 18 who may have problems with their thoughts or feelings.

What happens at your first appointment? When you arrive for your first appointment, you should go to reception to let them know you have arrived. They may give you a short form to fill in while you wait. Your first appointment will usually be between one and one and a half hours long and is called a 'choice' appointment. During this, you will be able to talk to a CAMHS team member about your problem and how you see things. Sometimes this is done by yourself, and sometimes by speaking with your parent/carer. By the end of the appointment, you and the CAMHS team member will decide what to do next.

How do I get to CAMHS?

CAMHS is situated at Mignot House on the Princess Elizabeth Hospital site. It is serviced by buses 61, 71 and 81 which run regularly from town to the Princess Elizabeth Hospital. Parking is limited, but the closest car park is by the Oberlands entrance to the hospital.

Who works at CAMHS? At CAMHS there is a team of people who are trained to work with children and families. This team includes:

- Specialist Nurses
- Clinical Psychologists
- Child and Adolescent Psychiatrists
- Psychological Wellbeing Practitioners
- A social worker

What do CAMHS do? We offer different types of help for young people, which can involve parents/carers or the whole family. You may sit and talk, or do practical activities. To understand more about your thoughts and feelings, you might be asked to answer some questions or be given some puzzles to solve. The types of help we offer will be explained to you at your first appointment. We will keep in touch with your family doctor to let them know how you are doing. We may also ask other people to help with your problem, but will talk to you about this. This help will continue until you and your CAMHS team member agree that you do not need to come to CAMHS anymore.

An introduction to Mignot House:

<https://youtu.be/5FICz02A3Ls>

What **rights** do my child and I have if we are being supported by CAMHS?

Consent

CAMHS staff must make sure that the young person agrees to the support that is being offered, and explain what other options are available if the young person does not agree with the suggestions made.



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Confidentiality

When young people come to CAMHS, the things that they talk about are confidential. This means that the things talked about with CAMHS staff are kept private, just like other medical information. A child has the right to mention things in sessions that are confidential from their parents, and equally parents have the right to say things that are kept confidential from their child. The rules can only be broken when CAMHS staff are worried about your safety or the safety of other people. If this rule has to be broken, CAMHS staff may have to tell certain people certain things about you, even if you don't want them to. This is part of their job to keep you safe.

Complaints

We believe that the views of young people and their families and/or carers are very important. Therefore, if at any point you are not happy with the help you are being offered you have a right to say so.

You can talk about any worries you have with your staff member at any time and they will listen to your views. If you want to choose to see a male or female member of staff, CAMHS will do their best to try and arrange this. There is information about how we deal with complaints in the waiting room.

Access to records

Young people and carers have the right to ask to see the information in their files. Speak to a member of staff if you would like to do this.