

**Trust Board
Thursday 28 June**

Paper Title:	Patient Story & Service Overview
Section:	Public
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Agenda Item:	4

Patient/Carer story **Partnership working** **Learning from complaints**

Synopsis of Patient/Carer story

- Background
- What did the service do
- How did the patient/ carer feel
- What difference did the service make

Key Learning

Cqin – transition and meeting expectations

Actions/outcomes

Reflect/discuss with Commissioner transition issues

Patient Consent obtained to share story At Trust Board

On Website

Is the story likely to be of interest to local media **Yes** **No**

If Yes does the Patient wish to share their story with local press
No

Overview of team

Team name: Child and adolescent services

Service Profile: Our child and adolescent mental health service (CAMHS) help children and young people in the local area who may be having problems. They may be very upset or very angry, they may be behaving in unusual ways, or their family or carers, friends or teachers may be very worried about them. CAMHS supports children and young people from pre-school years up to 16 years of age, (or up to 18 years of age if still in school) where there are severe and long standing concerns about emotional well-being and behaviors'

Our specially trained staff at CAMHS (child and adolescent mental health service) work with children/young people and their families to tackle their concerns. As all families or young people are different, our response depends on the families particular needs. We work in a variety of ways including family work, individual counselling, parent counselling, group therapy and play therapy.

We offer a wide range of services to help children and young people overcome problems such as:

- Depression
- Eating disorder
- School refusal
- Substance misuse
- Developmental difficulties
- Psychotic illness
- Obsessive compulsive disorder
- Attachment difficulties

Key Service Objectives:

Offer evidence based assessment and intervention to young people and their families who experience emotional and mental health issues.

