



Welcome pack for Young People, Parents and Carers

SSAFA Child and Adolescents
Mental Health Services (CAMHS)

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WELCOME

Having a child referred to a mental health service can feel stressful and overwhelming for any parent, carer, or young person.

For this reason, we have put together this information pack to try to make the process as smooth as possible, and to answer some of the questions you may have about what to expect from CAMHS.

Our top priority is ensuring that children and young people are safe and getting the care that they need. Our staff are here to support you and we are constantly striving to improve our services. Should you have any questions, suggestions or would like to comment on what we are doing well, or what we could improve, we would like to hear from you. Information about how you can give feedback and get involved can be found on Page 12.

CONTACT DETAILS

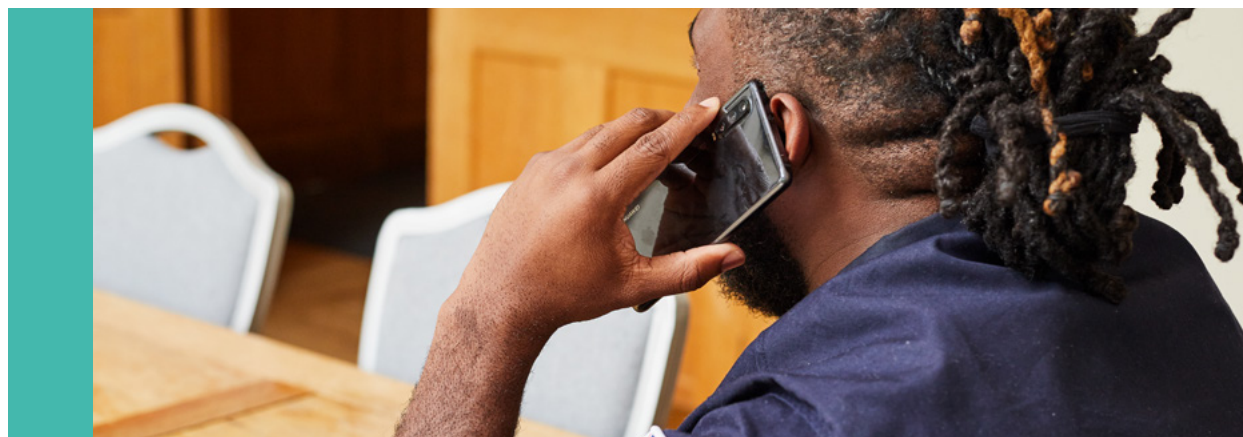
Our teams can be found at our base in Episkopi, SSAFA HQ.

SSAFA CAMHS is open for advice and support between the hours of 0800-1300hrs Monday - Friday excluding bank holidays.

Our address is:



SSAFA Child Adolescent Mental Health Service
Block E
Episkopi
BFPO 53

You can reach us by telephone by calling: **+357 2596 3123**



CONTACT DETAILS

Outside of our working hours, if you need support or are worried about your child's safety, you can contact:

 **Your local Medical Centre OR in an emergency call 112 and ask for SBA police.** 

If calling 112 doesn't work, please use +357 2596 7227 112

THE BRITISH FORCES SOCIAL WORK SERVICE (BFSWS) main office & single point of contact is open Mon-Fri 7am-3pm (00357 2596 3609)

For any emergencies outside of these hours please call the duty Out of Hours Social Worker on **00357 9777 1252**

For any immediate safeguarding concerns please contact the SBA Police on **1443**

If your child is at immediate risk of harm, you should call 112 or attend the Med Centre



KOOTH.COM/MOD is available to anyone in the world between the ages of 11 and 24 offering, safe, free, and anonymous online counselling with qualified counsellors, through a chat-based messaging service via drop-in or booked sessions.

Kooth has been commissioned by the MoD to support young people posted overseas as part of the military community. Therefore, you must go via this route ([kooth.com/mod](https://www.kooth.com/mod)) to be able to access Kooth from overseas.

Sign up via: www.kooth.com/mod

If you don't feel like you can talk to anyone else, talk to Kooth

Use our live chat to talk with one of our counsellors today, or ask our online community.

Sign up for free at [kooth.com/mod](https://www.kooth.com/mod)



DISCLAIMER:

Whilst the sites below provide useful information for young people, we can not verify whether they will be able to support overseas families via Text, Chat or the phone, as they may not have the correct safeguarding pathways in place.



THE MIX provides free, confidential support for young people under 25 via online, social, and mobile.

www.themix.org.uk



HEADSPACE offers online support to young people around understanding their feelings and emotions, as well as providing the young person with connections to other services which may meet their needs.

www.myheadspace.org.uk



MEETWO provides peer support, expert help, inbuilt educational and creative resources as well as in app links to UK charities and helplines.

www.mefirst.org.uk



YOUNG MINDS provide advice, support, and information around mental health to young people and their families.

www.youngminds.org.uk



MINDED is a free online education website designed to help adults identify and understand children and young people with mental health issues.

www.minded.org.uk

WHAT IS SSAFA CAMHS?

CAMHS stands for 'Child and Adolescent Mental Health Services'. We provide a specialist mental health service to children, young people and families that are entitled to healthcare within British Forces Cyprus (BFC).

SSAFA works in conjunction with British Forces Cyprus (BFC) Medical Centres and South London and Maudsley (SLAM) hospital. CAMHS supports children and young people in the community. We work in partnership with other BFC professionals to ensure that our young people are getting the support that they need.

OUR TEAMS

SSAFA CAMHS is made up of several professionals to support children, young people, and their families. These professionals include:

- **Visiting Psychiatrists**
- **Visiting CAMHS Clinical Advisor**
- **Mental Health Nurses**
- **CAMHS Service Lead**
- **Business Support Officer**

OTHER SERVICES:

- **Visiting Community Paediatrician**
- **Community Children's Nurses**
- **School Nurses**
- **Speech and Language Therapy**

- **Social Workers** - Not part of SSAFA CAMHS but available through British Forces Social Work.
- **Educational Psychologist** - Not part of SSAFA CAMHS but we work with them in the BFC schools.

Our senior management team work to ensure that our service is running as well as it can

TERMINOLOGY YOU MAY HEAR

When speaking to professionals you may hear some words or acronyms that are new or unclear, which can feel overwhelming. We aim to make our language as clear as possible. If you hear something that you do not understand please ask us to clarify. The below terms are commonly used within CAMHS to describe roles or processes.

CARE PATHWAY:

This is a way of organising your child's care and treatment, so they can access the treatment they need for the problems which are most bothering them. A care pathway helps to ensure that patient care has a clear and established route from beginning to end. The care pathway offers a framework from which individualised care can be organised and managed. Your child may be on one care pathway or more depending on their current needs.

CARE PLAN:

This is the individualised plan that will be put together to support your child with their mental health. We aim to identify whether specialist CAMHS, another service, or more than one service are best placed to help, identify what that help might look like, what the family or young person can do for themselves and consider risk. This is a collaborative process between the family and CAMHS, and your thoughts and ideas will be taken into consideration.

RISK ASSESSMENT:

This is a process whereby staff are gathering information to determine how safe a child or young person is. This will include information about what is supporting the young person to stay safe, as well as what might be contributing to any safety issues. It is an important part of our process to be able to best care for a young person and needs to be completed for every child. This might include gathering information about whether the young person is eating and sleeping enough, is attending school regularly, whether they are having thoughts of harming themselves or others as well as other information. Risk assessments will be updated regularly as part of your child's care.

SAFETY PLAN:

A safety plan will be completed if there are any known risks to the child or young person. It will include advice to the family about how to keep their child safe, information for the young person to help them stay safe, and information for both about how to get support if it is needed. This will be reviewed regularly as part of your care from CAMHS.

TIER ONE, TWO, THREE OR FOUR:

CAMHS services are organised through a tiered system, which is a framework for ensuring the availability of a wide range of services which can meet the mental health needs of children and young people in an area.

- **TIER ONE** refers to universal services, i.e., those commonly found in schools, such as emotional literacy support assistant, special educational needs coordinator and online resources i.e., Kooth.com/mod & Headspace.
- **TIER TWO** refers to more targeted services support children with less severe mental health needs i.e., School Nurses, Children's Community Nurses, and GPs.
- **TIER THREE** refers to specialist community CAMHS, which are multi-disciplinary teams of child and adolescent mental health professionals providing a range of interventions.
- **TIER FOUR** refers to highly specialist services such as inpatient wards, highly specialist outpatient teams and some crisis services.

Our teams aim to work together with clear referral routes across the tiers.

Please be aware the Tier 4 Services in British Forces Cyprus are limited.

A REFERRAL HAS BEEN MADE TO CAMHS, WHAT HAPPENS NOW?

When a referral is received by us, a multi-stage process begins to identify the correct type of support for each young person.

SCREENING

To begin, each referral is screened to identify the difficulties that the young person is experiencing. If more information is needed, a member of our SSAFA CAMHS team will contact the young person, family, or referrer for this information. If there are concerns about a young person's safety, our SSAFA team will conduct a risk assessment and provide the family with a safety plan over the telephone. The CAMHS Clinical Team will then decide how to prioritise which referrals need to be seen first.

At this stage, it may be that a referral is deemed not appropriate for CAMHS intervention. We understand this can be difficult for families and individuals. CAMHS provides support to children and young people with specialist mental health needs, so we may recommend another service if we feel your needs will be better met by them. We may recommend a period of 'watchful waiting' whereby the young person is monitored to see if their mental health improves. If this happens your GP will monitor your child's mental health and re-refer to us if needed.

If your child is offered an assessment, they will be added to a waiting list. We aim to see every young person within 20 working days. Urgent referrals will be assessed within 48 hours.

ASSESSMENT

The young person and their parent or carer will then be invited to an assessment. This may take place online or in person. An assessment within CAMHS is the process of gathering information. This is a collaborative process between CAMHS, the young person and the family. The assessing clinician will want to know what is currently going well, not going well, the family and school context and much more. Sharing so much information can feel overwhelming, but it will help the clinician to understand what is going on.

TREATMENT

Within CAMHS, we work together to offer treatment for young people according to their mental health needs and individual factors. We offer evidence-based treatment, meaning that the type of support your child is being offered has been researched and found to be the most effective support currently available for the kinds of difficulty your child is experiencing. Possible treatment options include:

PSYCHOEDUCATION:

The process of providing education and information about mental health to those seeking or receiving mental health services.

COGNITIVE BEHAVIOUR THERAPY (CBT):

A type of talking therapy that looks at the relationship between our feelings, our behaviours, and our thoughts.

DIALECTICAL BEHAVIOUR THERAPY (DBT):

A type of talking therapy. It's based on cognitive behavioral therapy (CBT), but it's specially adapted for people who feel emotions very intensely. The aim of DBT is to help you understand and accept your difficult feelings and learn skills to manage them.

PSYCHOTHERAPY:

Helps an individual to express their thoughts and feelings and explore what comes up when they do. This is a longer-term treatment that supports a young person to gain more insight into their feelings.

PARENTING CARER SUPPORT:

Aims to support families to be 'co-therapists'. This means that families can respond to their child in the best way for their emotional health and support their child to practice helpful techniques at home.

MEDICATION:

Medication can be offered to some young people depending on their needs. For young people particularly, another type of therapy is likely to be offered first according to evidence based guidelines. Please be advised this type of medication in BFC is ordered on a patient specific basis and takes up to 6 weeks to become available. In order to ensure ongoing prescriptions, you will need to ensure your child's physiological measurements for example your child's blood pressure, pulse, weight, height are completed and recorded to ensure that your child is as healthy as possible prior and during treatment. Not providing these could result in a delay in the provision of your child's medication.

Other types of support may be available

Progress will be carefully reviewed at agreed points during treatment by the CAMHS Clinical Team. It may be that another therapy is tried if one is not working. If you have any questions about your child's treatment, please do discuss these with your CAMHS Nurse.

DISCHARGE

Once treatment has come to an end, the young person will be assessed to see whether they are ready to be discharged. It is important to note that the young person may not feel completely better. They may be in the process of getting better and therefore, they may need independence to practice the skills learnt. They will have the tools that they need to continue to progress without targeted mental health support.

If your young person needs more support but is approaching 18 years old, CAMHS will support them to transition to an appropriate adult service.



PARTNERSHIPS

At SSAFA CAMHS, we work in partnership with other services to ensure that the young people we support are receiving the best possible care. Below you will find some information about some of the services that we regularly partner with.



HOME START

Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.

www.home-start.org.uk/forces-families



BRITISH FORCES SOCIAL WORK SERVICE

“Social work and community services are a support service to the British Forces Cyprus (BFC) community. We provide advice and guidance to individuals and families on a variety of issues such as emotional health and wellbeing, parenting, family or relationship issues, financial difficulties or victims of crime.”

www.forcessocialwork.com



VICTIM SUPPORT

“We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.”

www.victimsupport.org.uk



SOUTH LONDON AND MAUDSLEY (SLAM)

“We provide the widest range of NHS mental health services in the UK. We serve a local population of 1.3 million people in south London, as well as specialist services for children and adults across the UK and beyond.”

www.slam.nhs.uk

HOW WE WORK WITH PARENTS AND CARERS

We know that it can be tough to support a young person with a mental health need, and to know what to do to help them. At SSAFA CAMHS, we aim to work with the whole family to support a young person's health, and we also respect the young person's need for independence and privacy.

We usually ask parents or carers to come along to assessment and sometimes to join treatment appointments. Certain treatments will require more parental involvement than others.

Depending on your child's age, CAMHS professionals may ask your child whether they would like to have a parent or carer present. Sometimes children, particularly when they're older, can find it easier to talk openly about their mental health without a parent or carer present.

CAMHS staff can still offer guidance and support to a parent or carer if your child chooses to engage more independently. Your CAMHS Nurse will listen to any concerns or suggestions you may have and will offer advice about how to best support your child.

Sometimes children and young people are unable or reluctant to engage with assessment or treatment. This can be very difficult for parents and carers. Your child's CAMHS Nurse will try their best to help them feel comfortable to attend their appointments and will work with you to adapt the care plan as necessary.

MY / MY CHILD'S RIGHTS

PATIENT CONFIDENTIALITY

All the staff at SSAFA BFC have a duty to respect personal information and keep details of your child's care confidential. This means that we will not share any of your information with anyone who is not involved in their care and does not have an essential need to see it.

Staff are bound by law to keep your information confidential. This law is called the Data Protection Act 2018.

However, there may be some information which staff cannot keep confidential by law. This is usually information which tells us that your child or somebody else is at risk of harm. Staff may have to inform another agency such as the police or social care to investigate further to keep you safe. This is called 'disclosure'. Staff will let your child know if they feel it is necessary to disclose any of their personal information.

CAN OTHER PEOPLE SEE MY CHILD'S RECORD?

We may feel it would help your child if we can share relevant information with other professionals involved in their care. We will ask your / your child's permission before we do so.

You can request at any time that we do not share information about your child. Additionally, you can say which people or organisations you don't want your child's information sent to. Staff will ask you and your child if there is anyone you know who you feel should not receive any of your information.

There may be circumstances when for legal reasons we cannot abide by your request. This trust is required by law to disclose information if:

- a serious crime has been committed.
- withholding information could endanger someone's life.
- a child or vulnerable adult is at potential risk.
- we are ordered to by a court of law.

In these circumstances we will only provide directly relevant information

CAN I SEE MY/MY CHILD'S RECORD?

Parents and carers can ask to see their child's records. Depending on your child's age we will talk with your child first to ask their permission. If a young person decided that they don't want their parents or carers to see their record, the clinician will consider if they are 'competent' to make such decision.

If you want to see your child's CAMHS record, you should in the first instance ask the CAMHS Nurse. You will also need to contact the Medical Centre Practice Manager and complete a request for information.

GET INVOLVED AND FEEDBACK

If you would like to raise any concerns, complaints, or compliments about any aspect of the service provided by SSAFA Community Health, please follow the link below:

www.ssafa.org.uk/get-help/ssafa-community-health-overseas/ssafa-cyprus-hub/complaints-and-feedback-form

For more information about the SSAFA Community Health within Cyprus, please look at the link below:

www.ssafa.org.uk/get-help/ssafa-community-health-overseas

SSAFA, the Armed Forces charity is a trusted source of support for serving personnel, veterans and their families in their time of need. Our teams of trained volunteers and employees provide practical, emotional and financial assistance to the Armed Forces community to enable them to thrive.

SSAFA understands that behind every uniform is a person. And we are here for that person and their family, any time they need us and in any way they need us.

NEED SUPPORT?

Our service provides practical and emotional support to regulars, reserves and their families. It is completely independent from the chain of command. To contact our team, visit your local SSAFA office or contact our single point of contact;

Call **00357 2596 3900**

Email **hqadmin.cyprus@ssafa.org.uk**

Find out more **ssafa.org.uk/get-help/ssafa-community-health-overseas**



Regulars | Reserves | Veterans | Families

ssafa.org.uk