

## Confidentiality

All our staff are required to abide by a code of conduct on confidentiality. We may share some information with other people such as GPs and social services employees. When considering who may see information, our staff use the following principles:

- **only** share information with those who **need to know** in order to provide good quality care
- share the **minimum information** necessary to ensure good quality care.

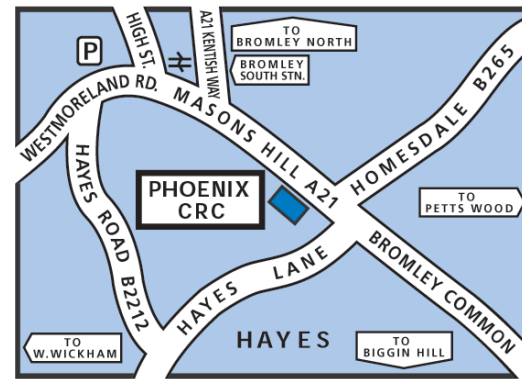
## Your opinion matters

We aim to be sensitive to issues of ethnicity, class, gender, sexual orientation and disability and encourage family members to help us understand how these affect them.

We are committed to working in partnership with referrers, service users and carers. We welcome any feedback or comments about our service. If you are unhappy with the service you receive you can discuss this with your case worker, or with the Patient Advice and Liaison Service (PALS). Tel: 0800 917 7159.

## How to find Bromley CAMHS

Tier 2  
Phoenix Children's Resource Centre (CRC)  
40 Masons Hill  
Bromley BR2 9JG  
Tel: 020 8466 9988



**If you have any queries about your child's referral please contact:**

Tier 3  
Bromley Child and Adolescent Mental Health Service  
2 Newman Road  
Bromley  
Kent BR1 1RJ  
Tel: 020 8315 4430



[www.CamhsCares.nhs.uk](http://www.CamhsCares.nhs.uk)



Information  
for parents  
and carers

*Introducing...*

# Bromley Child and adolescent mental health services CAMHS



Revised April 2011

improving lives

Oxleas **NHS**  
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## What do we do?

We provide an assessment and treatment service for children and young people (aged 0 – 18) where there are significant concerns about their behaviour or emotional wellbeing.

## What problems do we help with?

We can help with a number of emotional and behavioural difficulties that might be affecting a child or young person's life at home or at school. Examples are:

- anxiety problems
- behavioural problems
- depression
- self-harm
- trauma.

## What can we offer?

We are a specialist service so children and young people will generally be seen by other services first (eg health visitors, educational psychologists, school counsellors, behaviour support services, social workers, doctors). If we think that CAMHS is the right service to help a child we will offer an initial assessment appointment. At this appointment we meet with children and their parents/carers to find out about the things that are worrying them. At that first meeting we decide whether the child or young person needs our help. If they do, we might offer written information or practical advice. We may arrange some sessions with a member of the team who can help with the problem. In some cases we might meet with the person who made the referral to think about how we could help. Sometimes we refer onto other agencies and sometimes people do not need our service.

## Who is in the team?

The CAMHS team includes:

- child psychotherapists
- child psychiatrists
- clinical psychologists
- family therapists
- specialist nurses
- primary mental health workers
- social workers
- specialist adolescent workers
- substance misuse worker.

Children will be seen by the worker who would be best suited to help them with their problem.

### When will the appointment be?

When we receive referrals we prioritise them and emergencies are seen straight away. Everyone else is seen as soon as possible. The Department of Health says that no one should wait longer than 13 weeks for their first appointment.

### Where will the appointment be?

The appointment will normally be at CAMHS Tier 2, Phoenix Children's Resource Centre, 40 Masons Hill, Bromley BR2 9JG or Tier 3, 2 Newman Road, Bromley BR1 1RJ.

## Who can refer?

Children can be referred by their family doctor, health visitor, school, social worker, voluntary worker or any other professional working with them. We have an adolescent team who can see young people and offer treatment if they are experiencing serious mental health difficulties.

**Any questions**

We know that sometimes children worry about coming to see us because they get nervous about meeting new people and going to new places.

If your child has any questions or concerns about the appointment you may wish to write them below to remind you.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the paper.