

**Children and Young People's
Mental Health and Wellbeing**
Symptoms and Services Guide

This guide brings together information about the range of mental health conditions and the local and national services available to provide support to children, young people and families.

The mental health symptoms on pages 4 to 10 and the section entitled “Determining the right help for the young person” are the copyright of Oxleas NHS Foundation Trust 2017.

We have made every effort to ensure that the information included in this document is correct, however if you identify any inaccuracies or omissions please email childrens-commissioning@royalgreenwich.gov.uk.

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How to use this guide

This guide is a resource to support **professionals** working with children and young people to identify mental health symptoms and the range of services available to support children and young people with emotional wellbeing and mental health concerns.

This guide is divided into two main sections:

Mental Health Symptoms (pages six to 12) Developed by Oxleas NHS Foundation Trust, this identifies the range of mental health conditions and symptoms affecting children and young people. The symptoms in this section have been mapped against the four domains of the Thrive Model (Wolpert et al 2015).

Local and national services (pages 13 to 19) Lists the range of local and national services available to support children and young people mapped against the four domains of the Thrive Model. This guide also includes a glossary of key terms and a list of useful websites.

The Thrive Model

The Thrive Model aims to provide a clearer distinction between treatment and support, self-management and intervention. It builds on the Children and Young People’s Improving Access to Psychological Therapies programme’s (CYP-IAPT) focus on outcomes and the engagement of children and young people in designing services. *Copyright Wolpert et al 2015.*



Getting Advice: Signposting, self-management and one off contact for children, young people and families with mild or temporary difficulties.

Getting Help: Support for children, young people and families who would benefit from focused, evidence-based treatment, with clear aims, and criteria for assessing whether aims have been achieved.

Getting More Help: Support for children and young people requiring extensive long-term treatment which may include outpatient provision or inpatient care.

Risk Management and Crisis Support: Risk Management and crisis support for children and young people with severe and often long-term mental health needs.

Key: Minor = common difficulties which might affect most children/young people at some point in their development

Mental Health Symptoms



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Mood difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Low Mood Short term sadness, low self-esteem, worry and tiredness - often in response to a current stressor.	Mild depression Feeling low, sad and irritable. Worried about being worthless, blaming self, lack of hope, loss of interest in previously enjoyable activities and reduced appetite - but these symptoms don't prevent the child or young person from continuing with everyday life.	Moderate to severe depression Feeling low, sad, irritable, worthless, blaming self, having no hope, loss of interest in previously enjoyable activities, loss of appetite, social isolation, ideas of self-harm and fleeting suicidal ideation. These symptoms are interfering with functioning in life.	Severe, treatment resistant depression Persistent suicidal ideation/suicidal intent posing risks to life, not eating or drinking and may require inpatient treatment. Despite first line psychological and medical treatment for depression, the symptoms remain.
Fluctuating mood Ups and downs in mood that are more than one would expect in a young person.	Elevated mood An elevated mood that persists beyond environmental circumstances but is an isolated event. May be seen at the time as overconfident and disinhibited. Includes talking very fast, lack of sleep and risky behaviour.	Cycling Moods Two or more periods of elevated mood that persists beyond environmental circumstances, combined with periods of depressed mood. More extreme than would be expected based on developmental stage. Leading to some functional impairment, for example unable to attend school.	Bipolar disorder Periods of elevated mood and periods of depressed mood each persisting for several weeks at a time. During elated mood they could be overconfident, disinhibited, lack sleep, demonstrate pressure of speech, become easily irritable/agitated, and be with or without psychotic symptoms.
Fleeting unusual experiences	Hearing voices, seeing things that others can't see, feeling watched, feeling one has special powers - all of which do not cause significant distress and the experience is fleeting.	Unusual experiences Triggered by psychological difficulties such as stress, anxiety or low mood. Hearing voices, seeing things that others can't see, feeling paranoid and feeling one has special powers. These experiences are more persistent and they are causing distress.	At risk mental state, indicating emerging psychosis Unusual experiences including perceptual changes and suspicious/paranoid thinking /thought disorder. In conjunction with poor sleep, panic, mood changes, social withdrawal and isolation.

Anxiety difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Specific phobias: Unreasonable, irrational fears of a specific object or situation, for example. fear of flying or fear of dogs.		Severe specific phobias: Avoidance of the fear has become entrenched and is affecting everyday life.	
Mild to moderate agoraphobia: Anxiety and often panic attacks, in environments perceived as dangerous, uncomfortable or unsafe, for example wide open spaces or unfamiliar spaces.		Moderate agoraphobia: Avoidance of the fear is becoming increasingly difficult where the child or young person struggles to leave home and this is affecting everyday life.	Severe Agoraphobia Avoidance of the fear is entrenched and affects everyday life where the child or young person is unable to leave home.
Mild to moderate social phobia: Excessive fear of social situations where there is a fear of doing or saying something embarrassing or humiliating.		Moderate social phobia: Avoidance of social situations has severely disrupted social development.	Severe Social Phobia Major impairment to social functioning with complete avoidance of social situations.
Mild to moderate separation anxiety: Excessive fear and distress of being separated from home and/or primary attachment figures beyond normal development expectations.		Moderate/serious separation anxiety Avoidance of separation is causing development to be significantly hampered.	Severe separation anxiety Major impairment and disabling inability to separate requiring constant supervision.
Mild to moderate generalised anxiety: Excessive, uncontrollable and irrational worry and apprehension about the expectation of events or activities.		Moderate/significant generalised anxiety disorder Worry is excessive to the point it is affecting engaging in everyday normal functioning.	Severe generalised anxiety disorder Severe disabling anxiety where there is an inability to function requiring high levels of supervision.
Mild to moderate panic disorder: Recurring panic attacks (extreme anxiety symptoms) with an on-going fear of further attacks. Often considered to occur out of the blue.		Moderate/significant panic disorder The fear of further attacks is causing severe avoidance which is harmful to development.	Severe panic disorder Unable to function in most situations, requiring high levels of supervision.
Mild to moderate obsessions and /or compulsions Obsession - an unwanted and unpleasant thought, image or urge that repeatedly enters the mind and causes anxiety, disgust or unease. Compulsion - repetitive behaviour or mental act to temporarily relieve unpleasant feelings brought on by an obsessive thought.		Moderate/significant Obsessive Compulsive Disorder (OCD) (including harmful and treatment resistant) The obsessions or compulsions are causing serious problems in functioning in daily life.	Severe Obsessive Compulsive Disorder (OCD) Obsessions and compulsions are disabling and impacting on functioning in most situations.

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Mental Health Symptoms



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Adjustment difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Adjustment difficulties Struggling to cope and stress experienced as a result of an important life event, for example parents' divorce or bereavement.	Mild to moderate adjustment disorder An unusually strong or long lasting negative reaction to an upsetting change or event.	Severe adjustment disorder The reaction of the child to the event is so strong or long lasting it is causing severe impairment of functioning. Predominant features can include a brief or prolonged depressive reaction or disturbance of conduct or emotions.	Severe adjustment disorder Presenting with severe impairment of functioning along with severe disturbance of conduct/emotions along with significantly escalating risks of harm to self or others.
Adjustment difficulties Struggling to cope and stress experienced as a result of experiencing or witnessing a traumatic event(s), for example, a car accident, natural disaster, emergency medical treatment, abuse, or severe bullying.	Mild Post traumatic stress disorder (PTSD) PTSD symptoms: fear and anxiety, intrusive thoughts or images of the event including a sense of re-experiencing the event, avoidance of triggers related to the event, sleeping difficulties and nightmares of the event. These symptoms persist beyond the predicted reasonable period of time (approximately three months).	Moderate to severe Post traumatic stress disorder (PTSD) PTSD symptoms are persisting and resulting in moderate to severe impairment in functioning.	Severe Post traumatic stress disorder (PTSD) requiring in-patient treatment or residential care Prolonged exposure to multiple traumatic life events causing severe PTSD - a minority of cases may not respond to community treatment and require more intensive therapeutic treatment.

Physical symptoms with psychological basis and Somatoform disorders*

Mild psychosomatic symptoms in response to stress For example headaches, fatigue, difficulty breathing and pain (abdominal, chest, limb and back).	Mild somatoform disorder Psychosomatic symptoms.	Moderate to severe somatoform disorder (psychological disorder) Severe somatoform disorder that has become harmful, for example, conversion disorder where there is physical loss of function, such as use of limbs.	
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* Physical causation of symptoms is medically assessed and ruled out

Eating difficulties/disorders*

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Minor eating difficulties For example, persistent 'faddy eating', leading to restrictive diet or overeating issues.	Extreme faddy eating Where diet is extremely restricted and unbalanced. Psychological aspect associated with overeating, for example, linked to low self-concept and low mood. Psychological aspect to dieting that does not pose a risk to development but if untreated could develop towards eating disorder, for example, poor body image issues and low self esteem.	Symptoms of emerging eating disorder Bulimia Nervosa: Unrealistic ideas concerning body image. Starting to obsess about body weight. Binge eating followed by purging. Depressed mood Anorexia Nervosa: Intentional weight loss through various methods, for example, eating restriction, excessive exercise and purging. Body dysmorphia. Low self-esteem. Following assessment refer to Specialist Eating Disorders Unit.	Severe eating disorder that is a threat to life and may require inpatient care.

Sleep difficulties / disorders

Minor sleep difficulties For example, night terrors and insomnia.	Mild sleep disorders Difficulty concentrating Lack of energy Troubles in personal/professional relationships Changes in behaviour.	Moderate to severe sleep disorders Impacts on daily living and impairment on functioning, for example, lack of energy, difficulty concentrating, mood and behaviour disturbance- irritability, impulsive behaviours and depression.	Severe sleep disorders Impacts on functions of daily living. Depressive mood, impulsivity, risk to self/ others, decreased performance and isolation. Requires an intensive treatment package.
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Habit and impulse difficulties/disorders

Minor habits or impulses For example, hair pulling.	Mild to moderate habit and impulse disorders	Moderate to severe habit and impulse disorders	
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*NB: All CYP with eating disorders to be referred to SLaM

Key: Minor = common difficulties which might affect most children/young people at some point in their development

Mental Health Symptoms



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Personality difficulties/ disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
	Personality difficulties	Difficulties with emotional regulation; with some risky behaviour e.g. self-harm, absconding, and antisocial behaviour, difficulty in managing inter-personal relationships.	Emerging personality disorder with associated threat to life requiring inpatient care Extreme emotional dysregulation, feelings of emptiness, difficulty in managing inter-personal relationships, association with repeated risky self-harming behaviours, or repeated anti-social behaviours.

Aggression/ behavioural difficulties/conduct disorders

Anger/aggression issues Tantrums, oppositional and defiant behaviour	Mild to moderate conduct disorder and Oppositional defiance disorder	Severe conduct disorder, where there may be a risk of offending, removal from home Extreme oppositional behaviour, including aggression, destruction of property, cruelty to animals, fire-setting	Severe conduct disorder Youth Offending Team (YOT) involvement with serious risk of harm to others with co-morbid mental health problems, some cases may need input from an Adolescent Forensic mental health team.
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Gender issues

Gender identity questioning	Gender identity mild discomfort	Gender identity disorder (GID)	GID with risky self-harming behaviours and/or suicidal intent/plans, posing a risk to life
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Attachment difficulties/disorder

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Attachment difficulties Parent anxious about bonding experience/relationship with child with a few mild signs of insecure attachment (child struggling at times to take in care from the parent).	Attachment difficulties Child showing signs of rejecting connection to care giver and/or being overly controlling. Child also struggling to be soothed when distressed.	Severe attachment difficulties Child shows a severe lack of ability to form meaningful relationships with caregivers, presenting as either markedly unemotional or emotionally dysregulated.	Severe attachment difficulties/ attachment disorder presenting with severely impaired functioning along with significantly risky and harmful behaviours.

Self-harm/ self-injury

Mild Self-harm, first presentation Superficial scratching, cuts, biting and/or burning of skin not requiring any medical intervention.	Self-harm - mild to moderate Repeated episodes of cutting, burning, scratching, head banging and/or biting. A first presentation of overdose or poisoning without intention to end life. Behaviour that may endanger self or others and requires direct input.	Severe, persistent self-harm with associated risks Cutting, burning, scratching head banging, biting, poisoning or behaviour that is likely to endanger self or others	Self-harm presenting a risk to life Although there is little or no reported intention to end life, the self-harm is severe and does pose a serious risk to life.
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Suicidality

Fleeting suicidal thoughts	Mild suicidal thoughts may have made one impulsive attempt, low risk	Moderate suicidal thoughts without active intent.	Moderate to high risk suicide risk, requiring inpatient care for safety Persistent thoughts to end life may have current suicide plans and /or have made attempts.
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Substance misuse with mental health difficulties

Substance misuse	Substance misuse with mild to moderate mental health difficulties	Substance misuse with moderate to severe mental health disorders	Substance misuse with comorbid complex mental health difficulties and/or psychosis increasing risks to self/others
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Mental Health Symptoms



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Neuro-developmental difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
Social communication and peer relationship difficulties	Autistic Spectrum Disorder (ASD) with mild to moderate mental health symptoms	Autistic Spectrum disorder (ASD) with complex, moderate to severe co-morbid mental health symptoms	
Attention, concentration and /or hyperactivity difficulties emerging	Attention deficit hyperactivity disorder (ADHD) - mild to severe with mild to moderate co-morbid mental health symptoms	Attention deficit hyperactivity disorder (ADHD) - with significant co-morbid mental health symptoms	
Mild Tics with minimal distress	Mild Tic disorder with associated mild mental health difficulties.	Tic disorder with associated moderate to severe mental health disorder	

Learning disability

Learning disability (mild to profound) with challenging behaviour and difficulties indicative of mental health problems.	Learning disability (mild to profound) with mild to moderate mental health difficulties or challenging behaviour which has not responded to previous interventions	Learning Disability (mild to profound) with moderate to severe mental health difficulties including challenging behaviour that has not responded to previous interventions.	Behaviours leading to risk of home placement breakdown or high risk to self or others
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Other conditions

Shy to talk in front of others	Mild to moderate elective mutism	Severe elective mutism	
Mild problematic embellishing/feigning physical or psychological symptoms.	Factitious disorder (and by proxy)		

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Getting Advice

This section lists the range of self-management and one off support available for children, young people and families with mild or temporary difficulties.

Name	Support	Contact Details
<i>Greenwich Services</i>		
HeadScape (Oxleas NHS Foundation Trust)	HeadScape has been designed for young people, by other young people to give them a trusted website to use for information, and to check how they feel. Uniquely, HeadScape offers young people the opportunity to independently undertake a mental health screening questionnaire, which when completed, provides individually tailored advice and information. Depending on the results, the site can offer young people living in Greenwich the option to self-refer directly into their local Children and Young People's Mental Health Service (CAMHS).	www.headscapegreenwich.co.uk
Kooth	Online counselling service for young people, provided by experienced counsellors.	www.kooth.com
Greenwich CAMHS - Service Level 1 (Oxleas NHS Foundation Trust)	Service Level 1 provides specialist evidence-based, outcomes-focused mental health service for children and young people aged 0-18 and their families in Greenwich; with the aim of improving the emotional wellbeing and mental health outcomes for young people via advice, support, consultation, evidence based interventions and integrated care pathways within and across services in Greenwich.	020 3260 5211 020 3331 4172 (fax) oxl-tr.childrenstherapies@nhs.net oxleas.nhs.uk/camhs
Greenwich Public Health Nursing Service and Oxleas NHS Foundation Trust	An Integrated service from 0-19 yrs, offering health visiting, school nursing, looked-after children nursing, family nurse partnership and youth offending nursing. Provision of a range of support including emotional wellbeing support from school nurses and health visitors.	020 8836 8621 www.oxleas.nhs.uk
The Point	Offers support in a range of areas including: education, careers advice, training, drug and alcohol, housing and sexual health services for young people aged 16 to 19.	020 8921 8224 Drop in 9am - 5pm Monday to Friday

Name	Support	Contact Details
Young Greenwich Charlton Athletic Community Trust	Youth activities run from youth hubs and venues across the Royal Borough of Greenwich, from early intervention schemes, young people are signposted into positive activities, and provided exit routes into recreational and structured activities.	020 8859 8880 www.young-greenwich.org.uk
Greenwich Children's Centres	Services for families with children aged 0-5. This includes: early learning health and wellbeing, support for childminders, family support advice on parenting, antenatal advice, stop smoking advice, breast feeding, health and career advice and links to the Jobcentre.	www.royalgreenwich.gov.uk/childrenscentres
Early Help Connect (Royal Borough of Greenwich)	Support for children, young people and families needing some additional support or extra help to improve education, parenting or behaviour, or to meet health needs.	020 8921 6921
<i>Regional/National Services</i>		
NHS Go	NHS website and app for early learning health and wellbeing, provides reliable up to date information for teenagers and young adults to access on health topics and trusted NHS sources.	www.nhs.go.uk
The Mix	Free and confidential multi-channel support, which is offered online, via phone, by email, peer to peer and through counselling services.	www.themix.org.uk 080 8808 4994
Samaritans	Samaritans offers confidential telephone counselling service aimed at providing emotional support, to anyone in emotional distress, struggling to cope or at risk of suicide.	116 123 (UK) jo@samaritans.org www.samaritans.org
Childline	Childline is a free 24-hour confidential telephone counselling service for any child and young person, up until their 19th Birthday, with a problem in the United Kingdom. Provided by the NSPCC.	0800 1111 www.childline.org.uk
Young Minds	Charity committed to improving the emotional wellbeing and mental health of children and young people. Young Minds provides advice for children, young people and parents around mental health.	0808 802 5544 ymentquiries@youngminds.org.uk www.youngminds.org.uk
FRANK	FRANK is a national drug education service which offers confidential information and advice for anyone concerned about drug or solvent misuse.	0300 123 6600 (Text 2111) www.talktofrank.com
NHS Choices	Service for young women, aged 14 to 19 years old, providing counselling, therapy, mentoring and activities.	www.nhs.uk
Rosebud Centre		rosebudcentre.org 020 8001 1782 07956 427194
Big White Wall	An online mental health and wellbeing service for people over 16, offering self-help programmes, creative outlets and a community that cares when you're dealing with everyday stressors or major life events.	www.bigwhitewall.com www.bigwhitewall.co.uk
Good Thinking	Online resource providing access to advice and tools, aimed at improving the health and wellbeing of Londoners.	www.good-thinking.uk

Getting Help

This section list the support available for children and young people and families who would benefit from more intensive support.

Name	Support	Contact Details
<i>Greenwich Services</i>		
Greenwich CAMHS - Service Level 1 (Oxleas NHS Foundation Trust)	Evidence-based, outcomes-focused mental health service for children and young people aged 0-18 and their families in Greenwich.	020 3260 5211 020 3331 4172 (fax) oxl-tr.childrenstherapies@nhs.net oxleas.nhs.uk/camhs
Kooth	Online counselling service for young people, provided by experienced counsellors.	Monday to Friday, 12pm to 10pm Saturday to Sunday, 6pm to 10pm www.kooth.com
Educational Psychology Service (Royal Borough of Greenwich)	Provision of consultation, training and education psychology support to Royal Greenwich schools. Also assisting with autistic learning and behaviour difficulties, early years' cognitive behaviour approach and school and workplace needs.	020 8921 4818 michael.sutoris@royalgreenwich.gov.uk
Deborah Ubee	A counselling and support service for Greenwich residents which promotes the value of emotional health and well-being by offering therapeutic services to all, irrespective of the ability to pay. They offer a range of therapies and holistic treatments, support and training to placement counsellors and continuing professional development to practitioners.	020 8305 6460 reception@thedeborahubetrust.org.uk www.thedeborahubetrust.org.uk
The Point	Offers support in a range of areas including: education, careers advice, training, drug and alcohol, housing and sexual health services for young people aged 16 to 19.	020 8921 8224 Drop in 9am - 5pm Monday to Friday

Name	Support	Contact Details
Greenwich Time to Talk (Oxleas NHS Foundation Trust)	Time to Talk provides counselling services for people aged 17 and above living in the borough of Greenwich with common concerns such as anxiety or depression.	020 3260 1100 greenwichtimetotalk@oxleas.nhs.uk www.oxleas.nhs.uk/services/service/greenwich-time-to-talk
Metro	Counselling and peer support for young people (up to age 25) experiencing issues related to gender, sexuality, diversity or identity.	020 8305 5000 www.metrocentreonline.org
Greenlights Project - Mencap	Therapeutic support for children (0-17) with learning difficulties/learning disabilities and challenging behaviour. Greenlights run a monthly support group for families of children with Attention Deficit Hyperactivity Disorder. Understanding challenging behaviour and knowing how to manage it, Greenlights helps families with extra needs.	020 8305 2245 info@greenwichmencap.org.uk
The Outreach Counselling Service (Royal Borough of Greenwich)	This service supports the emotional and mental health of pupils. The support provided underpins academic achievement and facilitates the building and management of helpful relationships in the school environment. It is a confidential service that young people attend voluntarily.	Outreach Counselling Supervisor Direct Services to Schools Royal Borough of Greenwich Professional Development Centre 1 Waterdale Road London SE2 0XT 020 8921 4704 www.servicestoschools royalgreenwich.gov.uk
Royal Greenwich Outreach Learning Mentors	Providing 1:1 and group support for children and young people who experience a range of barriers to learning including bereavement and loss, low self-esteem, challenging behaviour, relationship difficulties, peer pressure, attendance and punctuality, bullying.	020 8921 5560 www.servicestoschools.royalgreenwich.gov.uk/services/behaviour-and-attendance
Early Help Core (Royal Borough of Greenwich)	Support for children, young people and families requiring intensive support to reduce and address multiple concerns and reduce the likelihood of problems escalating.	020 8921 6921
Safe Project (Imago)	A mental health awareness programme that aims to raise awareness of mental health by delivering workshops in schools and working with young people to provide peer support.	safe@imago.community 0300 111 1110
CACT - Street Violence Ruins Lives (SVRL)	Mentoring, emotional health and wellbeing support, for young people at risk.	paul.robinson@cact.org.uk 07958 526712
Synergy Theatre Project	Bespoke theatre productions and follow-up creative activity to promote awareness and behaviour change, and improve wellbeing of young people.	www.synergytheatreproject.co.uk 020 3668 6730

Name	Support	Contact Details
<i>Greenwich Services</i>		
With a Roar!	A peer to peer life skills training programme to tackle the root causes of problems faced by vulnerable care leavers, thus empowering them to go confidently into independent and healthier adult lives. Designed by care leavers, for care leavers, to reduce the risk of exclusion and homelessness, and improve resilience, mental health as well as signposting services.	www.witharoar.com 020 3198 5391
Big Red Bus Company: Baby Blues Choir	Community singing programme to support people with serious mental health problems function better in day-to-day life.	020 8854 8054 www.thebigredbusclub.com/baby_blues_choir
The Maypole Project: Enriching Families' Lives	Therapeutic support for children and young people with complex needs and disabilities.	www.themaypoleproject.co.uk/for-families/activities 01689 851596
MumsAid: YoungMumsAid Plus	Therapeutic support for teenage mothers and their babies	www.mums-aid.org/ info@mums-aid.org 07758 763908
South London Counselling Service: Shining Stars	Early help and intervention support, including counselling, positive activities, and mentoring support for children and young people experiencing low-level mental health issues. This includes problems such as stress, anxiety, loneliness, low mood, low self-esteem, depression and trauma.	020 8852 3400 www.slcservices.org
Welcare Greenwich: Child and Family Support Project	Improve the mental health of children aged 8-13 years, and their non-abusing parents, who have or are experiencing domestic abuse/violence (DV).	www.welcare.org 020 7820 7910
Her Centre and Deborah Ubee Trust	A child and young people-centred support and counselling service for children and families affected by domestic abuse.	020 3260 7715 info@hercentre.org www.hercentre.org
Freedom from torture	Working to improve the psychological wellbeing and social connectedness of 65 London-based children and young people who have suffered trauma from their experiences of torture overseas.	info@freedomfromtorture.org 020 7697 7835



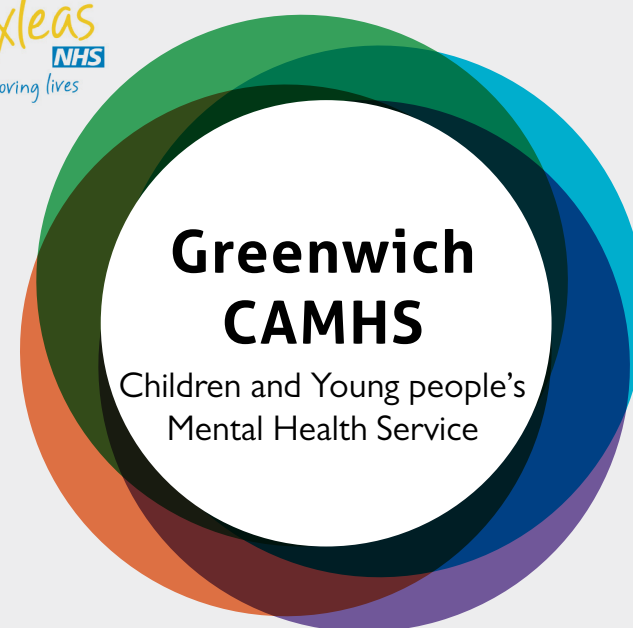
This section lists the support for children and young people requiring extensive long-term treatment, this may include inpatient care.

Name	Support	Contact Details
<i>Greenwich Services</i>		
Greenwich CAMHS Service Level 2 (Oxleas NHS Foundation Trust)	Provides specialist evidence-based, outcomes-focused mental health service for children and young people aged 0-18 and their families in Greenwich; with the aim of improving the emotional wellbeing and mental health outcomes for young people via advice, support, consultation, evidence based interventions and integrated care pathways within and across services in Greenwich.	020 3260 5211 020 3331 4172 (fax) oxl-tr.childrenstherapies@nhs.net oxleas.nhs.uk/camhs
Child and Adolescent Eating Disorder Service at South London and Maudsley	Outpatient and Intensive Day Treatment Programme (ITP) for children and young people in South East London.	020 3228 2545 www.maudsleycentre-cyp-eatingdisorders.co.uk
Tier 4 Mental Health Services	Specialised day and in-patient care for children and young people who require more intensive support. Commissioned by NHS England. Referral is via Greenwich CAMHS.	

Getting Risk Support

This section lists the risk management and crisis support available for children and young people with severe and often long-term mental health needs.

Name	Service	Contact Details
<i>Greenwich Services</i>		
Greenwich CAMHS Service Level 2 (Oxleas NHS Foundation Trust)	Specialist mental health professionals from the multi-disciplinary CAMHS team provide assessment, risk management and intensive support and interventions for young people who experience mental health crisis. These young people might include those who routinely go into crisis but are not able to make use of, or respond to the help and treatment offered. As these young people may be at risk to themselves or others, support is provided through close inter-agency collaboration.	020 3260 5211 020 3331 4172 (fax) oxl-tr.childrenstherapies@nhs.net oxleas.nhs.uk/camhs



Greenwich CAMHS is commissioned by Greenwich Clinical Commissioning Group and the Royal Borough of Greenwich to provide services across two levels - Service Level 1 and Service Level 2.

Service Level 1 provides:

- Prevention of mental health difficulties and promotion of resilience and emotional well-being.
- Early intervention for children and young people who present with mild to moderate level mental health symptoms, who, because of their circumstances are considered to be vulnerable to and from mental health problems¹. The majority of this service will be provided through the CAMHS clinical in-reach service and core offer to Children's Centres and schools.

Service Level 2 provides:

- Clinical interventions for children and young people with significant mental health difficulties which are indicative of a mental health condition and require outcomes focussed, evidence-based interventions

The quality of information in the referral and subsequent information gained via triage is a strong determinant with regard to the most appropriate service or care pathway to meet the child or young person's needs. Sometimes this is not clear until a full assessment is completed.

¹This group of children and young people includes learning disabled young people, young offenders, looked after children, those on the edge of care, homeless young people, those who are asylum seekers or; NEET, young people who have substance misuse issues, teenage mothers, children and young people at risk of sexual exploitation and those known to social care particularly when domestic violence is a contributing factor.

Determining the right help for the young person:

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To decide the most appropriate service/care pathway for every referral the following factors are considered:

1. Type, severity and frequency of mental health symptoms
2. Whether problems are enduring
3. Complexity and protective factors
4. Impact on functioning across settings

1. Mental Health Symptoms

The service follows closely the ICD-10 classification system and is provided in accordance with the National Specification for CAMHS.

2. Enduring problems

Consideration will be given to the length of time the child/young person has experienced difficulties, the circumstances in which they arose, whether they have completed previous interventions and their response to these.

3. Complexity Factors

When considering which intervention, care pathway or service would best meet the needs of a child or young person, complexity factors will also be taken into account. For example, if three or four complexity factors are present for a moderate mental health difficulty, it is most likely that Greenwich CAMHS Service Level 2 will be needed.

This is the list of complexity factors impacting on child mental health (identified by CYP-IAPT) and reviewed when considering the most appropriate service:

- **Parental health/mental health difficulties.**
- **Young carer.**
- **Experience of abuse.**
- **Experience of war.**
- **Child in need.**
- **Child protection plan.**
- **Looked after/adopted child.**
- **Looked after children.**
- **Refugee/Asylum seeker.**
- **Financial difficulties.**
- **Contact with youth justice system.**
- **Autistic Spectrum Disorder (ASD).**
- **Learning disability.**
- **Neurological problems.**

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When considering which intervention, care pathway or service would best meet the needs of a child or young person; complexity factors will also be taken into account. For example, if three or four complexity factors are present for a moderate mental health difficulty, it is most likely that Greenwich CAMHS Service Level 2 will be needed.

This is the list of complexity factors impacting on child mental health (identified by CYP-IAPT) and reviewed when considering the most appropriate service:

- **Parental health/mental health difficulties.**
- **Young carer.**
- **Experience of abuse.**
- **Experience of war.**
- **Child in need.**
- **Child protection plan.**
- **Looked after/adopted child.**
- **Looked after children.**
- **Refugee/Asylum seeker.**
- **Financial difficulties.**
- **Contact with youth justice system.**
- **Autistic Spectrum Disorder (ASD).**
- **Learning disability.**
- **Neurological problems.**

4. Impact on functioning across settings

It is also important to consider the impact of the child or young person's presenting difficulties on their functioning in order to determine the most appropriate service to meet needs.

The level of impairment is considered across four domains:

- A. Socialising with peers.**
- B. School performance.**
- C. Home life with family.**
- D. During leisure activities.**

The level of impact on functioning can be measured using the Children's Global Assessment Scale (CGAS). The more pervasive and severe the impairment in functioning, the more likely Greenwich CAMHS Service Level 2 would be the more appropriate level to meet their needs.

In addition, impact upon physical health. For example, from self-neglect, failure to eat or drink, and self-harm, is considered.

Children and Young People Greenwich CAMHS is not suitable for:

Information for referrers is available on the Oxleas NHS Foundation Trust website and in service literature.

Children and young people may not be eligible for the service because:

- They are aged over 18 years at the time of referral. CAMHS is not commissioned to accept referrals of these groups over 18 years.
- The referred problem may be best treated through an alternative service.
- A more clinically appropriate service has been commissioned from an alternative provider.
- Children in court proceedings, including where intervention is not advised under Home Office guidelines.
- Court assessments, unless specifically contracted.
- The service is not commissioned. For example, inpatient tier 4 healthcare, specialist tier 4 outpatient interventions and support for eating disorders. These are provided by SLAM and CAMHS will refer to this service.

Where referrers wish to dispute the decision to offer/not offer a service, communications should be directed to the CAMHS Operational Manager. Contact: 020 8260 5211 or oxl-tr.childrenstherapies@nhs.net

Individual Support Plans

All children and young people who are referred to the service will be provided with an Individual Support Plan, whether or not they are offered a clinical intervention.

The Support Plans are designed to provide evidence-informed advice relating to self-help and management of the young person's difficulties and signposting to alternative services, where this is clinically appropriate.

To contact Greenwich CAMHS:
Call 020 3260 5211

CAMHS Non Violent Resistance (NVR) Course

The programme aims to assist the parents and carers of children who are displaying challenging behaviours. The parents are guided through a set of core principles which are adaptable to many situations. This equips the parents with confidence and self-control and enables them to address these behaviours in an effective manner.

Referral is via Greenwich CAMHS
Call 020 3260 5211

Glossary Of Key Terms

Term	Definition
ADHD	A behavioural disorder that includes symptoms such as inattentiveness, hyperactivity and impulsiveness.
Agoraphobia	Extreme or irrational fear of open or public places.
Anorexia nervosa	An emotional disorder characterised by an obsessive desire to lose weight by refusing to eat.
Body dysmorphia	Body dysmorphic disorder (BDD) is a mental disorder characterised by an obsessive preoccupation that some aspect of one's own appearance is severely flawed and warrants exceptional measures to hide or fix it.
Bulimia nervosa	An emotional disorder characterised by a distorted body image and an obsessive desire to lose weight, in which bouts of extreme overeating are followed by fasting or self-induced vomiting or purging.
Co-morbid mental health problems	Describes two or more disorders or illnesses occurring in the same person. They can occur at the same time or one after the other.
Disinhibited	Displaying a lack of restraint manifested in disregard for social conventions, impulsivity, and poor risk assessment.
Elective mutism	An anxiety disorder in which a person who is normally capable of speech cannot speak in specific situations or to specific people.
Emotional dysregulation	Emotional dysregulation (ED) is a term used in the mental health community to refer to an emotional response that is poorly modulated, and does not fall within the conventionally accepted range of emotive response.
Encopresis	Encopresis is the medical term for a toilet-trained child (aged four or older) soiling their clothes.
Enuresis	Involuntary urination, especially by children at night.
Factitious disorder	Conditions in which a person deliberately and consciously acts as if he or she has a physical or mental illness when he or she is not really sick.
Faddy eating	Picky eating (also known as fussy, faddy or choosy eating) is usually classified as part of a spectrum of feeding difficulties. It is characterised by an unwillingness to eat familiar foods or to try new foods, as well as strong food preferences.

Term	Definition
Gender identity disorder	Gender dysphoria (formerly gender identity disorder). Strong persistent feelings of identification, with the opposite gender and discomfort with one's own assigned sex, resulting in significant distress or impairment.
Habit and impulse disorders	A class of psychiatric disorders characterised by impulsivity - failure to resist a temptation, urge or impulse that may harm oneself or others.
Insomnia	Habitual sleeplessness; inability to sleep at night.
Night terrors	Feelings of great fear experienced on suddenly waking in the night.
Obsessive Compulsive Disorder (OCD)	A mental disorder in which people have unwanted and repeated thoughts, feelings, ideas, sensations (obsessions), and behaviours that drive them to do something over and over (compulsions).
Panic attacks/ panic disorder	A sudden overwhelming feeling of acute and disabling anxiety.
Phobia	Extreme or irrational fear or dislike of a specified thing or group.
Post-traumatic stress disorder (PTSD)	A condition of persistent mental and emotional stress occurring as a result of injury or severe psychological shock, typically involving disturbance of sleep and constant vivid recall of the experience, with dulled responses to others and to the outside world.
Psychotic symptoms	Characterised by an impaired relationship with reality.
Psychosomatic symptoms	Psychosomatic disorders have definite physical symptoms but are thought to be caused by emotional or psychological factors. Anorexia nervosa is an example of a psychosomatic illness.
Self-harm	Deliberate injury to oneself, typically as a manifestation of a psychological or psychiatric disorder.
Somatoform disorder	A group of psychological disorders in which a patient experiences physical symptoms that are inconsistent with or cannot be fully explained by any underlying general medical or neurologic condition.
Suicidal intent	To have suicidal intent is to have suicide or deliberate self-killing as one's purpose.
Suicidal ideation	Suicidal ideation, are thoughts about how to kill oneself, which can range from a detailed plan to a fleeting consideration and does not include the final act of killing oneself.
Thought disorder	A disorder of cognitive organisation, characteristic of psychotic mental illness, in which thoughts and conversation appear illogical and lacking in sequence and may be delusional or bizarre in content.
Triggers	Triggers are external events or circumstances that may produce very uncomfortable emotional or psychiatric symptoms, such as anxiety, panic, discouragement, despair, or negative self-talk.

Useful Websites

Website	Description
Bullying	
Bullying UK part of Family Lives www.bullying.co.uk	Bullying UK supports children and parents which have had to deal with bullying. Including bullying in the work place. There are confidential helplines, parenting advice videos. Forums and parenting courses.
Kidscape Preventing bullying protecting lives www.kidscape.org.uk	Support and information regarding bullying. Their mission is to provide children, families carers and professionals with advice, training and practical tools to prevent bullying and protect young lives.
ASD/AUTISM/LD/ADHD	
Challenging Behaviour Foundation www.challengingbehaviour.org.uk	Providing information and support for families of children with severe learning difficulties.
St Michaels Associates www.stmichaelassociates.org.uk	For Black and Minority Ethnic (BME) families. An organisation working with parents and community managing young people at risk of educational failure and social exclusion, those with learning, behavioural and emotional difficulties.
The National Attention Deficit Disorder Information and Support Service. www.addiss.co.uk	Provide information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance, including parents, sufferers, teachers, and health professionals.
The Curly Hair Project www.thegirlwiththecurlyhair.co.uk	Asperger's syndrome. The curly hair project is a social enterprise based in the UK, which aims to help people with Autism Spectrum Disorders, and their loved ones. All work is based on personal and real life examples and experiences.
The National Autistic Society www.autism.org.uk	The National Autistic Society provides support and advice for autistic people and their families across the UK.
Parental Support	
Family Lives www.familylives.org.uk	Previously 'Parent Line', they respond when life becomes complicated and provide support around family breakdown, aggression in the home, bullying, risky behaviour and mental health concerns of both parents and children, through online forums and parent courses.
Single Parents www.onespace.org.uk	Website for single parents. Offering an online forum, courses, and information supporting anyone raising a child alone.
Parent Zone www.parentzone.org.uk	Parent Zone offers digital tips and information for wellbeing of children and parents around schools, healthy lifestyles and money.

Website	Description
PSG Supporting Parents www.psg.org.uk	Parent support group, offering a helpline and advice for when parenting becomes challenging.
Dad Info www.dad.info	Website supporting dads with articles and podcasts, supporting them through all aspects of family life.
MindED www.minded.org.uk	Module especially for families - parents and carers who are looking for advice and tips about children's mental health, alongside existing modules for professionals
My CAHMS Choices www.mycamhschoices.org	Website set up by young people who have experienced the Child and Adolescent Mental Health service (CAMHS). Explains what young people and families can expect when they visit CAMHS.
Specific Mental Health Conditions	
Anxiety UK www.anxietyuk.org.uk	Dealing with all different forms of anxiety and what leads to it. A support network offering advice for overcoming anxiety.
OCD-UK www.ocduk.org	OCD UK Vision is there to guide anyone who is affected by Obsessive Compulsive Disorder.
Depression Alliance www.depressoinalliance.org	Depression Alliance is a charity helping to bring people out of isolation and depression, and to bring people together who have experienced depression.
Selfharm UK www.selfharm.co.uk	National Self-Harm Network is dedicated to self-harm recovery and Support.
Beat Eating Disorders www.b-eat.co.uk	Charity supporting anyone affected by eating disorders, anorexia, bulimia or any other difficulties with food, weight and shape.
Diabetics with Eating Disorders www.dwed.org.uk	Diabetics with Eating Disorders offers support and information
Papyrus www.papyrus-uk.org	Suicide is something Papyrus takes seriously and wants to reach out and support people who have suicidal feelings.
General information and support	
Big White Wall www.bigwhitewall.com	Online mental health and wellbeing service offering self-help programmes, creative outlets and a community that cares for people over 16 when dealing with everyday stressors or major life events.
Listening Ears www.listeningears.org	Committed to reducing isolation, loneliness and depression by providing emotional and lifestyle support with empowerment to service users to achieve an improved health and enhanced quality of life. They listen with a non-judgemental approach, identify challenges and initiate change to achieve the ultimate goal of total well-being.

Website	Description
Mind www.mind.org.uk	MIND helps to support people with mental health issues.
MindED www.minded.org.uk (e-learning)	MindED is a free educational resource on children and young people's mental health for all adults.
Royal College of Psychiatrists www.rcpsych.ac.uk	Royal College of Psychiatrists has information, suggested reading and websites in the young people's section.
Time to Change www.time-to-change.org.uk	Time to Change tackles the stigma of mental health, working with schools and employers to end mental health discrimination.
Rethink Mental Illness www.rethink.org	Rethink challenges attitudes towards mental health, providing support, advice information and campaigning.
The Judith Trust www.judithtrust.org.uk	The Judith Trust is closing the gap for all those with learning difficulties and mental ill-health.
Respond www.respond.org.uk	Psychotherapy support to lessen the effect of trauma and abuse for people with learning disabilities and their families.
Medicines Info	
HeadMeds www.headmeds.org.uk	HeadMeds is from Young Minds and is for young people to help make choices about medicines
Medicine for Children www.medicinesforchildren.org.uk	Practical advice about giving medicines to your children. They provide leaflets explaining conditions, and types of health care services and practitioners.

This guide brings together information about the range of mental health conditions and the local and national services available to provide support to children, young people and families.

The mental health symptoms on pages 4 to 10 and the section entitled "Determining the right help for the young person" are the copyright of Oxleas NHS Foundation Trust 2017.

We have made every effort to ensure that the information included in this document is correct, however if you identify any inaccuracies or omissions please email

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