

Do I have a say?

As part of East Lancashire Hospitals NHS Trust, ELCAS works in partnership with you to ensure that your needs and views are always at the heart of what we do.

It is important to us that we hear what you think. This is so we can improve the service we offer you, but more importantly so that you can play an active role in the services and care that we offer you.

We will communicate with you in a way that suits you best and in a way that is clear and understandable. We will always treat you with dignity and respect.

If we get it wrong please tell us. This will help us improve things for you and other young people who use our service.

Patient Advice & Liaison Service (PALS)

Making a complaint or giving a compliment

If you, your family or carers have any concerns about the care you receive, please raise this with a member of the team, or ask to speak with a Team Co-ordinator. If you feel this has not been sorted out to your satisfaction, you can contact the Clinical Service Lead via reception who will work with you to resolve any issues or concerns that you may have.

If you still have concerns, the PALS service will work with you to ensure that any issues can be managed swiftly and effectively. You can contact the department via the Hospital switchboard number which is on the reverse of this leaflet and they will be happy to assist you. PALS are open Monday to Friday during office hours.

The team are always keen to receive feedback on any aspects of your care that you feel have gone particularly well, or any part of the service that you feel is really good.

There is a suggestion/feedback box in our team reception. Please feel free to use this to let us know what you like about our service and what you think we could do better or improve. We can't do everything that is suggested, but all your comments and suggestions will be read by the Clinical Service Lead and Clinical Director, and will form the basis of how we change and improve our service.

All your comments are important to us, no matter how small they may seem.

Contact Details

Referral to our service is through professional referral.
We don't take self-referrals.

If you feel as if you need help urgently, please talk to someone; a parent, carer, teacher, school nurse or your GP who can help you straight away.

Hospital Switchboard: 01254 263 555

Address

ELCAS
Area 3, Level 2 (Clinical)
Area 3, Level 3 (Admin)

Burnley General Hospital
Casterton Avenue
Burnley
BB10 2PQ

Safe | Personal | Effective

www.elht.nhs.uk

NHS

East Lancashire Hospitals
NHS Trust

What is ELCAS?

Information for
young people and families

Anxiety

ADHD

Self Harm

Depression

Hearing
Voices

East Lancashire Child & Adolescent Service
Child Psychiatry

Produced in collaboration with young people and staff from the ELCAS service.



Created by www.concept4.com (ref: 1355x-04/2019)

We are here to help...

ELCAS provides a mental health service for young people up to their 16th birthday, who may be experiencing a range of severe and complex difficulties with their mental health. This might include:

- Moderate to severe depression or low mood
- Feeling sad most of the time
- Feeling anxious and not able to cope
- Self harm such as overdoses and cutting
- Attention Deficit Hyperactivity Disorder ~ ADHD
- Autistic Spectrum Disorder - ASD
- Tourette Syndrome and Tic Disorders
- OCD
- Coping with life after a trauma / post traumatic stress
- Coping with bereavement where it affects your daily life and your ability to function

We work with children, young people and families from a variety of backgrounds. We aim to provide a culturally sensitive service and have access to interpreters when required.

Who will I see?

ELCAS employs staff from a wide variety of different backgrounds who work together in a therapeutic manner to ensure you get the most appropriate care for your needs. We work together to provide a multi-disciplinary team. Some of the staff you might meet include:

- Mental Health Practitioners
- Mental Health Nurses
- Child Psychiatrists
- Clinical Psychologists
- Social Workers
- Specialist Therapists

We also have a team of friendly admin staff who you are likely to speak to first if you ring.

How can I access ELCAS?

If you have concerns about your mental health, you feel you are not coping, or your parent/carer has concerns about you, you should make an appointment with your GP to discuss this. Your GP will then advise you if referral to ELCAS or another service is appropriate.

We will also accept referrals from schools and other health professionals, but we get the most referrals from GPs.

It can feel really scary to admit that you do not feel OK, but the important thing is that if you are worried you should talk to someone and tell them how you feel and what is bothering you. This could be a teacher, school counsellor, health visitor or your parents/carers.

What happens when I see you?

Once we have received a referral we will look at the information and decide whether you would be best seen by our service or another service such as Clinical Psychology.

We will then write to you asking you to telephone us to make an appointment for us to see you. We usually ask that you are accompanied by your parents or carers. This is called an initial assessment or screening appointment.

You are very welcome to bring other family members to this appointment as we will be gathering information about you and discussing with you whether we can meet your needs. If we all think that help from ELCAS would be appropriate for you, we will talk about who would be best to do this and appointments will be arranged with you. We will involve you in the planning of your care as well as decisions about discharging you from our service.

We use questionnaires and other rating scales to form part of our assessments, to understand your difficulties and to see whether we have been able to make a difference. We offer appointments in different locations which may include the hospital, health centres, GP practices, schools, children's centres or sometimes your home. We will work with you to see which suits you best - sometimes these options may be limited but we will explain why, depending on who you are seeing and why.

What about my Privacy?

Your confidentiality is very important to us. You have the right to expect that all information given to us in confidence will be kept and only used for the purpose it has been given.

Information about you and your family will not be shared without your permission other than in exceptional circumstances. This might be if we feel there is a significant risk or child protection or safeguarding issues.

If it is necessary to share information with other professionals gained in the course of our work, that information will be kept in strict confidence within agencies and only necessary information will be shared.

Anything we write down about you is kept in the ELCAS medical records of the young person who was referred. These records are kept separately to the rest of your child's hospital medical records. This means if you come for an appointment somewhere else in the hospital, those staff will not be able to see what is written in your child's ELCAS records. Your child's ELCAS records contains the notes we write when we meet with you and the letters we write about you. We usually write letters to whoever referred you and your GP and you are entitled to have knowledge of what we have written about you.

CONFIDENTIAL

Where can I be seen?

Your first appointment will usually be held at a hospital or health centre. You can then negotiate where the best place is for you to be seen and whether we can make that work. Some young people like to be seen in schools, others prefer not to be.

We will take into account where you live and what your preferences are, and work with you to find the best place. We sometimes work together with other agencies such as schools and children's social care, so we may sometimes ask you to come to premises that don't belong to the NHS ~ this might include schools, children's centres or local authority buildings.

We might sometimes arrange to see you at home and sometimes we might ask you to come to the Hospital for appointments.