

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 issues of your care that you feel have gone particularly well, or any aspect 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 the Youth Offending Team only.

The workers from the IMHT are not in the YOT all the time.

If you feel as if you need help urgently, please talk to your YOT worker who can help you straight away.

Hospital Switchboard: 01254 263 555

For most people it does not matter if their IMHT worker is male or female, but if this is a difficulty because of the nature of the problem please let your YOT worker or IMHT worker know so we can sort this out for you.

Safe | Personal | Effective

www.elht.nhs.uk

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East Lancashire Hospitals **NHS**
NHS Trust

What is IMHT?

Information for
young people

Anxiety

ADHD

Self Harm

Depression

YOT
Orders

Distressing
Thoughts

East Lancashire Child & Adolescent Service Child Psychiatry

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

We are here to help...

The Integrated Mental Health Team is provided by East Lancashire Hospitals NHS Trust, working alongside the YOT. We provide a mental health service for young people who have active YOT orders and who may be experiencing a range of issues from difficulties with emotions to severe and complex problems with their mental health. This might include:

- Moderate to severe depression or low mood
- Feeling sad most of the time
- Feeling anxious, worried and not able to cope
- Self harm such as overdoses and cutting
- Attention Deficit Hyperactivity Disorder ~ ADHD
- Autistic Spectrum Disorder - ASD
- Tourette's and Tics
- Obsessive compulsive disorders OCD
- Coping with after a trauma / post traumatic stress
- Coping with bereavement where it affects your daily life and your ability to function
- Severe Anger management problems

We work with 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?

You will initially meet with a member of the IMHT and for most people this will be the only member of staff from the mental health team that you will see.

Some young people might see other ELCAS team members for further assessment and treatment if needed. ELCAS is the Child and Adolescent Mental Health Team based at Burnley General Hospital.

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

How can I access IMHT?

If you feel you need help with any emotional issues, discuss this with your YOT worker and they will help you see an appropriate Mental Health Worker.

In some circumstances IMHT appointments can be counted as one of your YOT appointments.

What happens when I see you?

Once we have talked with your YOT worker we will look at the information and decide whether you would be best seen by our service and when we can see you.

We will then make an appointment for you, with your YOT worker to meet with us. 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 IMHT would be appropriate for you, we will talk about who would be best placed to do that 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 can offer appointments in different locations but much of our work is done in the YOT building. We will work with you to see what 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 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 ELCAS records.

Your ELCAS records contains the notes we write when we meet with you and the letters we write about you.

Where can I be seen?

CONFIDENTIAL

Your first appointment will usually be held at the YOT building. We can then negotiate where the best place is for you to be seen and whether we can make that work.

We will take into account where you live and what your preferences are, and work with you to find the best place. We work together closely with the YOT and 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 or the YOT.

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