

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

ELCAS Reception: **01282 804 806**

The Intensive Support Team is open between 8am and 4.30pm ~ once a place has been arranged for you, you will be given all the direct contact numbers and the name of your Care Co-ordinator.

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 the Intensive Support Team

and what do we do?

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: 13554_04/2019)

What is the Intensive Support Team?

The Intensive Support Team (IST) is a Specialist service which operates within the East Lancashire Child and Adolescent Service and is based at Burnley General Hospital.

We provide a joint agency/multi disciplinary service to enhance the social and psychological development of children and young people who are experiencing mental health difficulties.

The IST undertakes a variety of assessments and on-going treatments for children and young people where specialist input is required on a more frequent basis than the community team can provide.

Referral to the IST is from the Tier 3 ELCAS teams only.

Who will I see?

At the Intensive Support Team there are a variety of staff including:

- Extended Scope Practitioners
- Mental Health Practitioners
- Mental Health Support Practitioners
- Child & Adolescent Psychiatrists
- Clinical Psychologists
- Social Workers
- Specialist Therapists

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

We also sometimes have student nurses on placements with us.

What are the aims of the IST?

The aims of the Intensive Support Team are to:-

- Assess children & adolescents who are experiencing complex mental health disorders and difficulties.
- Promote positive mental health of children and adolescents.
- Treat children & adolescents in a therapeutic and individual manner.
- Provide a comprehensive, flexible service which is able to deal with a range of mental health problems.
- Meet the mental health needs of children and adolescents in collaboration with other agencies.
- Contribute to the development of prevention plans.
- Work towards integration back to school where appropriate and improve mental health outcomes.

What happens when I have been referred to the IST?

Once we have received a referral from the Community ELCAS team, we will look at the information and decide whether it would be appropriate for you to attend the IST.

We will then write to you inviting you to an Initial Assessment with our Consultant Psychiatrist and practitioners. We usually ask that you are accompanied by your parents or carers. The Initial Assessment aims to collect information in order to establish the best package of care available for you.

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 IST would be appropriate for you, you will be allocated a worker and we will involve you in the planning of your care.

Attendance at the unit is based on your needs and can range from sessional or part days to four days attendance, with flexibility to increase/decrease your attendance to meet your needs as these may change. The assessment process take approximately 6-8 weeks. If, after this assessment you need therapeutic work or on-going treatment this will continue after the assessment period. The treatment process may incorporate various interventions such as Individual, Family and Support Sessions, and Therapeutic Groups

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.

Will I receive Education?

CONFIDENTIAL

Yes, you will...

Continuing your education whilst with us is really important...

We have 2 Classrooms on site. Both Classrooms are resourced with internet linked computers. Prior to attendance, you are allocated a Key Teacher and Teaching Assistant. Their role is to liaise with your mainstream school and to access, co-ordinate and support your educational needs. This will also allow you to keep you in touch with what is happening in school, so you do not feel left behind or as if you do not know what is going on.

All the liaison with your school is done with your knowledge and we will include you in the decisions that are made.