



Northumbria Healthcare
NHS Foundation Trust

Welcome to Northumberland Primary Mental Health Work service

Information for young people

Issued by Northumbria Child Health

Introduction

Welcome to the Northumberland Primary Mental Health Work service. This leaflet aims to answer some of the common questions young people and their families ask when they have been referred to our team.

What is Northumberland Primary Mental Health Work service (PMHW)?

The PMHW team aims to provide an early intervention offer help to children, young people and their families who are experiencing mild to moderate emotional, behavioural, developmental, psychological or relationship difficulties. We see young people up to the age of 18 years who are referred by a range of health professionals. You can refer yourself by calling us direct and requesting a telephone consultation. Alternatively you can complete a self-referral form on our website here: www.northumbria.nhs.uk/our-services/childrens-services/primary-mental-health-work or via the Northumberland Early help HUB here: www.northumberland.gov.uk/Children/Family/Support.aspx. The team will work with you to decide the most appropriate person to help you.

PMHW is a children and young people's community service: our opening hours are Monday to Friday from 9am to 5pm.

Why do people come to the PMHW service?

Young people come to the PMHW team for a number of different reasons and where initial support, from either their school or school nurse has not resolved the issues. Here are some of the reasons young people come to the PMHW team:

- Anxiety including panic, social anxiety and phobias
- Habitual behaviours of an obsessive-compulsive nature
- Low mood and depression
- Managing emotions and anger
- Poor body image
- Self-harm
- Difficulty in adjusting to traumatic life events including parental separation, bereavement, loss and bullying
- Behavioural issues

What to expect

Once you've been referred to the PMHW service, and we have confirmed that we are the appropriate service, you'll receive a letter from us offering you an initial appointment.

The initial appointment is known as an assessment. Who you bring to the appointments is up to you; however, it's often helpful for your family or carers to be involved.

If you are under 16 years old you will need to bring someone who has parental responsibility for you. You will be given the opportunity to speak to staff on your own.

An assessment usually lasts around an hour. At the end of the assessment the clinician will discuss with you what they think may be the problem, and work with you to agree what the best way of helping may be. This might include signposting/referring to other, external agencies that are more appropriate, or to one of our specialist teams for further assessment or intervention.

Who works in the PMHW service?

You may meet several different kinds of staff in the service. All staff are trained in assessment of children and young people, and some staff have additional specialist training.

Administrators - are often the first people you will speak to if you call us. They manage all of the service's communication from letters to telephone calls and help to arrange appointments.

Educational mental health practitioners - the service also includes Educational Mental Health Practitioners, who work within school settings with children at risk of developing mild to moderate emotional, behavioural and psychological difficulties. They provide individual support to children and support and training to school staff.

Primary mental health workers - have specialist skills to support children and young people with moderate emotional, wellbeing and mental health problems. They work in partnership with children, young people and their families as well as other professionals to identify the appropriate service to meet their needs.

Trainees – The PMHW service provide training for trainee PMHWs and educational mental health practitioners. All trainees are supervised by a senior member of staff.

Peer mentor workers – PMHW support children and young people to become peer mentors. The aim of the programme is to provide peer support to develop confidence, positive wellbeing and help with friendship and schools issues

What types of treatment do we offer?

The types of treatment depends on the problem, however, some of our treatments include:

- Initial mental health assessment
- Individual and group-based support using the most effective treatment to meet your needs
- Referrals on to other services who provide additional support

Your rights

Ensuring you are aware of your rights is very important to us. Knowing about your rights can help you make an informed decision; this might include choices relating to:

Consent

Our staff will talk you through the assessment and treatment you will be offered and ensure you are in agreement with this.

Confidentiality

All of the staff will ensure your privacy is respected. Staff will discuss confidentiality to with you. Whatever you say to a member of staff will be confidential, unless they feel you or anybody else is at risk of being harmed. If this happens, your worker will always try to talk to you about it first.

How long will I wait for an appointment?

Once you've been referred to PMHW service, and we have confirmed that we are the appropriate service to support you, we will aim to see you within four weeks.

How often will I have appointments?

We may arrange a number of appointments over a period of time, depending on the level of support you may need. There are usually review appointments after a certain number of sessions, where both you and your worker give feedback about how the work is going and whether anything needs to change.

Sharing letters

Following our appointment, we will need to write a letter back to the person who referred you and your registered GP. You are entitled to receive any letters written about you, and you'll be asked whether you would like to receive these.

If it matters to you, it matters to us

Your views and suggestions are very important to us. Your comments, compliments or concerns about the care you receive help us improve our service. If you feel unsatisfied about the service you have received please speak to a member of the team, or you can contact the Patient Advice Liaison Service (PALS). PALS provide confidential information, advice and support to patients and their families and carers. They will listen to your concerns, suggestions or queries and help to sort out problems quickly on your behalf. You can contact PALS on 0800 032 0202.

Useful contact

Contact us Monday to Friday between 9am and 5pm at:

Ponteland Primary Care Centre

Mead

Ponteland

NE20 9SD

Telephone: 01661 864588

Email PMHW@northumbria-healthcare.nhs.uk

Signposting

You may be signposted to one of the following services:

The Northumberland Early help HUB

Provides a simple, single process for a full assessment of a child's strengths and needs, taking account of the role of parents, carers and environmental factors such as where you live and where you go to school.

Public health school nurse service

School nurses (sometimes known as public health school nurses) promote and protect the physical health and emotional wellbeing of children and young people who are school age.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust Children and Young People's Service

A service for children and young people aged 0-18 years who are having problems with their mental health.

Other sources of useful information

www.youngminds.org.uk

Young Minds promote child and adolescent mental health and mental health services. It is also involved in consultancy work, training, and producing information leaflets.

www.nhs.uk/conditions/stress-anxiety-depression

An information hub offering young people advice and help on mental health problems including depression, anxiety and stress.

www.autism.org.uk

The National Autistic Society is a charity providing information about autistic spectrum disorder and associated conditions.

www.familylives.org.uk

Family Lives is a support charity offering parenting and family support

Helpful apps

Available on Apple and Android devices

Calm Harm - Help to manage feelings of distress and urges of self-harm through distraction

Breathe2relax - Can help you learn to breathe deeply to help manage stress and anxiety

Panic Attack Aid - Designed to bring instant calming relief from panic and anxiety through breathing techniques, reassurance and distraction exercises

Mindshift - A multi-functional app, search inspiring quotes, plan how to cope with specific situations, explore coping strategies and use chill-out tools

Self-help websites

www.moodjuice.scot.nhs.uk

www.getselfhelp.co.uk

www.headspace.com

Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on 03 44 811 8118.

Other sources of information

NHS 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: 0800 032 0202

Text: 07815 500015

Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries 03 44 811 8111

www.northumbria.nhs.uk

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