



**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](mailto:childrens-commissioning@royalgreenwich.gov.uk).

## Contents

How to use this guide	3
Mental health symptoms	4
Local and national services	
- Getting Advice	11
- Getting Help	13
- Getting More Help	15
- Getting Risk Support	17
Greenwich CAMHS	18
Glossary of key terms	20
Useful websites	22

## 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 2 main sections:

**Mental Health Symptoms** (Pages 6 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

## Mood difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
<p><b>Low Mood</b> Short term sadness, low self-esteem, worry and tiredness - often in response to a current stressor.</p>	<p><b>Mild depression</b> 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.</p>	<p><b>Moderate to severe depression</b> 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.</p>	<p><b>Severe, treatment resistant depression</b> 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.</p>
<p><b>Fluctuating mood</b> Ups and downs in mood that are more than one would expect in a young person.</p>	<p><b>Elevated mood</b> An elevated mood that persists beyond environmental circumstances but is an isolated event. May be seen at the time as overconfident, disinhibited, and talking very fast, lack of sleep and risky behaviour.</p>	<p><b>Cycling Moods</b> 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 e.g. unable to attend school.</p>	<p><b>Bipolar disorder</b> Periods of elevated mood and periods of depressed mood each persisting for several weeks at a time. During elated mood - overconfident, disinhibited, lack of sleep, pressure of speech, easily irritable/agitated, with or without psychotic symptoms.</p>
<p><b>Fleeting unusual experiences</b></p>	<p>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.</p>	<p><b>Unusual experiences</b> Triggered by psychological difficulties such as stress, anxiety or low mood. Hearing voices, seeing things that others can't see, feeling paranoid, feeling one has special powers and these experiences are more persistent and they are causing distress.</p>	<p><b>At risk mental state, indicating emerging psychosis</b> Unusual experiences including perceptual changes and suspicious/paranoid thinking /thought disorder- in conjunction with poor sleep, panic, mood changes, social withdrawal and isolation.</p>

4

## Anxiety difficulties/disorders

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

5

## Adjustment difficulties/disorders

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
<b>Adjustment difficulties</b> Struggling to cope and stress experienced as a result of an important life event e.g. parents' divorce or bereavement.	<b>Mild to moderate adjustment disorder</b> An unusually strong or long lasting negative reaction to an upsetting change or event.	<b>Severe adjustment disorder</b> 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.	<b>Severe adjustment disorder</b> Presenting with severe impairment of functioning along with severe disturbance of conduct/emotions along with significantly escalating risks of harm to self or others.
<b>Adjustment difficulties</b> Struggling to cope and stress experienced as a result of experiencing or witnessing a traumatic event(s) e.g. car accident, natural disaster, emergency medical treatment, abuse, severe bullying.	<b>Mild Post traumatic stress disorder (PTSD)</b> 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 3 months).	<b>Moderate to severe Post traumatic stress disorder (PTSD)</b> PTSD symptoms are persisting and resulting in moderate to severe impairment in functioning.	<b>Severe Post traumatic stress disorder (PTSD) requiring in-patient treatment or residential care</b> 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\*

<b>Mild psychosomatic symptoms in response to stress</b> E.g. headaches, fatigue, difficulty breathing, pain (abdominal, chest, limb, back).	<b>Mild somatoform disorder</b> Psychosomatic symptoms.	<b>Moderate to severe somatoform disorder (psychological disorder)</b> Severe enuresis/encopresis.	<b>Severe somatoform disorder</b> that has become harmful, e.g. conversion disorder where there is physical loss of function such as use of limbs.
Minor elimination difficulties.	Mild to moderate enuresis/encopresis.	Severe enuresis/encopresis.	

\* Physical causation of symptoms is medically assessed and ruled out



## Eating difficulties/disorders\*

Getting Advice	Getting Help	Getting More Help	Getting Risk Support
<b>Minor eating difficulties</b> E.g. persistent 'faddy eating' leading to restrictive diet or overeating issues.	<b>Extreme faddy eating</b> Where diet is extremely restricted and unbalanced. Psychological aspect associated with overeating e.g. 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 e.g. poor body image issues, low self esteem.	<b>Symptoms of emerging eating disorder Bulimia Nervosa:</b> Unrealistic ideas concerning body image. Starting to obsess about body weight. Binge eating followed by purging. Depressed mood <b>Anorexia Nervosa:</b> Intentional weight loss through various methods, e.g. eating restriction, excessive exercise, purging. Body dysmorphia. Low self esteem. Following assessment refer to Specialist Eating Disorders Unit.	<b>Severe eating disorder</b> that is a threat to life and may require inpatient care.

## Sleep difficulties / disorders

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

<b>Minor habits or impulses</b> E.g. hair pulling.	<b>Mild to moderate habit and impulse disorders</b>	<b>Moderate to severe habit and impulse disorders</b>	
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\*NB: All CYP with eating disorders to be referred to SLaM





## 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, burning of skin not requiring any medical intervention.	Self-harm - mild to moderate Repeated episodes of cutting, burning, scratching, head banging, 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, 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 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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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)	

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

# 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>		
<b>HeadScape (Oxleas NHS Foundation Trust)</b>	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).	<a href="http://www.headscapegreenwich.co.uk">www.headscapegreenwich.co.uk</a>
<b>Greenwich CAMHS - Service Level 1 (Oxleas NHS Foundation Trust)</b>	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 0203 331 4172 (fax) <a href="mailto:oxl-tr.childrenstherapies@nhs.net">oxl-tr.childrenstherapies@nhs.net</a> <a href="http://oxleas.nhs.uk/camhs">oxleas.nhs.uk/camhs</a>
<b>Greenwich Public Health Nursing Service and Oxleas NHS Foundation Trust</b>	An Integrated service from 0-19 yrs. Health Visiting, School Nursing, Looked After Children Nursing, Family Nurse Partnership and Youth Offending Nursing.	020 8836 8621 <a href="http://www.oxleas.nhs.uk">www.oxleas.nhs.uk</a>
<b>The Point</b>	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
<b>Young Greenwich</b> <i>Charlton Athletic Community Trust</i>	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.	0208 859 8880 <a href="http://www.young-greenwich.org.uk">www.young-greenwich.org.uk</a>
<b>Greenwich Children's Centres</b>	Services for families with children aged 0-5 this includes: Early learning health and wellbeing, support for child-minders, family support advice on parenting, antenatal advice, stop smoking advice, breast feeding, health and career advice and links to the job centre.	<a href="http://www.royalgreenwich.gov.uk/info/200076/pre-schools/249/services_available_at_childrens_centres">www.royalgreenwich.gov.uk/info/200076/pre-schools/249/services_available_at_childrens_centres</a>
<b>Early Help Connect (Royal Borough of Greenwich)</b>	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>		
<b>NHS Go</b>	NHS website and App 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.	<a href="http://www.nhs.go.uk">www.nhs.go.uk</a>
<b>Samaritans</b>	Samaritans offers confidential telephone counselling service aimed at providing emotional support, top anyone in emotional distress, struggling to cope or at risk of suicide.	116 123 (UK) <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> <a href="http://www.samaritans.org">www.samaritans.org</a>
<b>Childline</b>	Childline is a free 24hr confidential telephone counselling service for any child and young people up till 19th Birthday with a problem in the United Kingdom provided by the NSPCC.	0800 1111 <a href="http://www.childline.org.uk">www.childline.org.uk</a>
<b>Young Minds</b>	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 <a href="mailto:ymentquiries@youngminds.org.uk">ymentquiries@youngminds.org.uk</a> <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a>
<b>Frank</b>	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) <a href="http://www.talktofrank.com">www.talktofrank.com</a>
<b>NHS Choices</b>	The UK's biggest health website.	<a href="http://www.nhs.uk/">www.nhs.uk/</a>
<b>Rosebud Centre</b>	Service for young women aged 14 to 19 years old. Providing counselling, therapy, mentoring and activities.	<a href="http://rosebudcentre.org">rosebudcentre.org</a> 020 8001 1782 0795 6427 194
<b>South London Counselling Services (SLCS)</b>	A voluntary, non profit charitable company, established in December 2006, that provides impartial and confidential services in guidance and free therapeutic counselling services for children, young people and adults.	020 8852 3400 <a href="http://www.slcservices.org">www.slcservices.org</a>



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>		
<b>Greenwich CAMHS - Service Level 1 (Oxleas NHS Foundation Trust)</b>	Evidence-based, outcomes-focused mental health service for children and young people aged 0-18 and their families in Greenwich.	020 3260 5211 0203 331 4172 (fax) <a href="mailto:oxl-tr.childrenstherapies@nhs.net">oxl-tr.childrenstherapies@nhs.net</a> <a href="http://oxleas.nhs.uk/camhs">oxleas.nhs.uk/camhs</a>
<b>Educational Psychology Service (Royal Borough of Greenwich)</b>	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 <a href="mailto:michael.sutoris@royalgreenwich.gov.uk">michael.sutoris@royalgreenwich.gov.uk</a>
<b>Deborah Ubee</b>	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 <a href="mailto:reception@thedeborahubetrust.org.uk">reception@thedeborahubetrust.org.uk</a> <a href="http://www.thedeborahubetrust.org.uk">www.thedeborahubetrust.org.uk</a>
<b>The Point</b>	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
<b>Greenwich Time to Talk (Oxleas NHS Foundation Trust)</b>	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.	02032601100 <a href="mailto:greenwichtimetotalk@oxleas.nhs.uk">greenwichtimetotalk@oxleas.nhs.uk</a> <a href="http://www.oxleas.nhs.uk/services/service/greenwich-time-to-talk">www.oxleas.nhs.uk/services/service/greenwich-time-to-talk</a>



Name	Support	Contact Details
<b>Young Addaction - Greenwich</b>	Substance Misuse support for young people aged 10-19 (and 25 with a disability) Support relapse around alcohol misuse. Psychosocial intervention (tier 2 or 3 intervention) Open access or referral based service offering consultation service for professionals around young people's substance misuse.	020 8921 6907 <a href="http://www.addaction.org.uk/services/young-addaction-greenwich">www.addaction.org.uk/services/young-addaction-greenwich</a>
<b>Metro</b>	Counselling and peer support for young people (up to age 25) experiencing issues related to gender, sexuality, diversity or identity.	020 8305 5000 <a href="http://www.metrocentreonline.org">www.metrocentreonline.org</a>
<b>Greenlights Project - Mencap</b>	Therapeutic support to children (0-17) with learning difficulty/learning disabilities and challenging behaviour. They 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 <a href="mailto:info@greenwichmencap.org.uk">info@greenwichmencap.org.uk</a>
<b>Family Action Talking Point Plus</b>	Counselling service for children, young people and their families dealing with hardship, mental health problems, social isolation, learning disabilities, domestic abuse or substance misuse and alcohol problems.	020 8853 9065
<b>The Outreach Counselling Service (Royal Borough of Greenwich)</b>	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.	<b>Outreach Counselling Supervisor Direct Services to Schools Royal Borough of Greenwich Professional Development Centre</b> 1 Waterdale Road London SE2 0XT 020 8921 4704  <a href="http://www.servicestoschools.royalgreenwich.gov.uk/">www.servicestoschools.royalgreenwich.gov.uk/</a>
<b>Royal Greenwich Outreach Learning Mentors</b>	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 <a href="http://www.servicestoschools.royalgreenwich.gov.uk/services/behaviour-and-attendance">www.servicestoschools.royalgreenwich.gov.uk/services/behaviour-and-attendance</a>
<b>Early Help Core (Royal Borough of Greenwich)</b>	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



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

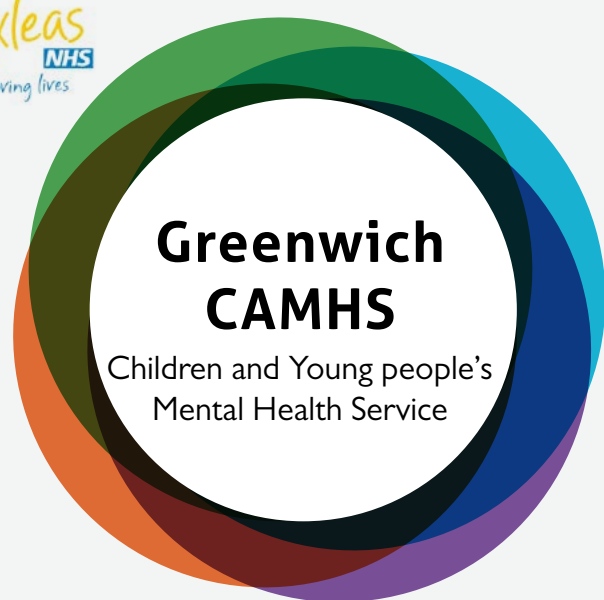
Name	Support	Contact Details
<i>Greenwich Services</i>		
<b>Greenwich CAMHS Service Level 2 (Oxleas NHS Foundation Trust)</b>	Provides specialist evidence-based, outcomes-focused mental health service for children and young people aged 0-18 and their families in Greenwich; with the aim of improving the 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 0203 331 4172 (fax) <a href="mailto:oxl-tr.childrenstherapies@nhs.net">oxl-tr.childrenstherapies@nhs.net</a> <a href="http://oxleas.nhs.uk/camhs">oxleas.nhs.uk/camhs</a>
<b>Child and Adolescent Eating Disorder Service at South London and Maudsley</b>	Outpatient and Intensive day Treatment Programme (ITP) for children and young people in South-East London.	0203 228 2545 <a href="http://www.maudsleycentre-cyp-eatingdisorders.co.uk/">www.maudsleycentre-cyp-eatingdisorders.co.uk/</a>
<b>Tier 4 Mental Health Services</b>	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>		
<b>Greenwich CAMHS Service Level 2 (Oxleas NHS Foundation Trust)</b>	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 0203 331 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 problems<sup>1</sup>. 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.

<sup>1</sup>This 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**

## 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, e.g. 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 e.g. inpatient tier 4 healthcare, specialist tier 4 outpatient interventions, 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](mailto: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
<b>ADHD</b>	A behavioural disorder that includes symptoms such as inattentiveness, hyperactivity and impulsiveness.
<b>Agoraphobia</b>	Extreme or irrational fear of open or public places.
<b>Anorexia nervosa</b>	An emotional disorder characterised by an obsessive desire to lose weight by refusing to eat.
<b>Body dysmorphia</b>	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.
<b>Bulimia nervosa</b>	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.
<b>Co-morbid mental health problems</b>	Describes two or more disorders or illnesses occurring in the same person. They can occur at the same time or one after the other.
<b>Disinhibited</b>	Displaying a lack of restraint manifested in disregard for social conventions, impulsivity, and poor risk assessment.
<b>Elective mutism</b>	An anxiety disorder in which a person who is normally capable of speech cannot speak in specific situations or to specific people.
<b>Emotional dysregulation</b>	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.
<b>Encopresis</b>	Encopresis is the medical term for a toilet-trained child (aged four or older) soiling their clothes.
<b>Enuresis</b>	Involuntary urination, especially by children at night.
<b>Factitious disorder</b>	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.
<b>Faddy eating</b>	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
<b>Gender identity disorder</b>	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.
<b>Habit and impulse disorders</b>	A class of psychiatric disorders characterised by impulsivity - failure to resist a temptation, urge or impulse that may harm oneself or others.
<b>Insomnia</b>	Habitual sleeplessness; inability to sleep at night.
<b>Night terrors</b>	Feelings of great fear experienced on suddenly waking in the night.
<b>Obsessive Compulsive Disorder (OCD)</b>	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).
<b>Panic attacks/ panic disorder</b>	A sudden overwhelming feeling of acute and disabling anxiety
<b>Phobia</b>	Extreme or irrational fear or dislike of a specified thing or group.
<b>Post-traumatic stress disorder (PTSD)</b>	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.
<b>Psychotic symptoms</b>	Characterised by an impaired relationship with reality.
<b>Psychosomatic symptoms</b>	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.
<b>Self-harm</b>	Deliberate injury to oneself, typically as a manifestation of a psychological or psychiatric disorder.
<b>Somatoform disorder</b>	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
<b>Suicidal intent</b>	To have suicidal intent is to have suicide or deliberate self-killing as one's purpose.
<b>Suicidal ideation</b>	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.
<b>Thought disorder</b>	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.
<b>Triggers</b>	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
<b>Bullying</b>	
<b>Bullying UK part of Family Lives</b> 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.
<b>Kidscape Preventing bullying protecting lives</b> 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.
<b>ASD/AUTISM/LD/ADHD</b>	
<b>Challenging Behaviour Foundation</b> www.challengingbehaviour.org.uk	Providing information and support for families of children with severe learning difficulties.
<b>St Michaels Associates</b> 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.
<b>The National Attention Deficit Disorder Information and Support Service.</b> www.addiss.co.uk	Provide information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance - parents sufferers teachers and health professionals.
<b>The Curly Hair Project</b> 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
<b>The National Autistic Society</b> www.autism.org.uk	National Autistic Society - Support and advice for autistic people and their families across the UK.
<b>Parental Support</b>	
<b>Family Lives</b> www.familylives.org.uk	Previously parent line - Respond when life becomes complicated and provides support around family breakdown, aggression in the home, bullying, risky behaviour and mental health concerns of both of both parents and children, online forums and parent courses.
<b>Single Parents</b> www.onespace.org.uk	Website for single parents - online forum, courses and information supporting anyone raising a child alone.
<b>Parent Zone</b> www.parentzone.org.uk	Parent Zone offering digital tips and information for wellbeing of children and parent around schools, healthy lifestyles and money.

Website	Description
<b>PSG Supporting Parents</b> www.psg.org.uk	Parent support group- helpline and advice for when parenting becomes challenging.
<b>Dad Info</b> www.dad.info	Website supporting dads with articles, podcasts supporting them through all aspects of family life.
<b>MindED</b> 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
<b>My CAHMS Choices</b> www.mycamhschoices.org	Website set up by young people who have experienced Child adolescent Mental Health service. (CAMHS). Explains what young people and families can expect when they visit CAMHS
<b>Specific Mental Health Conditions</b>	
<b>Anxiety UK</b> www.anxietyuk.org.uk	Dealing with all different forms of anxiety and what leads to it, a support network offering advice for overcoming anxiety.
<b>OCD-UK</b> www.ocduk.org	OCD UK Vision is to guide anyone who is affected by Obsessive Compulsive Disorder.
<b>Depression Alliance</b> 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.
<b>Selfharm UK</b> www.selfharm.co.uk	National Self-Harm Network dedicated to self-harm recovery and support
<b>Beat Eating Disorders</b> www.b-eat.co.uk	Charity supporting anyone affected by eating disorders, anorexia, bulimia or any other difficulties with food, weight and shape.
<b>Diabetics with Eating Disorders</b> www.dwed.org.uk	Diabetics with eating disorders - support information
<b>Papyrus</b> www.papyrus-uk.org	Suicide UK Suicide is something Papyrus takes seriously and wants to reach out and support people who have suicidal feelings.
<b>General information and support</b>	
<b>Big White Wall</b> www.bigwhitewall.com	16+ online mental health and wellbeing service offering self-help programmes, creative outlets and a community that cares. When you're dealing with everyday stressors or major life events.
<b>Listening Ears</b> www.listeningears.org	Committed to reducing isolation, loneliness and depression by providing emotional and lifestyle support with empowerment to our 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.
<b>Mind</b> www.mind.org.uk	MIND helps to support people with mental health issues

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