



A guide to...

Mental Health

Presentations to CED

Patient Information

Children's Emergency Department (CED)
Watford General Hospital



You have attended today because there are concerns around your mental health.

You have been triaged by one of our nursing staff; this process allows us to undertake an initial assessment of you at this time and identify any immediate concerns to your health or your safety. If we have identified that any investigations need to be carried out, eg, blood tests or ECG, these will be done during your visit to our department or arranged as outpatient follow up. You may be required to see an emergency department (ED) clinician prior to any referrals being made to the crisis team if we have found you have a medical need.

We usually have access to our CAMHS Crisis and Assessment Team (CCAT) 24 hours a day. This is not an exhaustive team and they cover a large area of Hertfordshire; this means that there is often a long wait to be seen by them. Once we have made the referral to them, they are usually able to offer us a rough idea of when they expect to attend — this is subject to change if an emergency arises.

Following your assessment by the CCAT practitioner, you will either be discharged for follow up in the community, or admitted to our inpatient ward (Starfish Ward) for review the following working day. Depending on your level of risk, you may have a registered mental health professional allocated to supervise you. They will be expected to supervise you at ALL times, including when using the toilet.

CAMHS (Child & Adolescent Mental Health Service)

CAMHS is used as a term for all services that work with children and young people who have difficulties with their emotional or behavioural wellbeing.

Growing up is not always easy and children and young people may need help with a wide range of issues at different points in their lives. Parents and carers may also need help and advice to deal with behavioural or other problems their child is experiencing.

CAMHS can help you if:

- You feel sad or like you don't want to be here any more
- Have problems with your family, friends or at school
- Hurt yourself or feel like you want to hurt yourself

- Feel anxious and scared
- Have problems with eating and food
- Have trouble talking or sleeping
- Hear voices or see things that aren't physically there
- Feel angry or are struggling to control your anger
- Find it hard to concentrate or get on with friends
- Have to check or repeat things, or worry about germs
- Don't like yourself or have low self confidence.

PALMS (Positive behaviour, Autism, Learning disability & Mental health Service)

This team works to provide a specialist multi-disciplinary approach to children and young people aged 0-19 who have global learning disability, and /or autistic spectrum disorder and their families. They are a family led service working to understand and support the significant impact of challenges experienced by families of children and young people with these diagnoses.

Referrals — All children and young people who are referred to CAHMS or PALMS will also be referred to Children's Services. This enables essential information sharing across relevant teams which enhances support that can be offered.

NEED HELP URGENTLY AFTER DISCHARGE?

If you are already in contact with CAMHS and need help during working hours (9am-5pm) please contact your care coordinator. If they are unavailable, ask for the duty worker.

Any Hertfordshire resident, and out of hours for those who have a named CAMHS contact, can call the Single Point of Access (SPA) 24/7 Mental Health Helpline on 0800 6444 101

Alternatively

- For emergencies (including mental health emergencies), call 999 and ask for an ambulance
- NHS 111 and select option 2 for mental health services
- See your GP
- Attend your local emergency department

OTHER SUPPORT

- Call the **Samaritans** on 116 123
- Text SHOUT to 85258
- **Young Minds**—Text YM to 85258, this is a 24/7 text service. Access their internet on <http://www.youngminds.org.uk>
- Parents can email Young Minds at parents@youngminds.org.uk and they will aim to respond to all queries within three working days.
- **Childline**—provides confidential telephone counselling service for any child. It comforts, advises and protects. Call **0800 1111**, 24/7 365 days a year. You can also access their confidential online chat through <https://www.childline.org.uk/>
- <http://www.hpftcamhs.org.uk/>
- <http://www.kooth.com/>—your online mental wellbeing community
- <http://www.themix.org.uk/> - UK's leading support service for young people. Help with any challenge being faced from mental health to money, homelessness to finding a job, break ups to drugs.

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email **westherts.pals@nhs.uk**



Author	Sian Edwards
Department	Children's Emergency Department
Ratified / Review Date	January 2025 / January 2028
ID Number	40/2376/V1

