

CAMHS Service Team 7th November
CAMHS Parents and Carers Advisory Group
key priority areas.

1. Information

- Need accessible information about the CAMHS service available to parents and families e.g. within school, at GP surgeries etc.
- Provide clear Information about what to expect, what will happen, what the processes are, when reviews will occur? Be open about what sessions are going to entail and why.
- Information about the rights of the parent – what do they have the right to know e.g. Confidentiality.
- Parents should be given appropriate information to understand the diagnosis.
- Information about other parents experiences etc. – Self Help Kit.

2. Support whilst on waiting lists:

- Contact e.g. phone call, letter.
- Parent Buddy System
- Parent Forum on website.
- Create a self help kit that parents receive when on the waiting list.
 1. Info on benefits,
 2. Book list on mental health difficulties.
 3. Top tips and laminated cards
 4. Tools and approaches to use.
 5. Case studies from other parents
 6. Information on behaviours and child development.
 7. Helpline numbers and other support organisations
 8. Parent and young people groups and forums.

Self Help Kit to be available with other info on the website.

3. Support when using service:

- To have the opportunity to talk to other parents who have been through a similar situation e.g.
 - ✓ Buddy System,
 - ✓ Database of parents who have given consent to be contacted to share their experiences.
 - ✓ Workers to pass on case studies of other parents.
 - ✓ Invite parents to group meetings where CAMHS know their child/ young person has a specific problem.
- Self Help Support Groups
- To have clear and understandable complaints system.
- To be able to have option to change workers if there is a great need.
- Parents to be kept informed of how sessions are going.
- Parents and whole family to receive support as well as user. Ensure when it is support for the parent it focuses on them as there is a great need here.

4. Relationship building with CAMHS

- Need to have time to build relationships with staff and service in the beginning in order to feel confident with them, trust them and understand CAMHS way of working.
- More preadmission work to build relationships.

- Needs to be a service that offers support for both child, young person and family.
- Begin building relationship when family are on the waiting list.

5. CAMHS Practice

- All workers practice needs to be consistent. The service you receive should not depend on what worker you get.
- Judgement made on 10 minute assessment – Should see the child within the home and their real behaviour.
- Workers to put themselves in parent's shoes and empathise with their situation
- Should listen to parent's experiences more.
- Parents to create guidance on how to work with parents and their needs - for CAMHS workers and school staff.

6. Tier 3

- Parents feel the transfer to Tier 4 needed to happen sooner – diagnosis should be quicker.
- To have a say in the admission process to tier 4. (especially if parents feel there is a need to go there.)
- Some negative experience from parents when a high anxiety case. Workers to have increased support, monitoring and training in these cases.

7. Self esteem of parents.

- Parents to receive support not only the users.
- Parents need help identifying there is a problem even before they refer to CAMHS. How can CAMHS help with this work?
- Parents to not feel blamed, judged or it is their fault.
- Create tools that build parents self esteem e.g. diary planner, top tips, DVD
- Key messages to parents to not blame themselves. Look after parent's confidence.

8. Schools

- CAMHS to help schools understand about mental health difficulties, behaviours, tools and strategies.
- CAMHS to build closer relationships with schools and the education system.
- CAMHS to advocate for parents within schools multi agency meetings etc.
- Parents need to know their rights regarding schools responsibility with managing behaviour and providing SEN support.

9. Training

- Parents to convey key experiences and messages through CAMHS Tier 1 Training – Lydia Burfield.
- More parenting skills, training and tools should be offered to parents.

10. Transition

- Help with transition for users to adult services or ending with the service.
- CAMHS to suggest other groups, services or avenues user can access to ensure the user does not get lost and forgotten about.

11. Separated Parents

- Ensure separated parent is kept informed, receives letters and attends service.
- Separated parent should be involved from the beginning.

Objectives

Short Term

- Attendance at Participation Steering Group.
- Bring both parent groups together.
- Recruit more parents to the group.
- Design short and long term objectives.
- Name and brand the group
- Promote the group and send key motivational messages out to parents through Parents group newsletter and on the website etc.

And get involved in:

- Tier 1 CAMHS Training
- Work on self esteem tools and self help kit.
- Diane Brown to interview parents of Adolescents in order to set up a workshop on 'How to manage your adolescent'

Long Term

- Develop guidance for CAMHS workers on how to work with parents and their needs.
- Guidance for parents on what to expect from CAMHS, processes, ways of working and parents rights.
- Develop Buddy System
- Further links and training within schools?
- To receive further requests from CAMHS.
- Sustainability of the group?

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