

# Help us to make our service even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

## There are lots of ways you can give us feedback:

- You can talk to our Patient Advice and Liaison Service (PALS) by calling 0203 513 6150 (Monday - Friday 9.30am to 4.30pm) or emailing [pals@swlstg.nhs.uk](mailto:pals@swlstg.nhs.uk).
- You can complete our anonymous Feedback Live! Survey via this link: [feedback.swlstg.nhs.uk](https://feedback.swlstg.nhs.uk) or by the QR code below. The questions on the survey have been co-produced with service users, carers and staff and is a live system.
- You can make a compliment or share positive feedback about any aspect of our services by emailing [complimentsandpositiv@swlstg.nhs.uk](mailto:complimentsandpositiv@swlstg.nhs.uk)

 Collaborative

 Compassionate

 Consistent



# About South West London and St George's Mental Health NHS Trust

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health services. We serve a diverse community of people in the boroughs of Kingston, Merton, Richmond, Sutton and Wandsworth.

Equality, diversity and inclusion is at the heart of our Trust. This means we are determined to create an inclusive culture, that is actively anti-racist, where all our service users` experience fairness and equality of access, treatment and outcomes. We are proud to be one of the most diverse organisations in the NHS.

### Trust address:

South West London and St George's  
Mental Health NHS Trust  
Trinity Building  
Springfield University Hospital  
15 Springfield Drive  
London SW17 0YF

### Trust contact centre:

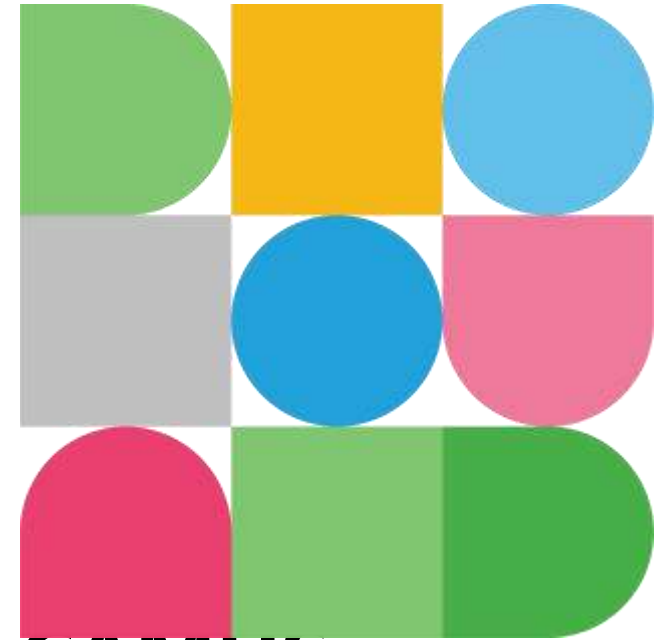
020 3513 5000

### Website:

[www.swlstg.nhs.uk](http://www.swlstg.nhs.uk)

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All information correct at time of publication



# CAMHS Emergency Care Service (CECS)

Information for young people  
and their families/carers

## Who we are

We are a team of specialist nurses and doctors who look after the mental health and wellbeing of young people up to the age of 18 who attend St George's, St Helier and Kingston hospitals' A&E departments.

We are an emergency service working with young people who are in crisis and with their families/carers.

As well as being in crisis, young people we meet are also often struggling with various problems such as:

- Low mood or anxiety
- School related stresses or bullying
- Difficulty in coping with strong emotions
- Loss of a friend or loved one
- Unusual experiences; seeing or hearing things which other people do not.
- Self harm - such as cutting or taking an overdose
- Family stresses

## What we do

We meet with young people to understand their current difficulties. We are interested in all aspects of a young person's life including school, home life and social life/friendships. We may also speak with other people who know the young person, such as family members, carers or school teachers.

We talk together about what the young person and family think needs to happen next and share our professional opinion and experience. We will then see young people for a follow up appointment outside of the acute hospital setting.

Alternatively, we might refer people on to other services such as counselling, youth clubs, therapy and social services support.

If a young person's difficulties are not urgent or an emergency, we will often ask the A&E staff or GP to make a referral to our partner CAMHS (child and adolescent mental health services).

If admitted to the hospital ward in a mental health crisis, you may be supervised closely by ward staff.

We discuss safety planning with you, which may involve close supervision by your parents/carers.

## What we don't do

Not all mental health difficulties can be resolved by an attendance to A&E. There may also be some difficulties or experiences which we are not the best service to support you with.

In these cases, we will help you to access appropriate support from other organisations, such as drug and alcohol or bereavement services, plus many others – please note they may have their own waiting lists.

Lots of things can impact on our mental health, some of which are beyond anyone's control.

## Confidentiality

The information young people speak to us about is kept in our clinical notes and shared with our colleagues in the service. Sometimes we might need to speak to other agencies to get more information but we will usually let you know.

We need to write to GPs about the assessment and outcome, but we can discuss what information should be shared with them and what should be kept private. Please note that where there are risks to anyone's safety we have a legal duty to share information to keep people safe.

