

EMERGENCY & DEVELOPING CRISIS CAMHS PROTOCOL

Aim

To provide guidance to general practitioners (GPs), other health professionals, school staff, counsellors, social workers and others, on what to do in the case of a Mental Health emergency or developing crisis for a child or young person, under the age of 18.

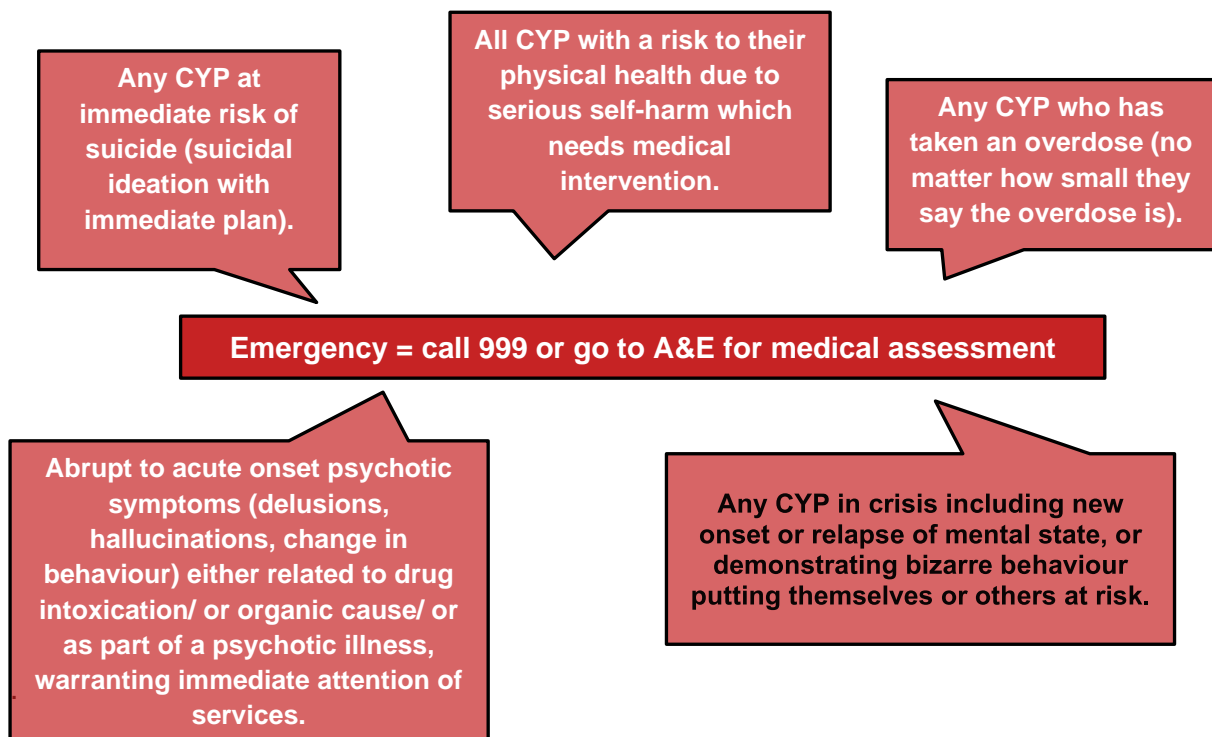
Principles:

- The needs of the child or young person, parents and carers come first
- There are no 'wrong doors'
- The new CAMHS Single Point of Access referrals team or the duty clinician will provide advice: telephone number **020 3228 7777**

Protocol

Duty Working Hours (Mon–Fri 9-5pm)

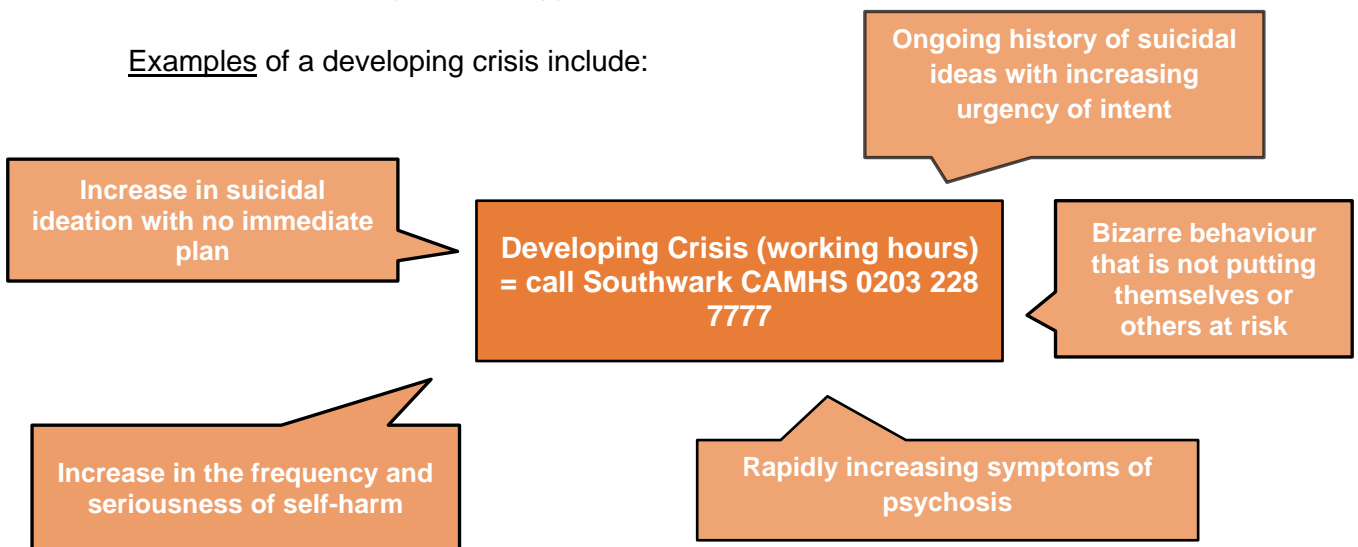
- In an **emergency** (when there is an immediate risk of suicide/ severe harm, or a young person took an overdose - no matter how small), or there is a risk to physical health due to serious self-harm: dial 999; or take the child or young person (CYP) straight to A & E. Examples of what might constitute an emergency include:



Southwark Child and Adolescent Mental Health Services (CAMHS)

- In a **developing crisis** during working hours, Mon – Fri, 9-5 pm, call Southwark CAMHS (0203 228 7777). For out of hours please see Out of Hours section. It is useful to explain who you are (GP, counsellor, SENCO, social worker etc) and ask to speak to a Duty Clinician. To help the Receptionist, please have to hand the following:
 - Child or Young Person's Name.
 - DOB (if known); or approximate age
 - Family's address and contact numbers
 - If 'known to CAMHS'. It helps to know this but is not essential.
 - GP's details (if known).
 - Your details (for follow-up).

Examples of a developing crisis include:



- You can also email CAMHS Southwark Referrals, CAMHS.SouthwarkReferrals@slam.nhs.uk; that will be picked-up by Reception and then passed to the Duty Clinician. This inbox is checked hourly.

If you're not getting a response please call Reception (0203 228 7777) and ask to speak to a manager.

Role of CAMHS Duty Clinician

The Duty Clinician will discuss the child/young person with you and advise on whether:

- The child/young person should be taken to A&E
- The child/young person should be seen urgently using our urgent appointments,
- The child/young person can be seen in Southwark CAMHS and if so, the timescale within which s/he will be seen.

Southwark Child and Adolescent Mental Health Services (CAMHS)

Depending on the situation, the Duty Clinician may need to gather information from you and then consult with colleagues before making a decision and advising you on next steps. If the duty clinician is busy when you call, they will call you back as soon as possible but within 90 minutes.

Out of Working Hours

Outside of working hours, in an emergency (when there is an immediate risk of suicide/ severe harm, an overdose has been taken, or there is a risk to physical health due to serious self-harm, Acute psychotic symptoms dial 999; or take the CYP straight to A & E where they can be assessed by the on-call psychiatrist.

In a developing crisis, the **CAMHS crisis line - 020 3228 5980** is available for parents, young people and professionals at the following times; weekdays 5pm to 11 pm and weekends from 9 am to 11 pm. CAMHS clinicians operate this.

Overnight call the SLaM Mental Health 24 hour support on 0800 731 2864

