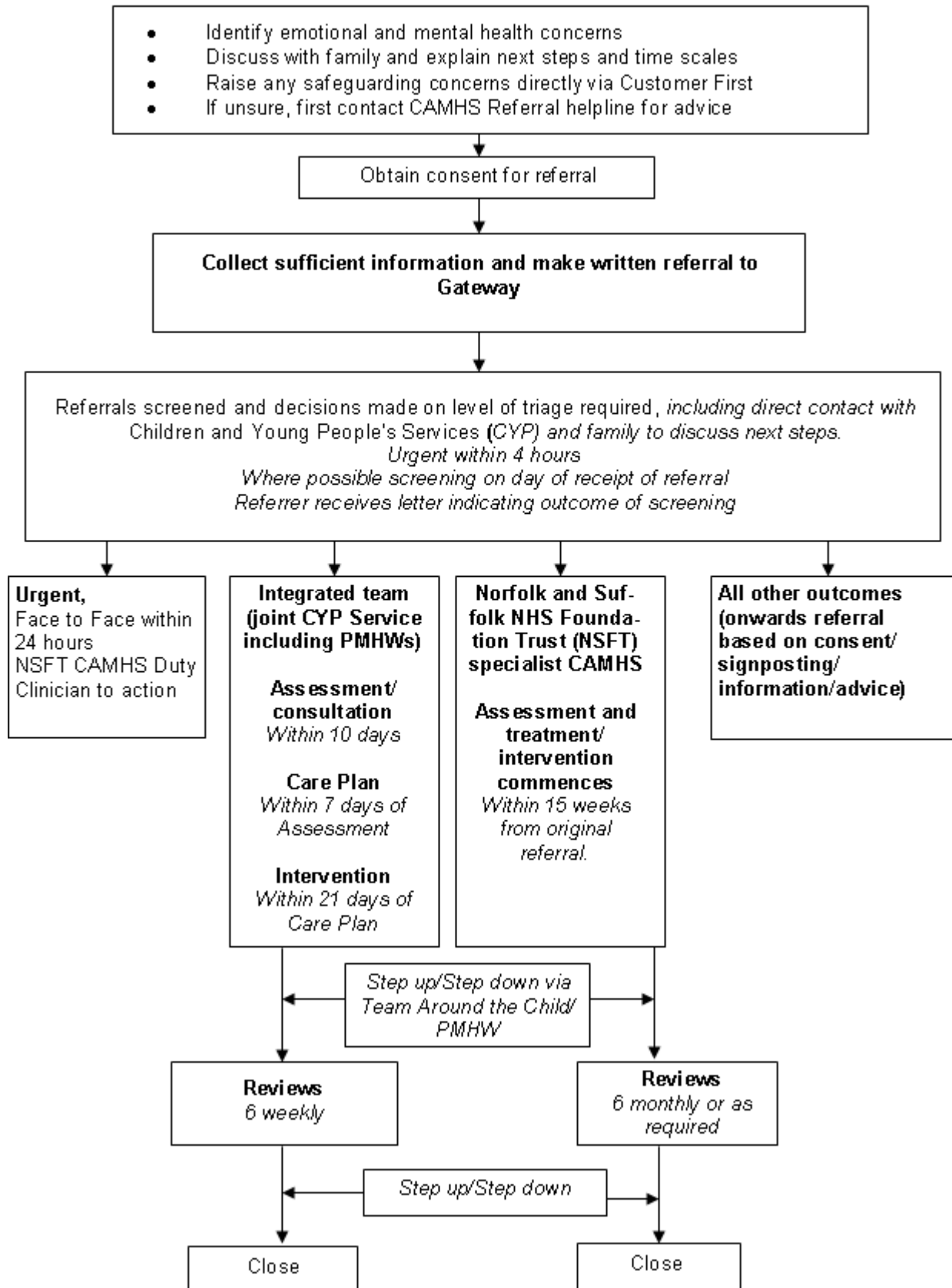


An Outline for Referrers to CAMHS in Suffolk
Accessing services for children and young people with emotional and mental health problems



The Gateway offers a single access point to CAMHS. A screening process at the Gateway ensures that referrals are directed to the most appropriate services. By ensuring that children and young people reach the right service to meet their emotional and mental health needs at the right time, service quality will be improved and greater early intervention should be possible.

Referral process

Telephone Referral Helpline:

The CAMHS Telephone Referral helpline for professionals should be the first point of routine contact with the service where clarification is needed, regarding when and how to ask for CAMHS involvement, where there are some generalised concerns about a child/young person. Telephone numbers for the helpline are 01473 220300 and 01284 775000

What if there are safeguarding concerns with a case?

Customer First team should be contacted on 0808 800 4005

As the referrer you will be required to take responsibility in the following:

- Discussing referral to the CAMHS gateway with the child/young person and the parents/carers and obtain consent to make the referral.
- Making the referral to the CAMHS Gateway with sufficient information for screening to take place and note that consent has been obtained.
- Collate any information that you feel is relevant to the case to enable effective screening and signposting to the appropriate CAMHS service.

Further guidance is available at [See website for further information](#)

Referrals can continue to be sent to the current CAMHS addresses. All referrals will be added to our computer database and then actioned.

How will the Single Gateway deal with a referral?

On receipt of referral CAMHS staff will review the details provided and where there is sufficient information the referral will progress to the screening stage. If there is insufficient information the referrer or referred will be contacted to ask for further details. (As this will cause delay, it is important to include as much information as possible at the outset).

The CAMHS team aim to screen and signpost referrals on the day they are received. The referrer will then be contacted to outline what is proposed for the case. This maybe one of the following:

- **Targeted Services** – The referral will be directed by the CAMHS Gateway to the appropriate integrated team. This will involve discussion with the CYP Access team.
- **Primary Mental Health Workers** –These workers offer a range of services and support to referrers based in varying organisations. A referral may be directed by the CAMHS gateway to these support mechanisms.
- **Specialist CAMHS Services** – The referral will be directed by the CAMHS Gateway straight to the Tier 3 CAMHS service provided by the Norfolk and Suffolk NHS Foundation Trust (NSFT).

CAMHS will use the [NSFT CAMHS website pathway and difficulties page](#) as a guide for appropriate services to children, young people and families. This is regularly up-dated.

Information sharing

Personal information will be kept on an NHS secure database used by the Trust.

When possible a parental/child consent is required for a referral, in order we can share information with other agencies. A '**Consent Form**' is attached. Please send this with your referral and retain a copy for your own agency records.