Child and Adolescent Mental Health Service (CAMHS)

North Essex CAMHS Gateway Pilot

Guidance for Referrers

Updated August 2012
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Introduction

This Guide for Referrers outlines the step-by-step process for Referrers who wish to access CAMHS services via the CAMHS Gateway during the pilot period and has been updated to reflect changed arrangements from September 2012 to the end of March 2013. This guide takes you through the process of how to refer to the Gateway, and actions required (if any) after referral screening has taken place.

We have included some notes on ‘Typical Children and Young Persons difficulties that can be referred to CAMHS Gateway’ (Appendix 2) and ‘Frequently Asked Questions’ (Appendix 3).

If you have any further queries at any point along the step-by-step process outlined below you can contact the CAMHS Gateway for advice and guidance using the contact details on page 5.

The Process

Step 1 – Prior to Referral

A) Where you or the family have concerns around the emotional and mental health of a child or young person - initially discuss these with the parents/carer and where appropriate, with the child or young person themselves. If you are concerned that a child is at risk of harm from physical, sexual or emotional abuse or neglect, you must refer to Children’s Social Care specifying your concerns (following your own agencies’ procedures). All referrals should be made in writing, or if made by telephone, should be followed up in writing.

B) Where the family is in support of the referral, record the consent of the parent/carer in your own records. How this consent is recorded is up to individual preference, however it is your responsibility as the referrer to do so. A ‘Consent Form’ is attached (Appendix 1). Please send a copy of this with your referral and retain a copy for your own agency records.

If you are unsure about making a referral or need some advice you can contact the CAMHS Gateway or speak directly to the Clinician of the Day in your local CAMHS Team.

Step 2 – Making the Referral

To make a referral to the CAMHS Gateway you will need to collect some basic information about the child or young person including their name, D.O.B, address, telephone, GP (if known) etc. You will also need to collect some additional information which will allow for effective screening and signposting to the correct CAMHS service. This should include details of the current emotional health and mental health concerns, any significant history, any social factors (e.g. if the child is known to be living in poverty or is looked after) plus any other information you feel to be relevant, and can help build a picture of the child’s needs during screening.

Please include your contact details for communication of the outcome.

The referral information can be relayed to the CAMHS Gateway by email from a secure email address to the secure NHS.net address, by detailed letter (sent by fax or by post). Referrals will also be accepted on a CAF.

Community CAMHS (Tier 2) require a CAF for referrals therefore if you believe that your referral may be appropriate for a Tier 2 service please refer using a CAF as this will prevent delay following screening. If the referral is not made on a CAF and allocated to Community CAMHS Tier 2 you will be contacted and asked to complete a CAF before the referral is processed further.
Social Care Professionals do not need to refer using a CAF. A CAMHS referral form is appropriate. However, on receipt of the referral in Tier 2 the most recent assessment of the child will be requested, in order to obtain relevant information about the child and family. Social workers may be invited to attend a consultation to discuss complex cases.

CAFs are useful for facilitating the collection of relevant information for screening and assessment. It also requires parents and the young person, where possible to sign consent for sharing of information and discussion with other relevant agencies. Having this consent at this stage is extremely beneficial. Therefore GPs are asked to send this consent as well as the first page giving family details, school attended etc. Telephone numbers are vital for speed of processing as families will need to be contacted to be offered an assessment.

On receipt of the referral, the CAMHS screening staff at the CAMHS Gateway will review the details provided. Where there is sufficient information, the referral will progress directly to screening. Should the information be insufficient for screening, the staff at the CAMHS Gateway will be in contact with you to gather any additional information required – please note that this may cause delay in the process making it important that sufficient information is provided with the referral. Wherever possible, referrals will be screened and signposted on the day of receipt.

**Step 3 – After Screening**

Screening is complete when an appropriate service or way forward has been identified for the child or young person by the CAMHS Gateway. The next steps are dependent on the result of screening:

i. **Universal and Community Services (CAMHS Tier 1 and 2)** – Because Universal services are open to all a direct or self referral is often required. There are also a wide and varying range of services provided by the voluntary and community sector. If referral to these services is appropriate, after screening, the CAMHS Gateway will be in contact with you as the referrer outlining the options for onward referral. You will then need to discuss these with the family and make the referral to the favoured agency with the outcome of the CAMHS Gateway screening to support your referral.

ii. **Targeted CAMHS Services - ECC Tier 2** – The referral will be directed by the CAMHS Gateway straight to the appropriate ECC quadrant CAMHS service. They will require a CAF to be completed prior to the referral. The CAMHS Gateway will indicate where a CAF needs to be completed if one has not already been submitted. Completion of the CAF will be the responsibility of you as the referrer with advice and guidance from the CAMHS Gateway where required. The family will receive an appointment letter, which is copied to the child or young person’s GP and/or Referrer.

iii. **Specialist CAMHS Services - Tier 3** – The referral will be directed by the CAMHS Gateway straight to the Tier 3 CAMHS service provided by North Essex Partnership NHS Foundation Trust (NEPFT). The family will receive an appointment letter, which is copied to the child or young person’s GP and/or Referrer. In some circumstances families may be offered a joint assessment with Tier 2 & 3 CAMHS where this is felt to be useful in identifying the most appropriate service and prevent families from attending duplicate assessments.

iv. **Multi-Agency Support** – If the CAMHS gateway identifies that a multi-agency approach is required the referral will be directed by the CAMHS Gateway straight to the Multi-Agency Allocation Group (MAAG) for consideration. The MAAG will facilitate coordination of a package of care for the child, which will be communicated back to the GP/Referrer.

**NB:** Referrers will be notified of the screening outcome in all instances, see appendix 4 for example letters. Updates regarding referrals forwarded to ECC Tier 2, Tier 3 CAMHS or MAAG services should be sought from the receiving service and not the CAMHS Gateway. When referral to universal or community services is suggested, the referrer should inform the family and progress this.
CAMHS Gateway Contact Details

You can submit your referral to the CAMHS Gateway as follows:

**North East Essex:**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>0845 556 4210</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>0845 556 4211</td>
</tr>
<tr>
<td>Post</td>
<td>CAMHS Gateway</td>
</tr>
<tr>
<td></td>
<td>Holmer Court, Essex Street (off Headgate), Colchester, Essex, CO3 3BT</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:nex-tr.camhssinglegate@nhs.net">nex-tr.camhssinglegate@nhs.net</a></td>
</tr>
<tr>
<td></td>
<td>(via secure and nhs.net accounts only)</td>
</tr>
</tbody>
</table>

**Mid Essex:**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>0845 556 4212</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>0845 556 4213</td>
</tr>
<tr>
<td>Post</td>
<td>CAMHS Gateway</td>
</tr>
<tr>
<td></td>
<td>White Lodge, 21 Coggeshall Road, Braintree, Essex, CM7 9DB</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:nex-tr.camhssinglegate@nhs.net">nex-tr.camhssinglegate@nhs.net</a></td>
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<tr>
<td></td>
<td>(via secure and nhs.net accounts only)</td>
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**West Essex:**

<table>
<thead>
<tr>
<th>Telephone</th>
<th>0845 556 4214</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>0845 556 4215</td>
</tr>
<tr>
<td>Post</td>
<td>CAMHS Gateway</td>
</tr>
<tr>
<td></td>
<td>Wych Elm House, Hamstel Road, Harlow, Essex, CM20 1QR</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:nex-tr.camhssinglegate@nhs.net">nex-tr.camhssinglegate@nhs.net</a></td>
</tr>
<tr>
<td></td>
<td>(via secure and nhs.net accounts only)</td>
</tr>
</tbody>
</table>

If you have any further queries at any point along the step-by-step process outlined above you can contact the CAMHS Gateway for advice and guidance.

If you are unsure about a referral and wish to seek advice you can contact the CAMHS Gateway or your local CAMHS Team directly and speak to the Clinician of the Day.

CAMHS Gateway Administration: Monday – Friday, 9am – 5pm
CAMHS Gateway Screening / Clinician Consultation: Monday – Friday, 2pm – 5pm.
An Outline for Referrers in North East Essex
Accessing services for children and young people with emotional and mental health problems

- Identify emotional and mental health concerns
- Discuss with family and explain next steps and time scales
- Raise any safeguarding concerns direct with IRT
- If unsure contact CAMHS Gateway for advice

Obtain consent for referral

Collect sufficient information and make written referral to Gateway
North East Essex CAMHS Gateway
Holmer Court, Essex Street (off Headgate)
Phone: 0845 556 4210 Fax: 0845 556 4211
Email: nex-tr.camhssinglegate@nhs.net

Referrals screened and decision made on appropriate service
Within 2 working days
Referrer receives letter indicating outcome of screening

Multi Agency Allocation Group (MAAG)
Considered within 1 week

ECC Tier 2 Quadrant Team
Assessment/consultation
Within 10 days
Care plan
Within 7 days of assessment
Intervention
Within 21 days of Care plan

Tier 3 North Essex Partnership Foundation Trust (NEPFT) / South Essex Partnership Trust (SEPT)
Assessment and treatment/intervention commences
Within 18 weeks

All other outcomes (signposting/information/advice) given to referrers to progress

Step up/Step down

Reviews
6 weekly

Step up/Step down

Reviews
6 monthly

Close

Close
An Outline for Referrers in Mid Essex
Accessing services for children and young people with emotional and mental health problems

- Identify emotional and mental health concerns
- Discuss with family and explain next steps and time scales
- Raise any safeguarding concerns direct with IRT
- If unsure contact CAMHS Gateway for advice

Obtain consent for referral

Collect sufficient information and make written referral to Gateway
Mid Essex CAMHS Gateway
White Lodge, 21 Coggeshall Road, Braintree, Essex, CM7 9DB
Phone: 0845 556 4212 Fax: 0845 556 4213
Email: nex-tr.camhssinglegate@nhs.net

Referrals screened and decision made on appropriate service
Within 2 working days
Referrer receives letter indicating outcome of screening

Multi Agency Allocation Group (MAAG)
Considered within 1 week

ECC Tier 2 Quadrant Team
Assessment/consultation
Within 10 days
Care plan
Within 7 days of assessment
Intervention
Within 21 days of Care plan

Tier 3
North Essex Partnership Foundation Trust (NEPFT) / South Essex Partnership Trust (SEPT)
Assessment and treatment/intervention commences
Within 18 weeks

All other outcomes (signposting/information/advice) given to referrers to progress

Step up/ Step down

Reviews
6 weekly

Step up/ Step down

Reviews
6 monthly

Step up/ Step down

Close

Close
An Outline for Referrers in West Essex
Accessing services for children and young people with emotional and mental health problems

- Identify emotional and mental health concerns
- Discuss with family and explain next steps and time scales
- Raise any safeguarding concerns direct with IRT
- If unsure contact CAMHS Gateway for advice

Obtain consent for referral

Collect sufficient information and make written referral to Gateway
West Essex CAMHS Gateway
Wych Elm House, Hamstel Road, Harlow, Essex, CM20 1QR
Phone: 0845 556 4214 Fax: 0845 556 4215
Email: nex-tr.camhssinglegate@nhs.net

Referrals screened and decision made on appropriate service
Within 2 working days
Referrer receives letter indicating outcome of screening

Multi Agency Allocation Group (MAAG)
Considered within 1 week

ECC Tier 2
Quadrant Team
Assessment/consultation
Within 10 days
Care plan
Within 7 days of assessment
Intervention
Within 21 days of Care plan

Step up/ Step down

Tier 3
North Essex Partnership Foundation Trust (NEPFT) / South Essex Partnership Trust (SEPT)
Assessment and treatment/ intervention commences
Within 18 weeks

Step up/ Step down

All other outcomes (signposting/information/advice) given to referrers to progress

Step up/ Step down

Reviews
6 weekly

Reviews
6 monthly

Close

Close
APPENDIX 1

Child and Adolescent Mental Health (CAMHS)
North Essex CAMHS Gateway Pilot

Consent to Referral

The Child and Adolescent Mental Health Services (CAMHS) Gateway is a screening service that helps to identify the most appropriate service to support your child with any emotional health and well-being issues they may be having.

A referral containing information about your child’s health and wellbeing will be passed to the screening team of CAMHS professionals, which will allow them to identify a service to meet your child’s needs. The information provided is stored on secure NHS and Essex County Council databases which only specific CAMHS staff will have access to*. It will only be shared with the person who made the referral and anyone with whom you have expressed consent to share.

Following screening, your child will be referred to the most appropriate service where they will then receive a full assessment and begin on a pathway of support. You may be asked by the person making your initial referral to discuss the different service options available to you before the referral is made.

By signing this form below you are consenting for information about your child to be passed onto the CAMHS Gateway for screening to be carried out and data to be stored on secure NHS and Essex County Council databases.

Parent

Name: ............................................................................................................................................

Signature: .............................................................................................................................

Date: ........................................................................

Young Person *(if applicable)*

Name: ............................................................................................................................................

Signature: .............................................................................................................................

Date: ........................................................................

*CAMHS staff include those employed by North Essex Partnership NHS Foundation Trust and Essex County Council.*
Typical Children and Young Person’s Difficulties that can be referred to CAMHS Gateway:

If you are concerned that a child is at risk of harm from physical, sexual or emotional abuse or neglect, you must refer to Social Services specifying your concerns (following your own agencies’ procedures). All referrals should be made in writing, or if made by telephone, should be followed up in writing.

1) Depression or Mood Disorder (including mood dysregulation)

One or more of the following:
- Where the response is beyond a “normal adjustment reaction” (e.g. bereavement, parental separation).
- Where the difficulties are beyond age-appropriate mood variation.
- Where there is an impact on daily living – e.g., sleeping, eating, etc.
- Where there is positive family history of mental illness or suicidal ideation.
- At least 2 weeks duration, unless an urgent or emergency presentation.

2) Self Harm

- Acute Overdose cases should be sent directly to the nearest Hospital with an Accident & Emergency Department for immediate medical care, NOT referred to the CAMHS Gateway.
- Where there is concern about self-harm, please consider discussing the case with the CAMHS Gateway or a clinician at your local Child and Adolescent Mental Health Team at the earliest opportunity to help determine the level of priority.
- If the overdose was historical then get advice from GP (or A & E) as soon as possible and the GP should consider a referral to CAMHS via the CAMHS Gateway.
- Significant loss of self-control and engaging in self-harm due to emotional and mental health difficulties.

3) Anxiety Including Post Traumatic Stress Disorder

One or more of the following:
- Where it is affecting the child’s/young person’s development or level of functioning.
- Where there is an impact on the parent/carer/child relationship.
- Where there is a sudden change or deterioration.
- At least 2 weeks duration, generally 4 or more weeks.

4) Obsessive-Compulsive Disorder

- Please consider an early consultation with CAMHS and possible referral.
5) Psychosis

- Request urgent/emergency GP assessment and decide if necessary to refer immediately to the CAMHS Gateway who may involve the Early Intervention in Psychosis team if aged between 14 and 35 years (including those secondary to substance misuse). "** EIP do take direct referrals. **"

6) Eating Disorders (anorexia, bulimia, food avoidant emotional disorder, fear of choking or vomiting and highly selective eating)

- Where there is concern in relation to eating disorders, **please consider an early referral** to the service.
- If considered urgent please ask the GP to review and refer as necessary
- It is helpful to complete medical investigations (bloods, weight/height etc) via the GP, prior to referral.
- Note: for less severe cases of selective eating and fears about food, ask for support from Community Paediatrics a Health Visitor for young children.

7) Complex Neurodevelopmental Problems eg Aspergers Syndrome, ADHD

- If Aspergers/ASD is suspected please ask Paediatrics to assess first; CAMHS to be involved in complex cases where there are co-morbid mental health difficulties such as depression, anxiety etc.

Difficulties that may require a Paediatric assessment for ASD may include:
- Significant delay in the acquisition of appropriate social skills.
- Difficulties with the child’s peer group relationships.
- Unusual or very fixed interests.
- Marked preference for routine and difficulties adapting to change.
- Bizarre or unusual behaviours.

- If ADHD is suspected, the following needs to be shown: Hyperactivity, impulsivity, inattention in children over five years of age that is unresponsive to behavioural intervention in the home and school. Difficulties should be persistent in two or more settings, eg school and home.

Early presentations without co-morbidity should be referred to Paediatrics for assessment & treatment. **Only those with co-morbid mental health problems or complex behavioural difficulties should be referred to CAMHS Gateway.**

A detailed report of behaviour in school is essential before a child is seen (could be by Access to Learning, school educational psychologist, SENCO). A Connors/SNAP 4 questionnaire completed by school would be helpful.

8) Tourettes and Complex Tic Disorders

- In the first instance refer to Paediatric services for assessment and management.
- Refer to CAMHS if there are co-existing problems such as co-morbid OCD, ADHD or depression etc.
- In cases of severe Tourettes refer to CAMHS Gateway.

9) Somatisation Disorders, Hypochondriacal/Dissociative/Conversion Disorders, Pain Syndromes & Chronic Fatigue Syndromes, Medical Conditions and Physical Disabilities with mental health complications

- Refer to Paediatrics first and then to CAMHS if necessary.
- Paediatricians have access to some hospital based CAMHS services in each locality for in patients and some paediatric clinics.
• For ambulant outpatients paediatricians can refer to locality CAMHS outpatient service.
  For Princess Alexandra Hospital contact: 01279 429371
  For Broomfield Hospital contact: 01245 514166
  For Colchester General Hospital contact: 01206 742324

10) Attachment Disorders and Under 5 Year Olds

• Significant parent infant relationship concerns (including difficulties with feeding).
• Should involve community nursing/health visitor first.
  **It is not appropriate to refer:**
• Children and young people where the behaviour, although challenging, is age-appropriate.

11) Family Difficulties

• Children and young people may present with emotional and behavioural difficulties in response to family stress – e.g., parental discord, divorce or separation. If referrers are aware of these issues, please be aware that parents should be encouraged to make efforts to resolve problems prior to referring the child. It is recommended that families are involved with relevant parenting programmes, parent advisor or outreach worker to facilitate a change in parenting strategy. Families where there is a child under 5 can be referred to the Barnardos Children Centres.

• Please note that CAMHS does not mediate residence and contact arrangements for the child/young person. The parent(s) could instead be advised to approach the Family Mediation Service or discuss with their solicitor, as appropriate.

• The service will not be involved in any legal issues in relation to parental separation. Solicitors should commission reports for court from professionals who work on a private basis. Children experiencing stress during acrimonious parental separation.

12) Response to Bereavement

• It is not appropriate to refer children/young people with ‘normal’ grief responses to this service. More appropriate support can be offered by other agencies - e.g., Cruse (0844 477 9400 helpline@cruse.org.uk) and Winston’s Wish (Helpline: 08452 03 04 05).

• You may want to consider referral when the child/young person is experiencing significant distress following a death that has occurred within traumatic circumstances (e.g. suicide). Or an abnormal or prolonged grief reaction where there is noticeable withdrawal from Social activities or prolonged and significant mood change that impairs their daily functioning. In these cases we may choose to meet carers without the child to offer them advice and support.

13) School Refusal

**This is normally the responsibility of the school, college or EWS service**
Refer to education support services first; it would be appropriate to refer to this service when the following conditions apply:

• Where there is severe difficulty in the child/young person attending school/college, often amounting to a prolonged absence and
• Where the child/young person is experiencing severe emotional upset on being faced with the prospect of attending school. This may be demonstrated by excessive fearfulness, anxiety, temper, misery, and complaints of feeling unwell without obvious cause.
• Moderate fears, use of avoidant behaviours, disturbed sleep patterns

14) Complex enuresis or soiling

• In the first instance the Specialist Community Enuresis or Constipation Clinic or Paediatrician should see these children.
• We recommend referrals to come from these specialist paediatrics/child health clinics.

15) EYPDAS Substance Misuse Services

Referrals should be directed to:
Essex Young People’s Drug and Alcohol Service (EYPDAS)
114 Springfield Road, Chelmsford, Essex CM2 6LF
Tel: 01245 493311

www.childrenssociety.org.uk
Follow: About us/How We Do It/Working with Children and Young People

• Essex Young people’s Drug and Alcohol Service – or EYPDAS - is a project of The Children's Society. Our remit is to deliver quality care and services to young people, up to the age of 19, across the county of Essex, who are affected by substance use - either their own or someone else’s. We ensure a demonstrable impact is made for children and young people affected by substance misuse in Essex through the use of preventive, harm-reduction and treatment services. EYPDAS works in partnership with both statutory and non-statutory organisations to deliver integrated services across the county.

• The range of services offered include:
  Substance Intervention Team (SIT)
  Offender Related Service (ORS)
  Drug and Alcohol Referral Team (DART)
  Schools Liaison Workers (Tendring & Colchester localities)
  Outreach Team
  Training
  Open Access, Helpline and Needle Exchange

Child Protection

If you are concerned that a child is at risk of harm from physical, sexual or emotional abuse or neglect, you must refer to Social Services specifying your concerns (following your own agencies’ procedures). All referrals should be made in writing, or if made by telephone, should be followed up in writing.
General FAQs (Page 17)

1. What is the CAMHS Gateway?
2. What is the benefit of a CAMHS Gateway?
3. Who is involved in the service development?
4. Who can refer into the CAMHS Gateway?
5. Will the CAMHS Gateway service be able to offer advice and guidance?

Referral Process FAQs (Page 18)

6. How do I refer to the CAMHS Gateway?
7. What information do I need to include in the referral?
8. Will parental or young person consent be needed prior to contacting the gateway with a referral?
9. Is a CAF required for referral to the CAMHS Gateway?
10. At which point in the pathway would a CAF be required?
11. Will the CAMHS Gateway complete a CAF if it is required?
12. What happens after screening is complete?
13. What are my responsibilities in the process as a referrer?

Operational FAQs (Page 21)

14. Where will the CAMHS Gateway be based?
15. Will the screener be interviewing the child, young person, parent, carer or professional as part of the process?
16. Will staff at the CAMHS Gateway be involved in the Multi-Agency Allocation Group (MAAG) meetings?
17. Consideration of a referral at MAAG may take a week or more – who holds case responsibility in the meantime?
18. Why is a CAF not routinely completed after screening? Does a CAF not always provide useful information to aide clinical assessment?
19. Does the NHS Information Sharing Protocol cover the staff at the CAMHS Gateway?
20. Will all children referred to the gateway have a mental health record initiated if their personal details are entered onto the Trust's database?
1. **What is the CAMHS Gateway?**
The gateway is a single access point for referrers to access Child and Adolescent Mental Health Services (CAMHS) where a screening process will ensure referrals are directed to the most appropriate services to meet the emotional and mental health needs of children and young people.
The gateway was initially piloted across the North of Essex from September 2011 to the end of March 2012 and extended to run until March 2013.

2. **What is the benefit of a CAMHS Gateway?**
By ensuring children reach the right service in the right time will not only deliver improved service quality, but will allow for greater early intervention, improved outcomes for children, and contribute to improved integration of CAMH services.

3. **Who is involved in the service development?**
The North Essex Cluster Primary Care Trusts (PCTs) and the Local Authority (LA) are working with local providers North Essex Partnership NHS Foundation Trust (NEPFT), LA Tier 2 Quadrant Teams, and also the voluntary organisation Colchester Mind (The Junction), to develop and deliver a pilot for the CAMHS Gateway service across the North of Essex.

The pilot service will be accountable to and monitored through the provider’s contract with the North Essex Cluster Primary Care Trusts. Any developments or issues will be addressed by the CAMHS Gateway Task and Finish Group. Progress will be reported to the Essex CAMHS Joint Commissioning Committee.

5. **Who can refer into the CAMHS Gateway?**
The CAMHS Gateway will accept referrals for screening from anyone with concerns around the emotional and mental health of a child or young person living in the North of Essex following the timeframes above. This includes all professionals working with children, young people and families.

6. **Will the CAMHS Gateway service be able to offer advice and guidance?**
Yes. The CAMHS Gateway service will be able to provide advice and guidance to potential referrers to the service. Advice will be offered concerning whether a case would be appropriate for referral to the gateway, the referral process, and signposting to services following the results of screening, including information regarding completion of a CAF where required. Once the child has been screened, the case will be closed at the gateway. Therefore information regarding the subsequent treatment the child receives will not be provided by the gateway; this will be the responsibility of the CAMH service provider.
Referral Process FAQs

7. How do I refer to the CAMHS Gateway?
The CAMHS Gateway will accept a referral by email, post or fax. The CAMHS Gateway does not require completion of a referral form. Please mark your referrals clearly for the CAMHS Gateway.

Contact details are as follows:

North East Essex:

<table>
<thead>
<tr>
<th>Telephone</th>
<th>0845 556 4210</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>0845 556 4211</td>
</tr>
<tr>
<td>Post</td>
<td>CAMHS Gateway</td>
</tr>
<tr>
<td></td>
<td>Holmer Court, Essex Street (off Headgate), Colchester, Essex, CO3 3BT</td>
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<td>Email</td>
<td><a href="mailto:nex-tr.camhssinglegate@nhs.net">nex-tr.camhssinglegate@nhs.net</a></td>
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Mid Essex:

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<th>0845 556 4212</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
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</tr>
<tr>
<td>Post</td>
<td>CAMHS Gateway</td>
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<td>White Lodge, 21 Coggeshall Road, Braintree, Essex, CM7 9DB</td>
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<td>Email</td>
<td><a href="mailto:nex-tr.camhssinglegate@nhs.net">nex-tr.camhssinglegate@nhs.net</a></td>
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West Essex:

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<tr>
<th>Telephone</th>
<th>0845 556 4214</th>
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<td>Fax</td>
<td>0845 556 4215</td>
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<td>Post</td>
<td>CAMHS Gateway</td>
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<tr>
<td></td>
<td>Wych Elm House, Hamstel Road, Harlow, Essex, CM20 1QR</td>
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8. What information do I need to include in the referral?
Referrals should contain as much information as possible to enable the CAMHS Gateway to effectively screen the referral. This will include the presenting emotional problems of the child or young person, your concerns and any medical/family history which may be relevant. You will also need to provide your contact information including a daytime telephone number and address.

Where the referral has insufficient information for screening to be carried out, the CAMHS Gateway will be in contact with the referrer to ask for more information. This will cause delay in the process and therefore the CAMHS Gateway requests that as much information as possible is included in the first instance.
9. **Will parental or young person consent be needed prior to contacting the gateway with a referral?**
   Evidence of obtaining consent is not mandatory for referral to the CAMHS Gateway; however the referrer will be expected to have asked the child, young person and parents whether they are happy for their details to be passed to the gateway, and a copy of the signed consent form should accompany the referral (if you have one). Where this is not stated on the referral, the CAMHS Gateway will confirm with the referrer that consent has been granted. It is expected that all referrers will follow good practice with respect to consent and confidentiality in practice. Following screening and re-directing to CAMH services, it is common practice for the family to be asked at the point of assessment to consent to treatment.

10. **Is a CAF required for referral to the CAMHS Gateway?**
    The CAMHS Gateway provides a screening process to identify the most appropriate service for the child or young person. As screening is regarded as a pre-CAF process, it is therefore not necessary to have a CAF completed prior to referral. However, the CAF offers a useful point at which to collect information and will be accepted by the CAMHS Gateway as one of the many methods of referral.

11. **At which point in the pathway would a CAF be required?**
    Where the result of screening indicates referral to a service which requires a CAF, the CAMHS Gateway will contact the referrer to signpost to the appropriate service and advise that a CAF will need to be completed.

12. **Will the CAMHS Gateway complete a CAF if it is required?**
    No. Completion of the CAF will be the responsibility of the original referrer. The CAMHS Gateway will offer advice and guidance on completion of a CAF where required.

13. **What happens after screening is complete?**
    Screening will identify the most appropriate service to meet the needs of the child or young person. The CAMHS Gateway will communicate the result depending on the Tier of service required as follows:

   i) Where screening indicates the most appropriate service would be Tier 1 services, the referrer will be contacted with information of the recommended service(s), a process known as ‘signposting’. The referrer will need to discuss these with the family and make the appropriate referral themselves with the information from the CAMHS Gateway to support their referral.

   ii) Some Tier 2 agencies may require a CAF to be completed prior to the referral. The CAMHS Gateway will indicate where a CAF needs to be completed. Completion of the CAF will be the responsibility of yourself as the referrer with advice and guidance from the CAMHS Gateway where required (usually, the front & back page is sufficient).

   iii) Where screening indicates the most appropriate service would be Tier 3 services provided by North Essex Partnership Foundation Trust, these will be directed immediately and the child/young person will begin on their treatment pathway i.e. an appointment letter will be sent home to the child/young person/family with a copy sent to the referrer.

   iv) Where it is evident that the child will need multiagency input, the CAMHS Gateway will make a direct referral to the Multi-Agency Allocation Group (MAAG) for consideration. The MAAG will facilitate coordination of a package of care for the child, which will be communicated back to the referrer.

14. **What are my responsibilities in the process as a referrer?**
    As the referrer you will be required to take responsibility in the following:
    - Discussing referral to the CAMHS Gateway with the child, young person, 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.
- Maintain responsibility as the Lead Professional during the screening process (including on-ward referral to the Multi-Agency Allocation Group if this is required), until a Lead Professional to take forward the case has been identified at the point of on-ward referral to treatment.
- Where signposting occurs (for tiers 1, see question 13 above), the referrer will have responsibility to make the on-ward referral to the appropriate agency as advised by the CAMHS Gateway. This will include completion of a CAF where required.
Operational FAQs

15. Where will the CAMHS Gateway be based?

North East Essex:

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<td>Fax</td>
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<td>Post</td>
<td>CAMHS Gateway</td>
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<tr>
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<td>Holmer Court, Essex Street (off Headgate), Colchester, Essex, CO3 3BT</td>
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16. Will the screener be interviewing the child, young person, parent, carer or professional as part of the process?
   It is not expected that an interview will take place. Screening will be carried out on the information available as it is presented. If further information is required for effective screening, this will be sought from the referrer prior to screening taking place. Speaking to the child, young person, or family would constitute an assessment rather than screening and would therefore be avoided at the point of the CAMHS Gateway.

17. Will staff at the CAMHS Gateway be involved in the Multi-Agency Allocation Group (MAAG) meetings?
   We wouldn’t envisage the screener themselves attending the MAAG meetings. Information collected during screening and the screening outcome will be passed to the MAAG for consideration. CAMHS professionals attend the MAAG meetings and will be able to comment on the case.

18. Consideration of a referral at MAAG may take a week or more – who holds case responsibility in the meantime?
The MAAG process will be the same as it is currently. The case responsibility would remain with the original referrer, acting as Lead Professional until the first Team Around the Child meeting when the Lead Professional is re/confirmed. The original referrer will maintain responsibility throughout the screening process.

19. **Why is a CAF not routinely completed after screening? Does a CAF not always provide useful information to aide clinical assessment?**
As not all CAMH services require a CAF for a referral, it would not always be appropriate to complete a CAF. Screening comes at the pre-CAF stage. The CAMHS Gateway will advise where a CAF is required and offer guidance. Completion of the CAF will be the responsibility of the referrer.

Due to the additional time and effort required to complete a CAF, and greater knowledge of the family themselves, it would not be possible for this to be carried out by the CAMHS Gateway. By requiring a CAF to be completed for all services, including those not requiring a CAF, could risk causing unnecessary and significant delay in the child getting a service where a CAF isn't required. For these services, this information can be collected as part of the assessment process at the start of treatment.

20. **Does the NHS Information Sharing Protocol cover the staff at the CAMHS Gateway?**
The service will be managed by NEPFT, an NHS organisation that will coordinate the information sharing requirements. There will be formal sub-contracting arrangements to ensure that information sharing will not be an issue. Personal information will be collected on an NHS approved secure database used by the Trust.

21. **Will all children referred to the gateway have a mental health record initiated if their personal details are entered onto the Trust's database?**
In order to collect sufficient data to monitor activity, all children referred to the gateway will have a record initiated on the database. However, following screening, those children requiring Tiers 1-2 will have their records closed immediately. Only the records of children requiring on-ward referral to Tier 3 will remain open as the same database is used by the Tier 3 provider throughout the child's treatment period and be closed following discharge.
Child and Adolescent Mental Health Services
CAMHS GATEWAY REFERRAL SCREENING SERVICE

Dear

Re:

Thank you for referring the above named young person to community mental health services. This referral was screened by the CAMHS gateway service and based on the information provided, it has been passed to **Screening Team please specify which T2 (Area) or T3 (Team name) team this has been allocated to** who will be in touch with the family / young person shortly to inform them of the next steps.

If you have any queries regarding this referral, please direct them to the (T2/T3) Team on (Tel No.).

Yours sincerely

CAMHS Gateway Screening Team

Cc  GP
    Parents
Dear 

Re: 

Thank you for referring the above named young person to community mental health services. This referral was screened by the CAMHS gateway service and based on the information provided did not meet the necessary criteria for assessment or treatment by Local Authority Quadrant Tier 2 or Tier 3 specialist mental health services.

(space for paragraph from screening team)

You should inform the family and progress this.

If the above recommendations do not help to resolve identified needs please do not hesitate to re-refer back to the Screening Service.

Yours sincerely

CAMHS Gateway Screening Team

Cc GP
Parents

NB: Enquiries from Parents or Carers should be directed to the referrer.
APPENDIX 5

The Essex Provider Directory

The Essex Provider Directory is a downloadable, searchable, up-to-date directory of services for children, young people and families. The Directory is updated every month and has recently been refreshed in readiness for the CAMHS Gateway Pilot.

The Directory can be downloaded from the Essex Partnership Portal Website by following the following link [www.essexpartnershipportal.org.uk/live/partnership/73](http://www.essexpartnershipportal.org.uk/live/partnership/73).

This link will take you to the “Children’s Trust Partnership” page of the website where you can scroll down to the title “Essex Service Directory” and then click on the link “Download the new directory here”.

Using the Provider Directory

The Directory is in Microsoft Excel format. When downloading the flyer, a pop-up box will appear regarding macros. Please ensure you select ‘Enable Macros’ to allow for full functionality of the database.

The first page named “Directory” contains all the latest provider information. Here the database can be filtered by District, Children’s Services, Parent Services and CAMHS Level of Support (Tiers 1, 2, 3 & 4). More information about a particular project/service can be found by selecting the item of interest and clicking the button at the top left of the page “more details”.

New projects/services can be added by providers, or information on existing projects/services can be amended (please note that the onus is on the provider to place their information on the Directory or to update their existing information*).

To add a new project/service or amend details about an existing one then click on one of the buttons at the top of the page titled “Feedback NEW project” or “Feedback project AMENDMENTS” which will take you to the second page named “Project Feedback Sheet”. Service details can be added by completing the form and then submitting the information by clicking on the button at the top right of the page “Send Feedback Sheet”.

Help using the Directory can be found by clicking on the “HELP” button at the top right hand corner of the page. Additional support can be obtained by emailing providerdirectory@essex.gov.uk.

If you are a service provider, please ensure that your details have been added to the Essex Provider Directory and/or are accurate and up-to-date by 3rd October 2011 to ensure they can be used when the CAMHS Gateway Pilot goes live on the 10th October 2011.

*To Note: It is important that you keep your information up to date so that you can be contacted about the service you provide. If you are adding more than one project/service you deliver then you will need to use a new template for each one. Do not try to overwrite existing information. A new updated version is available for download at the end of each month.