



The Mental Health Service for our Community

## Children and Young Person's (CYP) Service 11-16 year old's pilot FAQs

### **Q. How do I access the new service?**

A. The new service will be piloted in the first year so we can effectively monitor and evaluate it, therefore we will initially be working with a limited number of people. To express your interest in the Children and Young Person's (CYP) service, fill in the website form at [www.jamiuk.org](http://www.jamiuk.org) or call us on 020 8458 2223.

If our service is at capacity, we will contact you when we are able to accept new referrals.

### **Q. What help will children receive?**

A. Children and young people will receive personalised one to one support based on their needs. This could include advice and signposting to other statutory or voluntary sector services, joint work with carers and/or education teams to support families, carers and schools in the child's 'network', or support from health professionals such as Occupational Therapists, Social Workers and children's wellbeing practitioners

### **Q. Will children receive therapy?**

A. Our CYP team consists of a multi-disciplinary team of health professionals such as Occupational Therapists, Social Workers and children's wellbeing practitioners. If further psychological therapies are needed, we can support children and families to access organisations that may be able to meet their needs.

### **Q. Will it impact my referral to CAMHS/NHS services?**

A. We may be able to liaise or work collaboratively with other organisations with the consent from families and/or children involved. However, your child may be advised to have a break from Jami support while CAMHS support is provided. We will be able to continue our support to parents/carers through our Carers and Family Support service throughout engagement with CAMHS.

### **Q. Will you disclose what my child says to you?**

A. This will depend on the age of your child, relevant consent and the situation of the child. We will discuss this with you and your child at the outset.

### **Q. Can you help parents/family/siblings too?**

A. Jami Carers and Family Support offers a range of services from advice and signposting to emotional support and engaging with other agencies. For more information contact Jami on 020 8458 2223 or visit the website [www.jamiuk.org/get-support/what-we-do/carers-family-support/](http://www.jamiuk.org/get-support/what-we-do/carers-family-support/)

### **Q. How often will my child be seen?**

A. Every person has a bespoke treatment plan based on their needs, so we are unable predict how often someone may need to be seen. Meetings may take place in person or online.

**Q. My child has been self-harming / having suicidal thoughts. What do I do?**

A. If you need immediate help contact one of the following services:

- Ring your GP or out of hours service for an emergency appointment
- Contact your Community Mental Health Team (CMHT) if you have one
- Ring Samaritans on Freephone 116 123 (24 hours a day) or the Jewish Helpline on 0800 652 9249 (Sunday – Thursday 12:00 – 00:00; Friday 12:00 – 15:00)
- Contact Shout via their 24/7 free text service if you're struggling to cope or need immediate help. Text Jami to 85258
- Call the Papyrus HOPELINEUK for confidential support and advice for children and young people experiencing suicidal thoughts. Call 0800 068 41 41, text to 07860039967 or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org). Opening Hours: 10am – 10pm weekdays; 2pm – 10pm weekends and bank holidays
- Go to your nearest Accident and Emergency (A&E) department
- Call 999 or NHS Direct on 111 (England) or 0845 46 47 (Wales)

Look after yourself. Supporting someone who is suicidal can be shocking and emotionally draining. Find ways of reducing the immediate stress and find someone to talk to about your experience.

**Q. Will you liaise with my child's school?**

A. We may be able to liaise or work collaboratively with other organisations with consent from the family and/or children involved.

**Q. What does it cost?**

A. Jami services are free of charge, however, you are welcome to make a donation. Jami receives almost no statutory funding and is entirely reliant on voluntary donations to run its vital mental health services. For more information visit [www.jamiuk.org/donate](http://www.jamiuk.org/donate)

**Q. My child has complex needs / learning difficulties, can you help?**

A. We provide bespoke support based on the individual's needs. This may include signposting to other statutory and voluntary sector services, as well as joint work with the carers and/or education teams within the child's 'network'. We would discuss this with you at the point of assessment and would require your consent.

**Q. When will the full CYP service be available?**

A. We hope to extend the service after the pilot ends in Spring 2023.

If you have further questions, please contact [Maneesha.pathmarajah@jamiuk.org](mailto:Maneesha.pathmarajah@jamiuk.org) or [Karen.wilson@jamiuk.org](mailto:Karen.wilson@jamiuk.org).