

PATIENT INFORMATION

Devon CAMHS Assertive Outreach Team

Welcome to Devon Child and Adolescent Mental Health Services (CAMHS)

The Assertive Outreach Team (AOT) provides home and community based treatment to young people and their families in Devon, who need more intensive support than can be provided by their local community CAMHS team.

What type of support does the AOT provide?

The AOT aims to support young people to stay safely at home and avoid hospital admission. This can involve a range of interventions including;

- Risk assessment/monitoring and safety planning with the young person, their family and the wider community team.
- Supervised meal support
- Crisis management and safety planning with young people and their families.
- Supporting young people to identify interests and goals, and support them in engaging with more activities within their local community.
- Review meetings with the local CAMHS team.

The AOT also aims to support young people to manage the transition back into the community following discharge from hospital. This often involves:

- Meeting the young people whilst they are in hospital to allow us to get to know them and better understand their needs.
- Attending Care Program Approach (CPA) meetings to enable us to contribute to planning around home leave and discharge.
- Supporting young people whilst on home leave including Section 17 Leave.

About the AOT

Our team is made up of professionals with a range of different skills that provide a service which responds to the needs of young people we work with. Our team includes:

- A Consultant Child and Adolescent Psychiatrist
- Community Psychiatric Nurses
- Mental Health Support Workers
- Mental Health Practitioners
- An administrator/referral coordinator

We aim to be as flexible as possible and will often see young people for more than one session a week and it is possible that families will be supported by several members of the AOT.

Why have I been referred?

The AOT works closely with the local CAMHS across Devon. We work together to identify young people whose needs have changed and who may be at risk of admission or re-admission to hospital without a more intensive community package of support being in place.

Referrals can be made to AOT by the local community CAMHS team. The AOT work closely with key workers and other professionals to consider the ways that the AOT can help those young people who need a greater level of support than can be provided by CAMHS alone.

What can you expect when you're referred to AOT?

- A team member will be allocated as the 'lead clinician' and will arrange to meet with the young person and possibly their family/caregivers. The first meeting will be to establish what extra support is needed alongside their present treatment in CAMHS, and devise a personalised care plan.
- The AOT usually meet with the young person at their home, but can meet at other places in the community such as schools or the local CAMHS sites.
- AOT have regular meetings with all other CAMHS teams to jointly review the young person and collaboratively plan for on-going treatment and support.

Would you recommend us?

You can help shape your service by taking part in the Friends and Family Test. We will take on board your comments and suggestions and try to make the necessary changes to make your next visit as pleasant and comfortable as possible.

Get in Touch

Devon Child and Adolescent Mental Health Services (CAMHS) Assertive Outreach Team.

Monday to Friday: 8am-10pm

Weekends and Bank Holidays: 9am-5pm

T: 01392 384 105

Emergency Duty Team (EDT)

In the event of requiring additional mental health advice outside of CAMHS and AOT working hours can you contact Devon's Emergency Duty Team (EDT)

They will be able to direct your call to a specialist CAMHS worker who is available to offer telephone advice and support.

Monday-Friday: 5pm-9am

Weekends and Bank Holidays: 24 hours a day

T: 0845 6000 388

Non-English Speakers and other formats

We will provide all our leaflets in other languages and formats. Please let us know if you would like a copy of this leaflet in a different format or language.

Your Records

We record all of the information about you confidentially on our clinical system. Keeping healthcare records is important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you.

We will only share information about you with your consent unless required by law. If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please write to our Information Governance Team.

Our Commitment to you

Children and Family Health Devon takes your dignity and privacy very seriously and we will at all times respect your confidentiality. Please treat our staff with respect so that we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

In order for us to provide you the best quality of care and ensure your safety every member of our team has to provide evidence of their professional registration, training and criminal record status before being employed by us.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. If you would like to make a complaint, please speak to a member of the team caring for you in the first instance.

Alternatively you can speak to our Customer Services Team in the Get in Touch Section.

www.childrenandfamilyhealthdevon.nhs.uk

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.