



## The Referral, Assessment and Treatment journey FOR CHILDREN & YOUNG PEOPLE AND THEIR PARENTS/CARERS

### How to make a referral:

**You can download and complete the referral form below.** Once completed you can send it by email to [broccg.bromleyy@nhs.net](mailto:broccg.bromleyy@nhs.net)

If you email your referral to us, you will receive an automated confirmation letting you know that we have received it. If by any chance you do not receive the confirmation email, please call us on:

020 3 770 8848 and we can check that your referral came through ok.

**If you are a young person and you would prefer not to complete the referral form,** please contact us by email saying that you wish to make a referral and one of our referral team will reply

Or

**You can call 0203 770 8848 the referral team will be able to help you.** Alternatively, you could ask them for a blank copy of the referral form to be sent to your home address and you can return this by post to the address below.

### What happens next? – Triage:

- Your incoming referral will be looked at by our team of experts and we may call you if there is information missing or if we need to clarify anything.
- Referrals are prioritised for assessment based on the contents of your referral form. It is especially important that you have given all the details surrounding any of the boxes you have ticked on the form. Make sure that you include how these difficulties affect everyday life and whether there are any risky behaviours to self or to others with details about this.
- If it is felt that Bromley Y would be unable to help you, then you will receive a call from a member of our staff explaining why this is and suggesting who would be a better source of support for you.

## **What happens next? – Waiting for Assessment:**

- Once your referral has been discussed by our team of experts and accepted, it will be added to a waiting list.
- When the referral comes near to the top of the list, the young person or parent/carer will be contacted inviting them to attend an assessment appointment.

## **What happens next? – Assessment:**

- The assessment appointment will be held over the phone or at one of several places around Bromley. Please check your email carefully to be sure you make note of the location of your assessment. Not all assessments are held at our Ethelbert Road building in central Bromley.
- The assessment is an information gathering exercise to be sure that we fully understand the difficulties the young person is facing. Including their history, friendships and relationships at school and at home. We would like to understand the emotional difficulties they are experiencing, the things that trigger these and the way they are affecting the young person's everyday life, sleep eating, social life and general wellbeing.
- On arrival, you will be given a short form to complete so that we can check that essential contact details are correct on our system.
- The young person will then be collected by the practitioner they are due to see. Pictures of all our practitioners can be found on our website. Parents can ask to speak to the practitioner alone if they wish to.

## **How long is the assessment and what happens?**

- The assessment itself is about 1 hour long.
- The parent/carer or young person will be asked to give their written consent for us to store personal details and to share them with other professional third parties such as GPs, schools, social services, CAMHS or other medical professionals involve with the young person.
- The practitioner carrying out the assessment will discuss treatment options with you. Occasionally, it is felt that our service is not the right one to support the family/young person at this time and in those circumstances an onward referral will be made, or they will be signposted to the most appropriate service instead.

## What happens next? – post assessment treatment plan

- Once the assessment has taken place the assessor will discuss what they believe is the best type of support for the young person which may include one of any of the following, but may also involve a referral to another service if it is felt that the therapies we offer would not be helpful. If it is felt that the young person would benefit from group work instead of 1:1 support, this will also be considered.
- The number of weeks of treatment depends on the type of therapy offered and the progress made.
- **We offer remote and face to face, evidence-based therapies for young people with three main types of one-to-one support:**
  - **Guided Self Help (GSH) ([LINK TO GSH](#)), low-intensity interventions for low mood, anxiety and behavioural problems delivered by Child Wellbeing Practitioners.**
  - **Cognitive behavioural therapy (CBT) ([LINK TO CBT](#)), mostly for anxiety, low mood, phobias and panic.**
  - **Interpersonal Psychotherapy (IPT-A) ([LINK TO IPT-A](#)), for low mood that may be impacted on by relationship difficulties**
- Once a treatment plan has been decided upon, the young person will be added to a waiting list and a practitioner will be in touch with the parent/carer or young person as soon as a treatment slot becomes available.
- The support will continue, with the same practitioner (unless this is not possible) and parent/carer or young person will be asked to complete final questionnaires and a service feedback form at the end. This is so that we can check how the young person is feeling at the end of treatment and so that we can make improvements to the service by listening to the feedback.
- When the support finishes, the referral will be closed. The referrer will be notified that the young person has been discharged from our service.
- It is usually suggested that the young person or parent/carer to use the strategies learnt for at least 3-6 months before any further referrals are made to our service.